

03-22-2001

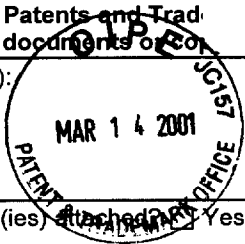
Department of Commerce
Patent and Trademark Office
Serial Docket No. 07752.0026
Serial Customer Number: 22,852
ASSIGNMENTS



101645052

To the Honorable Commissioner of Patents and Trademarks
Please record the attached original documents of 101645052

1. Name of conveying party(ies): Jean L. Missinhoun Thomas G. Tynan Robert P. Drzewicki	2. Name and address of receiving party(ies): Name: Accenture, LLP
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Additional name(s) of conveying party(ies) attached? Yes No Internal Address:

3. Nature of conveyance: **3-14-01** Street Address: 161 N. Clark Street

Assignment Merger City: Chicago

Security Agreement Change of Name State: Illinois Zip Code: 60601

Other: Additional name(s) & Address(es) attached?

Execution Date: Yes No

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:

A. Patent Application Number(s): 09/608,293	B. Patent Number(s):
Additional numbers attached? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	

5. Name and address of party to whom correspondence concerning document should be mailed: Name: Leonard Smith, Jr. Internal Address: FINNEGAN, HENDERSON, FARABOW, GARRETT & DUNNER, L.L.P. Street Address: 1300 I Street, N.W. City: Washington, D.C. State: Zip: 20005-3315	6. Total number of applications and registrations involved: 1
	7. Total fee (37 CFR 3.41): \$40 <input checked="" type="checkbox"/> Enclosed (Please charge deficiency to deposit account) <input type="checkbox"/> Authorized to be charged to deposit account
	8. Deposit Account No.: 06-0916
	405

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.

Leonard Smith, Jr.
Reg. No. 45,118

Signature

March 14, 2001
Date

Total number of pages including cover sheet, attachments and documents: 2

ASSIGNMENT

WHEREAS We, the below named inventors, [hereinafter referred to as Assignors], have made an invention entitled:

SYSTEM AND METHOD FOR PROVIDING A MULTI-CHANNEL CUSTOMER INTERACTION CENTER

for which We executed an application for United States Letters Patent concurrently herewith or filed an application for United States Letters Patent on June 30, 2000 (Serial No. 09/608,293); and

WHEREAS, ANDERSEN CONSULTING, a corporation of Illinois, whose post office address is 161 N. Clark Street, Chicago, Illinois 60601 (hereinafter referred to as Assignee), is desirous of securing the entire right, title, and interest in and to this invention in all countries throughout the world, and in and to the application for United States Letters Patent on this invention and the Letters Patent to be issued upon this application;

NOW THEREFORE, be it known that for and in consideration of the sum of One Dollar (\$1.00) in hand paid and other good and valuable consideration the receipt of which from assignee is hereby acknowledged, We, as assignor(s), have sold, assigned, transferred, and set over, and do hereby sell, assign, transfer, and set over unto the assignee, its lawful successors and assigns, our entire right, title, and interest in and to this invention, provisional application Serial No. _____, filed _____ (if any), and this application, and all divisions, and continuations thereof, and all Letters Patent of the United States which may be granted thereon, and all reissues thereof, and all rights to claim priority on the basis of the above provisional application (if any), as well as all rights to claim priority on the basis of this application, and all applications for Letters Patent which may hereafter be filed for this invention in any foreign country and all Letters Patent which may be granted on this invention in any foreign country, and all extensions, renewals, and reissues thereof; and We hereby authorize and request the Commissioner of Patents and Trademarks of the United States and any official of any foreign country whose duty it is to issue patents on applications as described above, to issue all Letters Patent for this invention to assignee, its successors and assigns, in accordance with the terms of this Assignment;

AND, WE HEREBY covenant that We have the full right to convey the interest assigned by this Assignment, and We have not executed and will not execute any agreement in conflict with this Assignment;

AND, WE HEREBY further covenant and agree that We will, without further consideration, communicate with assignee, its successors and assigns, any facts known to us respecting this invention, and testify in any legal proceeding, sign all lawful papers when called upon to do so, 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 or assigns, execute all divisional, continuation, and reissue applications, make all rightful oaths and generally do everything possible to aid assignee, its successors and assigns, to obtain and enforce proper patent protection for this invention in the United States and any foreign country, it being understood that any expense incident to the execution of such papers shall be borne by the assignee, its successors and assigns.

IN TESTIMONY WHEREOF, We have hereunto set our hands.

County of Middlesex)
State of New Jersey)

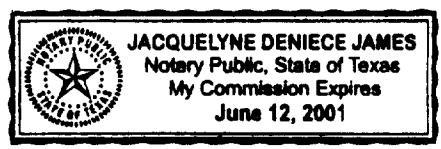
ss. JEAN L. MISSINHOUN
165 Walnut Court, Highland Park, NJ 08904
By: _____
Date: 10/28/00

Subscribed and sworn to before me this 28 day of _____, 2000
Notary Public

County of Harris)
State of Texas)

ss. THOMAS G. TYMAN
16 Bash Place, Houston, TX 77027
By: _____
Date: 11/20/2000

Subscribed and sworn to before me this 20th day of Nov., 2000
Notary Public



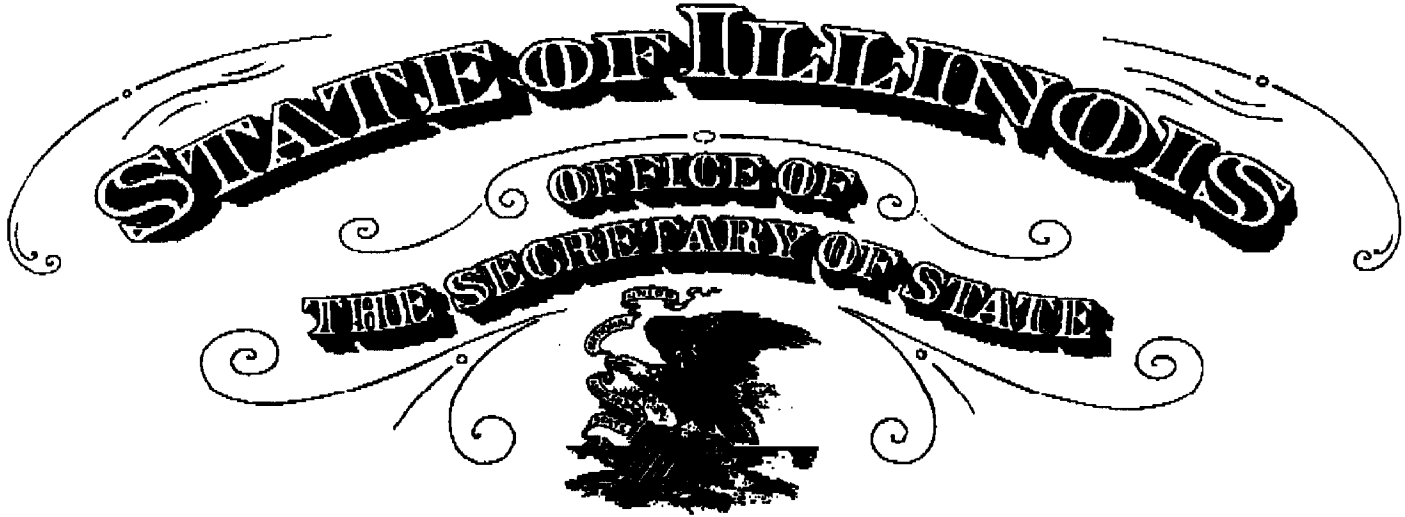
County of New York)
State of New York)

ss. ROBERT P. DRZEWICKI
245 E. 24th St., Apt. 4J, New York, NY 10010
By: Robert P. Drzewicki
Date: 12/1/2000

Subscribed and sworn to before me this 1st day of December, 2000
Steven E. Hiller, Notary Public

STEVEN E. HILLER
Notary Public, State of New York
No. 31-01HI4507658
Qualified in New York County
Term Expires November 30, 2001

File Number 000-005



To all to whom these Presents Shall Come, Greeting:

I, Jesse White, Secretary of State of the State of Illinois, do hereby certify that

ACCENTURE LLP,
 HAVING REGISTERED IN THE STATE OF ILLINOIS ON SEPTEMBER 1, 1994
 (REGISTERED LIMITED LIABILITY PARTNERSHIP NAME CHANGED FROM
 ANDERSEN CONSULTING LLP ON JANUARY 01, 2001), APPEARS TO HAVE
 COMPLIED WITH ALL THE PROVISIONS OF THE UNIFORM PARTNERSHIP
 ACT OF THIS STATE RELATING TO THE FILING OF THE APPLICATION
 FOR REGISTRATION OF DOMESTIC LIMITED LIABILITY PARTNERSHIP AND
 PAYMENT, AND IS REGISTERED TO TRANSACT BUSINESS IN THE STATE OF
 ILLINOIS. *****



In Testimony Whereof, I, hereto set
 my hand and cause to be affixed the Great Seal of
 the State of Illinois, this 2ND
 day of JANUARY A.D. 2001.

Jesse White

SECRETARY OF STATE



PATENT
Customer Number 22,852
Attorney Docket No. 07752.0026

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)
)
Jean L. Missinhoun et al.) Group Art Unit: 2761
)
Serial No.: 09/608,293) Examiner: Unassigned
)
Filed: June 30, 2000)
)
For: SYSTEM AND METHOD FOR)
PROVIDING A MULTI-CHANNEL)
CUSTOMER INTERACTION)
CENTER)

Assistant Commissioner for Patents
Washington, DC 20231

Sir:

CHANGE OF NAME OF ASSIGNEE

An Assignment has been recorded in the U.S. Patent and Trademark Office for this invention on December 7, 2000, Reel 011317, Frame 0422. A copy of the recorded Assignment is attached.

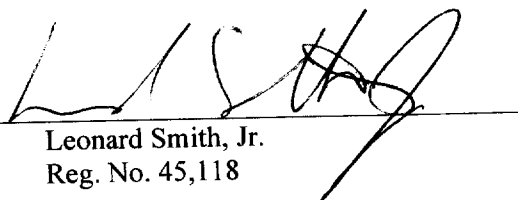
The old name of the assignee shown on the Assignment is: Andersen Consulting.

The new name of the assignee is: Accenture, LLP. Proof of change of name is established by the attached Certificate of Secretary of State of Illinois showing the name change.

Please grant any extensions of time required to enter this response and charge any additional required fees to our deposit account 06-0916.

Respectfully submitted,

FINNEGAN, HENDERSON, FARABOW,
GARRETT & DUNNER, L.L.P.

By: 
Leonard Smith, Jr.
Reg. No. 45,118

Dated: March 14, 2001

LAW OFFICES
FINNEGAN, HENDERSON,
FARABOW, GARRETT,
& DUNNER, L.L.P.
1300 I STREET, N. W.
WASHINGTON, DC 20005
202-408-4000