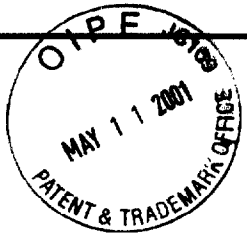


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| | | |
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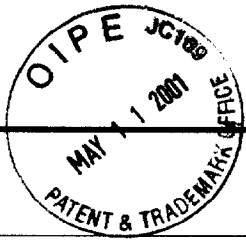
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Name **L. Scott Paynter**
 Address (line 1) **Woodard, Emhardt, Naughton, Moriarty & McNett**
 Address (line 2) **111 Monument Circle, Suite 3700**
 Address (line 3) **Bank One Center/Tower**
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| 09/614,781 | | | |
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L. Scott Paynter, 39,797

May 8, 2001

Name of Person Signing

Signature

Date

ASSIGNMENT *NUNC PRO TUNC*

Be it known that Jeff H. Swartz (hereinafter referred to as the “Assignor”) has made a new and useful invention in a **METHOD AND SYSTEM FOR INFORMING CALLERS WITHIN A QUEUE** for which United States Provisional Patent Application Number 60/143,460 was filed 13 July 1999; United States Provisional Patent Application Number 60/186,190 was filed 10 March 2000; and United States Patent Application Number 09/614,781 was filed 12 July 2000 (hereinafter collectively referred to as the “Applications”).

Interactive Intelligence, Inc., (hereinafter referred to as the “Assignee”) a corporation of the State of Indiana having a principal place of business at 8909 Purdue Road, Suite 300, Indianapolis, IN 46268 desires to confirm acquisition of all of the entire right, title, and interest in, to, and under any invention disclosed, described, claimed, or intended so to be in any of said Applications, and in, to, and under any Letters Patent, United States or foreign, which may be obtained therefor and thereon.

NOW, THEREFORE, be it known that for and in consideration of the sum of One Dollar (\$1.00) and other good, valuable, and sufficient consideration provided to the Assignor, Assignor hereby acknowledges the sale, assignment, and transfer effective nunc pro tunc as of 13 July 1999, and by these presents does sell, assign, and transfer unto Assignee, all of the entire right, title, and interest in, to, and under any invention disclosed, described, claimed, or intended so to be in any of said Applications, and any

and all other applications arising therefrom or thereon, including any and all applications claiming the benefit thereof, any and all divisions and continuations thereof, and any and all patents to be issued and obtained therefor and thereon, United States and foreign, including all reissues and extensions thereof.

Assignor agrees to assign and execute any and all other papers necessary or desirable to obtain a patent in any country based on any of the Applications.

4/16/2001

Dated

Jeff Swartz