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To the Honorable Commissioner of Patents and

original documents or copy thereof

Name of conveying party(ies):

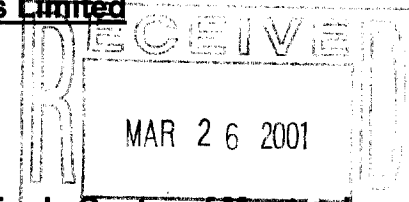
Marcus O'Sullivan
Michael Frawley

Additional name(s) of conveying party(ies) attached? yes no

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

Name: **Nortel Networks Limited**

Internal Address:



Street Address: **World Trade Center of Montreal,
380 St. Antoine Street West, 8th Floor**

City: **Montreal** Province: **Quebec** Zip: **H2Y 3Y4**

Country: **Canada**

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

3. Nature of conveyance:

- Assignment Merger
- Security Agreement Change of Name
- Other

Execution Dates: **January 2, 2001**

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 is:

A. Patent Application No.(s)
09/748,069, Filed December 22, 2000

B. Patent No.(s)

Additional numbers attached? Yes No

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

Name: **Bruce E. Garlick**

Internal Address: **Garlick & Harrison**

Street Address: **P.O. Box 691**

City: **Spicewood**

State: **TX** Zip: **78669**

6. Total number of applications and patents involved: 1

7. Total fee (37 C.F.R. 3.41) \$ **40.00**

- Enclosed
- Authorized to be charged to deposit account

8. Deposit account number:

(Attach duplicate copy of this page if paying by deposit account)

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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.

Bruce E. Garlick

Name of Person Signing

Signature

March 21, 2001

Date

Total number of pages comprising cover sheet:

1

ASSIGNMENT

WHEREAS, the undersigned inventors, hereinafter called the "Assignors", have invented a new and useful invention entitled:

A NETWORK SPANNING HETEROGENEOUS CALL CENTER AND METHOD OF OPERATION

for which reference a full description is here made in an application for Letters Patent of the United States filed herewith.

WHEREAS, NORTEL NETWORKS LIMITED, a Canadian company having a principal office and place of business at, World Trade Center of Montreal, 380 St. Antoine Street West, 8th floor, Montreal, Quebec H2Y 3Y4, Canada hereinafter called the "Assignee", is desirous of acquiring the entire right, title and interest in and to said invention, the application above identified, and in, to and under Letters Patent which may be obtained for said invention, as hereinafter more fully set forth;

NOW, THEREFORE, TO ALL WHOM IT MAY CONCERN, be it known that for valuable and legally sufficient consideration, the receipt of which by the Assignors from the Assignee is hereby acknowledged, the Assignors have sold, assigned and transferred, and by these presents do sell, assign and transfer unto the Assignee, its successors and assigns, the entire right, title and interest in and to the invention and the application herein above identified, and all Letters Patents that may issue for the said invention, and all divisions, reissues, substitutions, continuations, and extensions thereof, to have and to hold for the sole and exclusive use and benefit of the Assignee, its successors and assigns to the full end of the term for which any and all of said Letters Patents for the said invention may issue.

FURTHER, be it known that the Assignors have sold, assigned and transferred, and by these presents do sell, assign and transfer unto the Assignee, its successors and assigns, the entire foreign rights to the invention disclosed in said application, in all countries of the world, including the right to file applications and obtain patents under the terms of the International Convention for the Protection of Industrial Property, and of the European Patent Convention, and further agrees to execute any and all patent applications, assignments, affidavits, and any other papers in connection therewith necessary to perfect such patent rights.

And the Assignors do hereby covenant and agree, for themselves and their legal representatives, that they will assist the Assignee in the prosecution of the application herein identified; in the making and prosecution of any other applications for Letters Patent that the Assignee may elect to make covering the invention herein identified, as herein before set forth, including any application for reissue, application for reexamination, application for foreign patent rights, or any proceeding in the United States Patent and Trademark Office affecting the invention, investing in the Assignee exclusive title in and to all such other applications and Letters Patent; and in the prosecution of any interference which may arise involving said invention, or any application

Letters Patents herein contemplated; that they will promptly execute and deliver to the Assignee any and all additional papers and make all lawful oaths which may be requested by the Assignee to fully carry out the terms of this assignment; and further that they will communicate to Assignee, or to its successors, assigns, and legal representatives, any facts known respecting said invention, and at the expense of the Assignee, testify in any legal proceedings, and generally do everything possible to aid the Assignee, its successors, assigns and nominees to obtain and enforce proper patent protection for said invention in all countries.

And the Commissioner of Patents and Trademarks is hereby authorized and requested to issue all Letters Patent to the Assignee in accordance with the terms of the assignment.

IN TESTIMONY WHEREOF, the Assignors have hereunto set their hands on the date indicated below.

Dated: 1/2/2001

Marcus O'Sullivan
Marcus O'Sullivan

Dated: _____

Michael Frawley

or Letters Patents herein contemplated; that they will promptly execute and deliver to the Assignee any and all additional papers and make all lawful oaths which may be requested by the Assignee to fully carry out the terms of this assignment; and further that they will communicate to Assignee, or to its successors, assigns, and legal representatives, any facts known respecting said invention, and at the expense of the Assignee, testify in any legal proceedings, and generally do everything possible to aid the Assignee, its successors, assigns and nominees to obtain and enforce proper patent protection for said invention in all countries.

And the Commissioner of Patents and Trademarks is hereby authorized and requested to issue all Letters Patent to the Assignee in accordance with the terms of the assignment.

IN TESTIMONY WHEREOF, the Assignors have hereunto set their hands on the date indicated below.

Dated: _____

Marcus O'Sullivan

Dated: JANUARY 2, 2001

Michael Frawley
Michael Frawley