

06-29-2000

U.S. DEPARTMENT OF COMMERCE
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101393410

To the Honorable Commissioner of Patents and

documents or copy thereof.

1. Name of conveying party(ies):

Robert Eilbacher and Ted Lubowsky

2. Name and address of receiving party(ies):

Comverse Infosys, Inc.
234 Crossways Park Drive
Woodbury, New York 11797 USA

3. Nature of conveyance:

<input checked="" type="checkbox"/>	Assignment	<input type="checkbox"/>	Merger
<input type="checkbox"/>	Security Agreement	<input type="checkbox"/>	Change of Name
<input type="checkbox"/>	Other: _____		

Execution Date(s): May 30, 2000

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

This document is being filed together with a new application:

(a) The execution date(s) of the application is/are: *(b) The title is: *

*** OR ***

This document is being filed after filing of the application:

(a) Patent Application No(s). 09/490,065, filed January 24, 2000; or

(b) Patent No(s). _____, issued _____.

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

STAAS & HALSEY LLP
Attention: John C. Garvey
700 Eleventh Street, N.W., Suite 500
Washington, D.C. 20001

Our Docket: 782.1068/JCG

6. Total number of applications and patents involved: 1

7. Total fee (37 CFR 3.41)..... \$ 40.00

<input checked="" type="checkbox"/>	Enclosed
<input type="checkbox"/>	Authorized to be charged to deposit account.

8. Deposit Account No.: 19-3935 (Any underpayment is authorized to be charged to this Deposit Account)
(Attach duplicate copy of this page if paying by deposit account)

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. Garvey, Reg. No. 28,607
Name of Person Signing
SignatureJune 23, 2000
DateTotal number of pages including cover sheet: 4

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PATENT

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ASSIGNMENT

S&H 12/94

WHEREAS:

*(FULL NAME(S) AND
POST OFFICE ADDRESS(ES)
(including country)
OF INVENTOR(S)*

Robert Eilbacher, Comverse Infosys, Inc., 234 Crossways Park Drive, Woodbury, NY

11797, USA

Teb Lubowsky, Comverse Infosys, Inc., 234 Crossways Park Drive, Woodbury, NY

11797, USA

(hereinafter, referred to as ASSIGNOR), has/have invented certain new and useful
improvements in an invention entitled

(TITLE OF INVENTION)

Apparatus And Method For Monitoring And Adapting to
Environmental Factors Within A Contact Center

(COMPLETE EITHER

(a),(b),(c) or (d))

(a) for which an application for United States Letters Patent is being executed and filed
concurrently herewith;

(b) for which an application for United States Letters Patent was executed on
_____;

(c) for which an application for United States Letters Patent was filed on January 24,
2000, Serial No. 09/490,065;

(d) for which United States Letters Patent No. _____ has issued
on _____.

WHEREAS:

*(FULL NAME AND
ADDRESS (including country)
OF ASSIGNEE (if a corporation,
so state and identify state/country
of corporation)*

**Comverse Infosys, Inc.
234 Crossways Park Drive
Woodbury, NY 11797 USA**

State of Corporation: Delaware, USA

(hereinafter referred to as ASSIGNEE), is desirous of acquiring the entire interest in, to and under said invention and in, to and under Letters Patent or similar legal protection to be obtained therefor in the United States and in any and all foreign countries.

NOW, THEREFORE, TO ALL WHOM IT MAY CONCERN: Be it known that, for valuable consideration furnished by ASSIGNEE to ASSIGNOR, sufficiency and receipt of which are hereby acknowledged, ASSIGNOR hereby sells, assigns and transfers to ASSIGNEE, its lawful successors and assigns, the full and exclusive right, title and interest to said invention in the United States and its territorial possessions and in all foreign countries and to all Letters Patent or similar legal protection in the United States and its territorial possessions and in any and all foreign countries to be obtained for said invention by said application or any continuation, division, continuation-in-part, reexamination, renewal, substitute, extension or reissue thereof or any legal equivalent thereof in a foreign country for the full term or terms for which the same may be granted; and authorize and request the Commissioner of Patents of the United States and any official of any foreign country whose duty it is to issue patents or legal equivalents thereto, to issue same for this invention to ASSIGNEE, its lawful successors and assigns.

ASSIGNOR hereby covenants that no assignment, sale, agreement or encumbrance has been or will be made or entered into which would conflict with this assignment and sale;

ASSIGNOR further covenants that ASSIGNEE will, upon its request, be provided promptly with all pertinent facts and documents relating to said application, said invention and said Letters Patent and legal equivalents in foreign countries as may be known and accessible to ASSIGNOR and will testify as to the same in any interference or litigation related thereto and will promptly execute and deliver to ASSIGNEE or its legal representative any and all papers, instruments or affidavits required to apply for, obtain, maintain, issue and enforce said application, said invention and said Letters Patent and said equivalents thereof in any foreign country which may be necessary or desirable to carry out the purposes thereof.

IN WITNESS THEREOF, I/We have hereunto set hand and signed on the date indicated below;

SIGNATURE(S)

*The signature(s) must
correspond with the name(s)
of the inventor(s) above.*

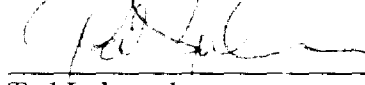
INVENTOR(S)

DATE SIGNED

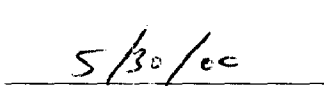
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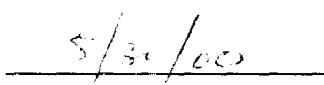


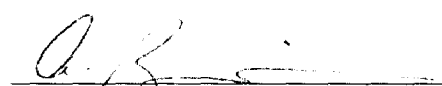
Robert Enbacher

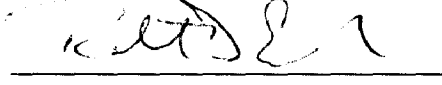


Ted Lubowsky


5/30/00


5/30/00





NOTARIZATION OR LEGALIZATION ACCOMPANYING ASSIGNMENT

Details of Country _____

and place of signing of assignment _____

Before me this _____ day of _____, personally
appeared the above named individual, to me known to be the person who is described in, and who executed
the forgoing assignment instrument and acknowledged to me that he executed the same of his own free will
for the purpose therein expressed.

Notary or Consular Officer of the United
States of America