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1. Name of conveying party(ies):
Debra L. Biebesheimer **Stephen J. Rolando**
Neal M. Keller
Daniel A. Oblinger
Mark E. Podlaseck

2. Name and address of receiving party(ies):
Name: **International Business Machines Corp**
Address: _____

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Additional names(s) of conveying party(ies) attached? Yes No

3. Nature of conveyance:
 Assignment Merger
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City: **Armonk** State/Prov.: **NY**
Country: **USA** ZIP: **10504**

Execution Date: **Jan. 29 & Feb. 2, 2001**

Additional name(s) & address(es) attached? Yes No

4. Application number(s) or registration numbers(s):
If this document is being filed together with a new application, the execution date of the application is: **Jan. 29 & Feb. 2, 2001**

A. Patent Application No. Filing date
09778378

B. Patent No.(s)

Additional numbers attached? Yes No

5. Name and address of party to whom correspondence concerning document should be mailed:
Name: **Richard L. Catania**
Registration No. **32,608**
Address: **SCULLY, SCOTT, MURPHY & PRESSER**
400 Garden City Plaza

6. Total number of applications and patents involved: **1**

7. Total fee (37 CFR 3.41):.....\$ **40.00 E**
 Enclosed - Any excess or insufficiency should be credited or debited to deposit account
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8. Deposit account number:
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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.

Richard L. Catania, Reg. No. 32,608

February 7, 2001

Name of Person Signing

Signature

Date

3

86 P.04/06 516 742 4366

SCULLY SCOTT MURPHY

PATENT

REEL: 011616 FRAME: 0576

SSM&P Docket No.: 14069
IBM Docket No: YOR920010766US1

Assignment

Whereas, we

- Inventor and City (1) Debra L. Biebesheimer of Carmel, NY
- and (2) Neal M. Keller of Somers, NY
- and (3) Daniel A. Oblinger of New York, NY
- and (4) Mark E. Podlaseck of New Preston, CT
- and (5) Stephen J. Rolando of Katonah, NY

have invented certain improvements in

TITLE CUSTOMER SELF SERVICE SUBSYSTEM FOR CLASSIFYING USER CONTEXTS

and executed, respectively, a United States patent application therefor on

DATES THAT	(1) <i>January 29,</i>	2001
INVENTORS	(2) <i>JANUARY 29,</i>	2001
SIGNED THE	(3) <i>Feb 2</i>	2001
DECLARATION	(4) <i>JANUARY 29,</i>	2001
	(5) <i>JANUARY 29,</i>	2001

Whereas, INTERNATIONAL BUSINESS MACHINES CORPORATION, a corporation of New York, having a place of business at Armonk, New York 10504, (hereinafter called IBM) desires to acquire the entire right, title and interest in the said application and invention, and to any United States and foreign patents to be obtained therefor;

Now therefore, for a valuable consideration, receipt whereof is hereby acknowledged, we, the above named, hereby sell, assign, and transfer to IBM, its successors and assigns, the entire right, title and interest in the said application and invention therein disclosed for the United States and foreign countries, and all rights of priority resulting from the filing of said United States application, and we request the Commissioner of Patents to issue any Letters Patent granted upon the inventions set forth in said application to IBM, its successors and assigns; and we hereby agree that IBM may apply for foreign Letters Patent on said invention and we will execute all

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papers necessary in connection with the United States and foreign applications when called upon to do so by IBM.

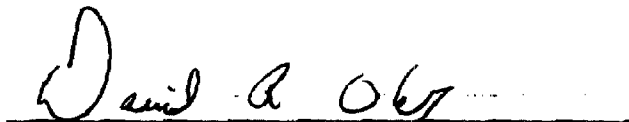
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CITY (1) at Somers, NY
DATE ON January 29, 2001


Debra L. Biabesheimer SIGNATURE

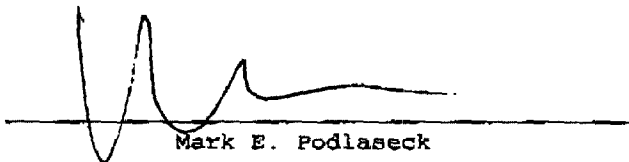
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Daniel A. Oblinger SIGNATURE

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CITY (4) at Somers, NY
DATE ON JANUARY 29, 2001


Mark E. Podlaseck SIGNATURE

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CITY (5) at Somers, NY
DATE ON January 29, 2001


Stephen J. Rolando SIGNATURE