



To the Honorable

Date: February 15, 2002

Attorney Docket No. 9269-2

101995108

Please record the attached original documents or copy thereof.

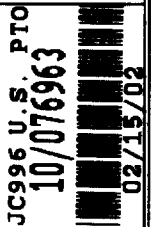
## 1. Name of conveying party(ies):

James C. Lester  
William Bares  
Bradford Mott  
Luke Zettlemoyer

02/15/02

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

LiveWire Logic, Inc.  
2700 Gateway Centre Boulevard, Suite 900  
Morrisville, North Carolina 27560



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

## 3. Nature of conveyance:

☒ Assignment  
☐ Merger  
☐ Security Agreement  
☐ Change of Name  
☐ Other

Execution Date: February 14, 2002

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

4. Application Serial No. 101076963 Patent No. \_\_\_\_\_

If this document is being filed together with a new application, the execution date of the application  
is: February 14, 2002

Additional numbers attached? Yes No

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

D. Scott Moore  
Myers Bigel Sibley & Sajovec  
P. O. Box 37428  
Raleigh NC 27627

6. Total number of applications and patents involved: 1

7. Total fee (37 CFR 3.41) \$40.00  
☒ Enclosed  
☐ Authorized to be charged to deposit account

8. Deposit account number: 50-0220

DO NOT USE THIS SPACE

## 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.

D. Scott Moore, #42,011  
Name of Person Signing

Signature

February 15, 2002  
Date

Total number of pages including cover sheet, attachments and document: 3

02/25/2002 AADDF01 00000029 10076963

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40.00 OP

**ASSIGNMENT**

THIS ASSIGNMENT, made by us, **William Bares**, a citizen of the United States of America, residing at 4610 Twisted Oaks Drive, Apt. 1810, Raleigh, North Carolina; **Bradford Mott**, a citizen of the United States of America, residing at 1004 Southmoore Court, Apex, North Carolina; **Luke Zettlemoyer**, a citizen of the United States of America, residing at 69 Chestnut Street, Cambridge, Massachusetts; and **James Lester**, a citizen of the United States of America, residing at 909 Merwin Road, Raleigh, North Carolina

WITNESSETH: That,

WHEREAS, we are the joint inventors of certain new and useful improvements in **METHODS, SYSTEMS, AND COMPUTER PROGRAM PRODUCTS FOR PROVIDING AUTOMATED CUSTOMER SERVICE VIA AN INTELLIGENT VIRTUAL AGENT THAT IS TRAINED USING CUSTOMER-AGENT CONVERSATIONS** for which an application for United States Letters Patent is being filed concurrently herewith, and

WHEREAS, **LiveWire Logic, Inc.**, a Delaware corporation having a principal place of business at 2700 Gateway Centre Boulevard, Suite 900, Morrisville, State of North Carolina 27560, hereinafter referred to as assignee, is desirous of acquiring the entire right, title and interest in and to said invention as described in said application, and in and to any and all Letters Patent which shall be granted therefor in the United States of America and all foreign countries;

NOW, THEREFORE, To Whom It May Concern, be it known that for good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, we have sold and by these presents do hereby sell, assign, transfer, and convey unto the said assignee, its successors and assigns, the entire right, title, and interest in and to the said invention and application, and in and to any and all continuations, continuations-in-part, or divisions thereof, and in and to any and all Letters Patent of the United States of America and all foreign countries or reissues thereof which may be granted therefor or thereon, for the full end of the term for which said Letters Patent may be granted, together with the right to claim the priority of said application in all foreign countries in accordance with the International Convention, the same to be held and enjoyed by said assignee, its successors and assigns, as

fully and entirely as the same would have been held and enjoyed by us if this assignment and sale had not been made.

We hereby request that said Letters Patent be issued in accordance with this assignment.

We further covenant and agree that, at the time of the execution and delivery of these presents, we possess full title to the invention and application above-mentioned, and that we have the unencumbered right and authority to make this assignment.

We further covenant and agree to bind our heirs, legal representatives, and assigns promptly to communicate to said assignee or its representatives any facts known to us relating to said invention, to testify in any interference or legal proceedings involving said invention, to execute any additional papers which may be requested to confirm the right of the assignee, its representatives, successors, or assigns to secure patent or similar protection for the said invention in all countries and to vest in the assignee complete title to the said invention and Letters Patent, without further compensation, but at the expense of said assignee, its successors, assigns, and other legal representatives.

IN WITNESS WHEREOF, I have hereunto set my hand and seal on this 14 day of February, 2002.

William H. Bares (SEAL)  
William Bares

STATE OF \_\_\_\_\_ )  
 ) ss:  
COUNTY OF \_\_\_\_\_ )

Before me personally appeared William Bares to me known to be the person described in and who executed the foregoing instrument, and he acknowledged to me that he executed the same for the purposes therein stated, this \_\_\_\_\_ day of \_\_\_\_\_, 2002.

\_\_\_\_\_  
Notary Public

SEAL

My Commission Expires: \_\_\_\_\_

IN WITNESS WHEREOF, I have hereunto set my hand and seal on this 14 day  
of Feb, 2002.

Bradford Mott (SEAL)

STATE OF \_\_\_\_\_ )  
 ) ss:  
COUNTY OF \_\_\_\_\_ )

Before me personally appeared **Bradford Mott** to me known to be the person described in and who executed the foregoing instrument, and he acknowledged to me that he executed the same for the purposes therein stated, this \_\_\_\_\_ day of \_\_\_\_\_, 2002.

**Notary Public**

**SEAL**

My Commission Expires: \_\_\_\_\_

IN WITNESS WHEREOF, I have hereunto set my hand and seal on this 19 day of Feb, 2002.

Luke Zettlemoyer (SEAL)  
Luke Zettlemoyer

STATE OF \_\_\_\_\_ )  
 ) ss:  
COUNTY OF \_\_\_\_\_ )

Before me personally appeared **Luke Zettlemoyer** to me known to be the person described in and who executed the foregoing instrument, and he acknowledged to me that he executed the same for the purposes therein stated, this \_\_\_\_\_ day of \_\_\_\_\_, 2002.

**Notary Public**

SEAL

My Commission Expires: \_\_\_\_\_

IN WITNESS WHEREOF, I have hereunto set my hand and seal on this 14<sup>th</sup> day of Feb., 2002.

 (SEAL)  
James Lester

STATE OF \_\_\_\_\_ )  
 ) ss:  
COUNTY OF \_\_\_\_\_ )

Before me personally appeared James Lester to me known to be the person described in and who executed the foregoing instrument, and he acknowledged to me that he executed the same for the purposes therein stated, this \_\_\_\_\_ day of \_\_\_\_\_, 2002.

**Notary Public**

**SEAL**

My Commission Expires: \_\_\_\_\_