

07-26-1999

FORM PTO-1595

1-31-92

7-16-99

REC



101100321

U.S. DEPARTMENT OF COMMERCE

Patent and Trademark Office

To the Honorable Commissioner of Patents and Trademarks. Please record the attached original documents or copy thereof.

1. Name of Conveying Party(ies): ALL INDIVIDUALS

Elizabeth M. Szabo
110 Knarr Street
Austin, Texas 78734

Citizenship: United States of America

Additional name(s) of conveying party(ies) attached?

Yes No

3. Nature of conveyance:

- Assignment
- Security Agreement
- Other
- Merger
- Change of Name

Execution Date: 1st Inventor, July 15, 1999
2nd Inventor, July 16, 1999; 3rd Inventor, July 15, 1999

2. Name and Address of receiving Party(ies):

Name: Dell USA, L.P.,
a Texas Limited Partnership

Street Address:

Attn: Legal Department
One Dell Way

City: Round Rock State: Texas Zip: 78682-2244

Additional name(s) & address(es) attached? Yes No

JCS03 U.S. PTO
09/356236
07/16/99

4. Application number(s) or patent number(s):

If this document is being filed together with a new application, the execution date of the application is: June 16, 1999

A. Patent Application No.(s)

B. Patent No.(s)

Additional Number(s) attached? Yes No

5. Name and address of party to whom correspondence concerning document should be mailed:

Name: Robert W. Holland
Internal Address: Baker & Botts, L.L.P.
Street Address: One Shell Plaza
910 Louisiana

City: Houston
State: Texas Zip: 77002-4995

6. Total number of applications and patents involved: One

7. Total Fee (37 CFR 3.41): \$40.00

- Enclosed
- Authorized to be charged to deposit account

8. Deposit account number:

No. 02-0383 of Baker & Botts, L.L.P.
(Attach Duplicate Copy of this page if paying by deposit account)

DO NOT USE THIS SPACE

9. Statement and signature.

To the best of my knowledge and belief, the foregoing information is true and correct and any attached copy is a true copy of the original document.

Scott T. Morris

July 16, 1999

Name of Person Signing

Signature

Date

Total number of pages including cover sheet

4

OMB No. 0651-0011 (exp. 4/94)

Do not detach this portion

Mail documents to be recorded with required cover sheet information:

07/26/1999 MTHAI1 00000013 09356236
01 FC:581 40.00 00

Commissioner of Patent and Trademarks
Box Assignments
Washington, D.C. 20231

Public burden reporting for this sample cover sheet is estimated to average about 30 minutes per document to be recorded, including time for reviewing the document and gathering the data needed, and completing and reviewing the sample cover sheet. Send comments regarding this burden estimate to the U.S. Patent and Trademark Office, Office of Information Systems, PK2-1000C, Washington, D.C. 20231, and to the Office of Management and Budget, Paperwork Reduction Project, (0651-0011), Washington, D.C. 202503.

Attorney's Docket: 016295.0346 (DC-01887)

Section 1 - Name of conveying parties

Additional names (individual)

William B. Bolin
2918 N. FM 620
Villa #265
Austin, TX 78734
Citizenship: United States of America

Karen M. Hance
5608 Woodrow Avenue, Apt. #11
Austin, Texas 78756
Citizenship: United States of America

ASSIGNMENT

WHEREAS, I, one of the undersigned joint inventors, of residence as listed, have invented certain new and useful improvements as below entitled, for which application for United States Letters Patent is made, said application having been executed on the date set forth below; and

WHEREAS, Dell USA, L.P. (hereinafter referred to as "Assignee"), a Texas limited partnership, with an address of One Dell Way, Round Rock, Texas 78682-2244, desires to acquire my entire right, title and interest in and to the invention, and in and to the said application and any Letters Patent that may issue thereon;

NOW, THEREFORE, for and in consideration of One Dollar (\$1.00) and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, I assign to Assignee, all right, title and interest in and to said invention and in and to said application and all patents which may be granted therefor, and all provisionals, divisions, reissues, continuations, continuations-in-part and extensions thereof; and I authorize and request the Commissioner of Patents and Trademarks to issue all patents for said invention, or patents resulting therefrom, insofar as my interest is concerned, to Assignee.

I also assign to Assignee, all right, title and interest in and to the invention disclosed in said application throughout the world, including the right to file applications and obtain patents, utility models, industrial models and designs for said invention in its own name throughout the world, including all rights to publish cautionary notices reserving ownership of said invention and all rights to register said invention in appropriate registries; and I further agree to execute any and all powers of attorney, applications, assignments, declarations, affidavits, and any other papers in connection therewith necessary to perfect such right, title and interest in Assignee.

I will communicate to Assignee any facts known to me respecting any improvements; and, at the expense of Assignee, I will testify in any legal proceedings, sign all lawful papers, execute all provisionals, divisional, continuation, continuation-in-part, reissue and substitute applications, make lawful oaths and declarations, and generally do everything possible to vest title in Assignee and to aid Assignee to obtain and enforce proper protection for said invention in all countries.

This Assignment shall be binding on the parties' successors, assigns and legal representatives.

Title of Invention:

**SYSTEM AND METHOD FOR
MANAGING CUSTOMER EXPERIENCE
INFORMATION**

Signature of First Inventor:
Inventor's Name:

Elizabeth M. Szabo
Elizabeth M. Szabo

Residence (City, County, State):

Austin (Travis County) Texas

Date:

7/15/99

Date Application Executed:

7/15/99

Signature of Second Inventor:
Inventor's Name:

William B. Bolin
William B. Bolin

Residence (City, County, State):

Austin (Travis County) Texas

Date:

7/16/99

Date Application Executed:

7/16/99

Signature of Third Inventor:
Inventor's Name:

Karen M. Hance
Karen M. Hance

Residence (City, County, State):

Austin (Travis County) Texas

Date:

7.15.99

Date Application Executed:

7.15.99