7.4.00 RECC PORM PTO-1596 U.S. DEPARTMENT OF COMMERCE (Rev. 6-23) Patern and Trademark Office 101285589 Tub sentings ⇔ ⇔ ⇒ ▼ To the Honorable Commissioner of Patents and Trademarks: Please record the attached original documents or copy thereof. 2. Name and address of receiving party(108) 1. Name of conveying party(ies): Name: Lucent Technologies Inc. Gokul Chander Prabhaker Internal Address: Additional name(s) of conveying party(tes)attached? [] Yes [x] No Street Address: 600 Mountain Avenue 3. Nature of conveyance: P.O. Box 636 ☐ Merger [X] Assignment City: Murray Hill State: NJ Zip 07974-0636 ☐ Change of Name ☐ Security Agreement Other_ Additional name(s) & Address(es) strached?

O Yes [X] No Execution Date: January 31, 2000 09/498173 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: 1/31/00 B. Patent No.(a) A. Patent Application No.(s) Additional numbers exacted?

Yes [X] No 6. Total number of applications and patents involved: [1] 5. Name and address of party to whom correspondence concerning document should be mailed: Name: John C. Scott Internal Address: _ O Enclosed Street Address: 1560 Broadway, Ste. 1200 [X] Authorized to be charged to deposit account Zip: 80202-5141 City: Denver State: CO 12-2325 8. Deposit account number: 03/09/2000 DNGUYEN 00000033 122325 09498173 (Attach duplicate copy of this page if paying by deposit account) 01 FC: 81 40.00 CH 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. John C. Scott Name of Person Signing Total number of pages including cover sheet, attachments, and document [3]

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PATENT

REEL: 010591 FRAME: 0528

ASSIGNMENT AND AGREEMENT

For value received, I, Gokul Chander Prabhakar, of Northglenn in the County of Adams and the State of Colorado, hereby sell, assign and transfer to Lucent Technologies Inc., a corporation of the State of Delaware, having ar office at 600 Mountain Avenue, Murray Hill, New Jersey, 07974-0636, U.S.A. and its successors, assigns and legal representatives, the entire right, title and interest, for the United States of America, in and to certain inventions related to Method And Apparatus For Analyzing Performance Data In A Call Center described in an application for Letters Patent of the United States, executed by me of even date herewith, and all the rights and privileges in said application and under any and all Letters Patent that may be granted in the United States for said inventions; and I also concurrently hereby sell, assign and transfer to Lucent Technologies Inc. the entire right, title and interest in and to said inventions for all countries foreign to the United States, including all rights of priority arising from the application aforesaid, and all the rights and privileges under any and all forms of protection, including Letters Patent, that may be granted in said countries foreign to the United States for said inventions.

I authorize Lucent Technologies Inc. to make application for such protection in its own name and maintain such protection in any and all countries foreign to the United States, and to invoke and claim for any application for patent or other form of protection for said inventions, without further authorization from me, any and all benefits, including the right of priority provided by any and all treaties, conventions, or agreements.

I hereby consent that a copy of this assignment shall be deemed a full legal and formal equivalent of any document which may be required in any country in proof of the right of Lucent Technologies Inc. to apply for patent or other form of protection for said inventions and to claim the aforesaid benefit of the right of priority.

I request that any and all patents for said inventions be issued to Lucent Technologies Inc. in the United States and in all countries foreign to the United States, or to such nominees as Lucent Technologies Inc. may designate.

PATENT REEL: 010591 FRAME: 0529 I agree that, when requested, I shall, without charge to Lucent Technologies Inc. but at its expense, sign all papers, and do all acts which may be necessary, desirable or convenient in connection with said applications, patents, or other forms of protection.

Gokul Chander Prabhakar

Date: Jan 31, 2000

United States of America)

State of COLORADO) ss.:

County of ADAMS)

On this 3/57 day of <u>JANNARY</u>, <u>audo</u>, before me personally came, Gokul Chander Prabhakar to me known to be the individual described in and who executed the foregoing instrument, and acknowledged execution of the same.

Notary Public

My Commission Expires 01/12/2003

Lucent Technologies Inc. 600 Mountain Avenue (Room 3C-512) P. O. Box 636 Murray Hill, New Jersey 07974-0636

RECORDED: 02/04/2000

PATENT REEL: 010591 FRAME: 0530