

08-21-2000

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OMB 0651-0027



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PATENT  
REEL: 011007 FRAME: 0521

MFD 17-24-00

Correspondent Name and Address

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Name Jeffrey S. Standley

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Pages Enter the total number of pages of the attached conveyance document including any attachments. # 6

Application Number(s) or Patent Number(s)

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Enter either the Patent Application Number or the Patent Number (DO NOT ENTER BOTH numbers for the same property).

Patent Application Number(s)

Patent Number

09/370,420	09/323,439	08/612,452	5,748,711	5,872,833	5,867,562
09/181,107	08/897,777	09/323,718			
09/223,993	60/146,515	09/170,929			

If this document is being filed together with a new Patent Application, enter the date the patent application was signed by the first named executing inventor. Month Day Year

Patent Cooperation Treaty (PCT)

Enter PCT application number

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only if a U.S. Application Number PCT

PCT  PCT  PCT

has not been assigned.

Number of Properties

Enter the total number of properties involved. # 12

Fee Amount

Fee Amount for Properties Listed (37 CFR 3.41): \$ 480

Method of Payment:

Enclosed  Deposit Account

Deposit Account

(Enter for payment by deposit account or if additional fees can be charged to the account.)

Deposit Account Number: #

Authorization to charge additional fees: Yes  No

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 Charges to deposit account are authorized, as indicated herein.

Jeffrey S. Standley

7/21/00

Name of Person Signing

Signature

Date

## ASSIGNMENT

This assignment is made by Convergys Customer Management Group Inc., a corporation organized under the laws of the State of Ohio and having an office at 201 East Fourth Street, City of Cincinnati, State of Ohio 45202, ("ASSIGNOR") to Convergys CMG Utah Inc., a corporation organized under the laws of the State of Utah and having an office at 10975 South Sterling View Drive, City of South Jordan, Utah 84095 ("ASSIGNEE").

FOR ONE U.S. DOLLAR (\$1.00) AND FOR OTHER GOOD AND VALUABLE CONSIDERATION, the receipt of which is hereby acknowledged, ASSIGNOR does hereby sell, assign and transfer to ASSIGNEE the entire right, title and interest, together with all rights of priority, in and to the following patent applications and U.S. Letters Patents listed below:

### **U. S. PATENT APPLICATIONS**

<u>Title</u>	<u>Serial Number</u>	<u>Filing Date</u>
Conference Call Waiting Room	09/370,420	August 9, 1999
Telephone Transaction Processing as a Part of a Call Transport	09/323,439	June 1, 1999
System for Providing Caller Information to Called Party Via Call Standard Data	08/612,452	March 6, 1996
Call Processing System with Call Screening	09/181,107	October 28, 1998
Electronic Message Management System	08/897,777	July 21, 1997
Electronic Message Management System	09/323,718	June 1, 1999
System and Apparatus for IVR Port Sharing	09/223,993	December 31, 1998

System for Centralized Customer Support	60/146,515	July 30, 1999
Telephone Transaction Processing as a Part of a Call Transport	09/170,929	October 13, 1998

**U. S. PATENT REGISTRATIONS**

<u>Title</u>	<u>Patent Number</u>	<u>Patent Date</u>
Telephone Call Transaction Processing	5,748,711	May 5, 1998
Telephone Transaction Processing	5,872,833	February 16, 1999
Call Processing System with Call Screening	5,867,562	February 2, 1999

ASSIGNOR further does hereby sell, assign and transfer to ASSIGNEE the entire right, title and interest, together with all rights of priority, in and to ASSIGNOR'S inventions as described and/or claimed in any and all applications for patents based on the inventions, including divisionals, continuations, renewals, substitutes and reissues thereof, and all rights of priority resulting from any of these patent applications, as well as all foreign counterparts and extensions thereof, together with all patents issuing on any of these applications for the full terms of all of the patents which may be granted on the inventions.

ASSIGNOR HEREBY AUTHORIZES ASSIGNEE to make applications for, to prosecute such applications, and to receive patents for the inventions in the United States and any foreign countries, in ASSIGNEE's name.

ASSIGNOR HEREBY PROMISES AND AGREES that ASSIGNOR will execute or procure any further necessary assurance of title to the inventions and any patents which may issue



Before me personally appeared Tammy Rohrer, to me known to be the same person described in and who executed the foregoing instrument, and acknowledged that he executed the same, of his own free will and for the purposes set forth.

Sworn to before me and subscribed in my presence this 13 day of JUNE, 2000.



**TAMMI J. WITTICH**  
Notary Public, State of Ohio  
My Commission Expires July 21, 2004

Tammi J. Wittich  
Notary Public