



## 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 an 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.

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.

*P. Gokulchander*

Gokul Chander Prabhakar

Date: Jan 31, 2000

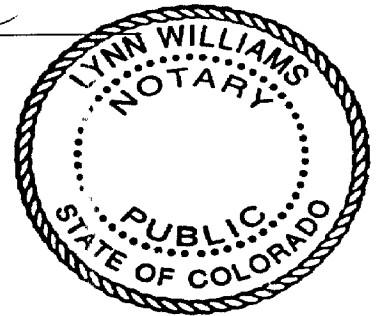
United States of America )

State of COLORADO ) ss.:

County of ADAMS )

On this 31<sup>ST</sup> day of JANUARY, 2000, 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.

*Lynn Williams*  
Notary Public



My Commission Expires 01/12/2003

Lucent Technologies Inc.  
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