

02-14-2000

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BOX ASSIGNMENTS



ONLY PATENTS & PAT. APPLNS.

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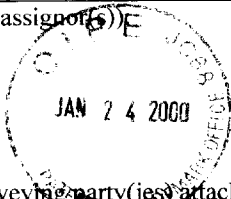
APPLNS. & PATENTS ONLY

To the Honorable Commissioner of Patents and Trademarks, Wash., D.C. 20231

SIR: Please record the attached original document or copy thereof on which the particulars are:

1. Name of conveying party(ies) (assignor(s))

Djovana Shkreli  
Thorp Foster



Additional name(s) of conveying party(ies) attached? [ ]yes [X]no

2. Name and Address of Party(ies) receiving an interest (assignee(s)):

FIRST USA BANK, N.A.  
201 North Walnut Street  
Wilmington, Delaware 19801  
U.S.A.

Additional name(s) & address(es) attached? [ ]yes [X]no

3. Nature of Conveyance:

[X] Assignment Execution Dates: **November 8, 1999 and November 15, 1999.**  
[ ] Merger [ ] Change of Name [ ] Verified Translation  
[ ] Security Agreement [ ] Other \_\_\_\_\_

4. Execution date(s) on the Declaration if filed herewith: \_\_\_\_\_

4.5 Application number(s) or patent number(s). Others on additional sheet(s) attached? [ ]yes [X]no

A. Patent Application No(s). (series code/serial number) <b>09/349,960</b>	First Inventor if not in Item 1	B. Patent No(s).	First Inventor if not in Item 1
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5. Name and address of party to whom correspondence concerning document should be mailed:

Stephen T. Schreiner  
Hunton & Williams  
1900 K Street, N.W., Suite 1200  
Washington, D.C. 20006-1109

6. Number involved:  
Applns. 1 + Pats: \_\_\_\_\_ = Total 1  
7. Amount of fee enclosed:  
Above Total x \$40 = \$40.00  
8. If above fee missing or inadequate charge insufficiency to Deposit Account number 50-0206 (duplicate sheet not required.)

5.5 Atty. Dkt.

**47004.000031**

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.

10. Total number of pages including this cover sheet (Do NOT file dup. cover sheet)	5
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Signature:

Stephen T. Schreiner  
Reg. No.: 43,097  
Tel: 202-955-1500  
Fax: 202-778-2201

Date: January 24, 2000

STS:vtm

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02/14/2000  
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**ASSIGNMENT**

WHEREAS, **Djovana Shkreli**, residing at **5620 Saint George Avenue, Westerville, Ohio**, a citizen of the United States, (the "Assignor"), has made an invention entitled

**SYSTEM AND METHODS FOR CALL DECISION IN A VIRTUAL  
CALL CENTER INTEGRATING TELEPHONY WITH COMPUTERS**

described in the application for United States Letters Patent filed on July 9, 1999;

WHEREAS, **FIRST USA BANK N.A.** (the "Assignee"), a corporation organized under the laws of the state of Delaware and having a place of business at 201 North Walnut Street, Wilmington, Delaware 19801, is desirous of acquiring the entire right, title and interest in and to the aforesaid invention and to the application and all Letters Patent of the United States or any foreign country, including continuations, continuations-in-part, reissues, reexaminations, extensions, substitutes and divisions which may be granted therefor;

NOW THEREFORE, in consideration of the sum of One Dollar (\$1.00) and other good and valuable consideration, the receipt of which is hereby acknowledged, I, the said Assignor, by these presents do sell, assign, set over and transfer unto Assignee, its successors, legal representatives and assigns, the full and exclusive right in and to the said invention as described in the said application, and in and to any Letters Patent of the United States or any foreign country, including continuations, continuations-in-part, reissue, reexaminations, extensions, substitutes and divisions which may be granted therefor and all rights to claim priority on the basis of said application;

AND I HEREBY authorize and request the Commissioner of Patents and Trademarks or any other proper officer or agency of any country to issue all said Letters Patent to said Assignee;

AND I HEREBY warrant and covenant that we have the full right to convey the entire interest herein assigned and that we have not executed and will not execute any instrument or assignment in conflict herewith;

AND I HEREBY agree to communicate to said Assignee or its representatives any facts known to us respecting said invention, to execute all divisional, continuation, continuation-in-part, reissue, reexamination, extension, substitute and foreign applications, sign all lawful documents

and make all rightful oaths and declarations relating to said inventions, execute and deliver any and all papers that may be necessary or desirable to perfect the title to this invention in said assignee, its successors, legal representatives or assigns, and to testify in any judicial or administrative proceeding and generally do everything possible to aid the said Assignee to obtain and enforce said Letters Patent in the United States or any foreign country when requested so to do by said Assignee.

Signature of Inventor:  
Inventor's Name:

Djovana Shkreli  
Djovana Shkreli

Date of Execution:

11-8-99

IN WITNESS WHEREOF, I have hereunto set my hand and seal.

COUNTY OF Franklin )  
STATE OF Ohio ) ss:  
)

On this 8th day of November, 1999, before me a Notary Public in and for the County and State aforesaid, personally appeared Djovana Shkreli, to be known and known to me to be the person of the name, who signed and sealed the foregoing instrument, and acknowledged the same to be of his free act and deed.

(SEAL)

Patricia Romano  
Notary Public

My commission Expires: 1/13/2002

**ASSIGNMENT**

WHEREAS, **Thorp Foster**, residing at **430 Buttonwood Road, Landenberg, Pennsylvania**, a citizen of the United States, (the "Assignor"), is a joint inventor for the invention entitled

**SYSTEM AND METHODS FOR CALL DECISION IN A VIRTUAL  
CALL CENTER INTEGRATING TELEPHONY WITH COMPUTERS**

described in the application for United States Letters Patent filed on July 9, 1999;

WHEREAS, **FIRST USA BANK N.A.** (the "Assignee"), a corporation organized under the laws of the state of Delaware and having a place of business at 201 North Walnut Street, Wilmington, Delaware 19801, is desirous of acquiring the entire right, title and interest in and to the aforesaid invention and to the application and all Letters Patent of the United States or any foreign country, including continuations, continuations-in-part, reissues, reexaminations, extensions, substitutes and divisions which may be granted therefor;

NOW THEREFORE, in consideration of the sum of One Dollar (\$1.00) and other good and valuable consideration, the receipt of which is hereby acknowledged, I, the said Assignor, by these presents do sell, assign, set over and transfer unto Assignee, its successors, legal representatives and assigns, the full and exclusive right in and to the said invention as described in the said application, and in and to any Letters Patent of the United States or any foreign country, including continuations, continuations-in-part, reissue, reexaminations, extensions, substitutes and divisions which may be granted therefor and all rights to claim priority on the basis of said application;

AND I HEREBY authorize and request the Commissioner of Patents and Trademarks or any other proper officer or agency of any country to issue all said Letters Patent to said Assignee;

AND I HEREBY warrant and covenant that we have the full right to convey the entire interest herein assigned and that we have not executed and will not execute any instrument or assignment in conflict herewith;

AND I HEREBY agree to communicate to said Assignee or its representatives any facts known to us respecting said invention, to execute all divisional, continuation, continuation-in-part,

and make all rightful oaths and declarations relating to said inventions, execute and deliver any and all papers that may be necessary or desirable to perfect the title to this invention in said assignee, its successors, legal representatives or assigns, and to testify in any judicial or administrative proceeding and generally do everything possible to aid the said Assignee to obtain and enforce said Letters Patent in the United States or any foreign country when requested so to do by said Assignee.

Signature of Inventor:  
Inventor's Name:

*Thorp Foster*  
Thorp Foster

Date of Execution:

11/15/99

IN WITNESS WHEREOF, I have hereunto set my hand and seal.

COUNTY OF New Castle )  
STATE OF Delaware ) ss:

On this 16<sup>th</sup> day of November, 1999, before me a Notary Public in and for the County and State aforesaid, personally appeared Thorp Foster, to be known and known to me to be the person of the name, who signed and sealed the foregoing instrument, and acknowledged the same to be of his free act and deed.

(SEAL)

*Cathy G. Macfield*  
Notary Public

My commission Expires: 7/3/01

CATHY G. MACFIELD  
Notary Public - State of Delaware  
My Commission Expires July 3, 2001