

09-25-2001

Docket No. 019852-000110US



FORM PTO-1595
(Rev. 6-93)

101854618

U.S. Department of Commerce
Patent and Trademark Office

To the Honorable Asst. Commissioner for Patents. Please record the attached original documents or copy thereof

1. Name of conveying party(ies):
Scott L. Williams and John D. Chisholm
Additional name(s) of conveying parties attached?
 Yes No. **9/13/00**

2. Name and address of receiving party(ies)
Name CustomerSat.com, Inc.
Internal Address: N/A
Street Address: 140 Sand Hill Circle
City: Menlo Park State: California ZIP: 94025
Additional names and addresses attached?
 Yes No

3. Nature of conveyance:
 Assignment Merger
 Security Agreement Change of Name
 Other:
Execution Date: August 25, 2000 and
September 11, 2000



4. Application Number(s) or Patent Numbers. **09 662 858**
If this document is being filed together with a new application, the execution date of the application is: August 25, 2000 and September 11, 2000
A. Patent Application No(s): Additional numbers attached? Yes
B. Patent No(s): No

5. Name and address of party to whom correspondence concerning document should be mailed:
Name: Sujit B. Kotwal
TOWNSEND AND TOWNSEND AND CREW LLP
Two Embarcadero Center, 8th Floor
San Francisco, California 94111-3834
(650) 326-2400

6. Total number of applications and patents involved 1
7. Total fee (37 CFR 3.41): \$40.00
 Enclosed Charge Fees to Deposit Account
 Charge any additional fees associated with this paper or during the pendency of this application, or credit any overpayment, to deposit account.
8. Deposit account number: 20-1430

DO NOT USE THIS SPACE

9. Statement and signature.
To the best of my knowledge and belief, the foregoing is true and correct and any attached copy is a true of copy of the original document.
Sujit B. Kotwal _____ **S. B. Kotwal** _____ **9-13-2000**
Name of Person Signing Signature Date
Atty Reg. No. 43,336 Total number of pages including cover sheet, attachments and document 5

10. Change Correspondence Address to that of Part 5? Yes No

OMB No. 0651-0011 (exp. 4/94)
10/16/2000 DBYRNE 00000025 201430 09662858 Do not detach this portion
Mail documents to be recorded with required cover to:
01 FC:581 40.00 CH
Asst. Commissioner for Patents
Box: Assignments
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PA 3096152 v1

PATENT
REEL: 012006 FRAME: 0373

ASSIGNMENT OF PATENT APPLICATION

JOINT

WHEREAS, Scott L. Williams, of 1760 Dolores Street, San Francisco, California 94110, John D. Chisholm, of 140 Sand Hill Circle, Menlo Park, California 94025, hereinafter referred to as "Assignors," are the inventors of the invention described and set forth in the below-identified application for United States Letters Patent:

Title of Invention: TECHNIQUES FOR MONITORING USER ACTIVITIES
 AT A WEB SITE AND FOR INITIATING AN ACTION
 WHEN THE USER EXITS FROM THE WEB SITE

Date(s) of execution of Declaration: August 25, 2000 and September 11, 2000

Filing Date: Herewith

Application No.: _____ ; and

WHEREAS, CustomerSat.com, Inc., a corporation of the state of Delaware, located at 140 Sand Hill Circle, Menlo Park, California, 94025, hereinafter referred to as "ASSIGNEE," is desirous of acquiring an interest in the invention and application and in any U.S. Letters Patent and Registrations which may be granted on the same;

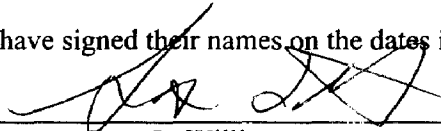
For good and valuable consideration, receipt of which is hereby acknowledged by Assignors, Assignors have assigned, and by these presents do assign to Assignee all right, title and interest in and to the invention and application and to all foreign counterparts (including patent, utility model and industrial designs), and in and to any Letters Patent and Registrations which may hereafter be granted on the same in the United States and all countries throughout the world, and to claim the priority from the application as provided by the Paris Convention. The right, title and interest is to be held and enjoyed by Assignee and Assignee's successors and assigns as fully and exclusively as it would have been held and enjoyed by Assignors had this Assignment not been made, for the full term of any Letters Patent and Registrations which may be granted thereon, or of any division, renewal, continuation in whole or in part, substitution, conversion, reissue, prolongation or extension thereof.

Assignors further agree that they will, without charge to Assignee, but at Assignee's expense, (a) cooperate with Assignee in the prosecution of U.S. Patent applications and foreign counterparts on the invention and any improvements, (b) execute, verify, acknowledge and deliver all such further papers, including patent applications and instruments of transfer, and (c) perform such other acts as Assignee lawfully may request to obtain or maintain Letters Patent and Registrations for the invention and improvements in any and all countries, and to vest title thereto in Assignee, or Assignee's successors and assigns.

Assignors hereby authorize and request Townsend and Townsend and Crew LLP, Two Embarcadero Center, 8th Floor, San Francisco, California 94111-3834, to insert herein above the application number and filing date of said application when known.

IN TESTIMONY WHEREOF, Assignors have signed their names on the dates indicated.

Dated: 9/11/00



Scott L. Williams

WITNESSES:

Dated: _____

Name: _____

Dated: _____

Name: _____

Dated: 8/25/00

John D. Chisholm
John D. Chisholm

WITNESSES:

Dated: 8-25-00

Gary A. Carter
Name: Gary A. Carter

Dated: 8-25-00

Lance R. Williams
Name: Lance R. Williams