

**ASSIGNMENT RECORDATION COVER SHEET
-PATENTS ONLY-**

To: Honorable Commissioner of Patents and Trademarks:

Please record the attached original document(s) or copy thereof.

1. Name of conveying party(ies)

- a) Michael ELY
- b) Timothy P. SIPSEY
- c) Calvin D. ADAMS
- d)

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

- a) Name: ASPECT COMMUNICATIONS
- Address: 1310 Ridder Park Drive
San Jose, CA 95131-2313

3. Nature of conveyance

- | | | | |
|-------------------------------------|--------------------|--------------------------|-------------------|
| <input checked="" type="checkbox"/> | Assignment | <input type="checkbox"/> | Merger |
| <input type="checkbox"/> | Security Agreement | <input type="checkbox"/> | Change of Name |
| <input type="checkbox"/> | Other _____ | <input type="checkbox"/> | License Agreement |

Execution Date: **March 29, 2002**

4. Application Number(s) or Patent Number(s): **10/081,560**

Filed: **Feb. 20, 2002**

The title of the (new) application is: **METHOD AND APPARATUS FOR A
BUSINESS CONTACT CENTER**

5. Please send all correspondence concerning this (these) documents to:

Customer No. 28436
CARY & KELLY, LLP
1875 Charleston Road
Mountain View, CA, 94043
Telephone (650) 316-4011

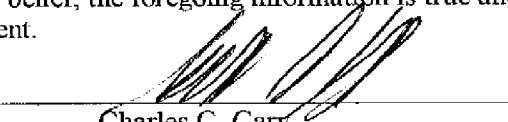
6. Total number of applications and patents involved: 1

7. Total fee (37 CFR 3.41): \$40.00

- ☐ Enclosed
- ☒ The Commissioner is hereby authorized to charge the above fees and any overpayments or credits to Deposit Account No. 50-1338 (Order No. **ASPTP001**)

8. 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.

Date: April 19, 2002



Charles C. Cary
Registration No. 36,764

ASSIGNMENT OF PATENT APPLICATION

Whereas I/we the undersigned inventor(s) have invented certain new and useful improvements as set forth in the patent application entitled:

METHOD AND APPARATUS FOR A BUSINESS CONTACT CENTER

(Atty. Docket No.: **ASPTP001**) for which I (we) have executed an application for a United States Letters Patent filed on February 20, 2002 and allocated USSN 10/081,560.

For good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, I/We the undersigned inventor(s) hereby:

- 1) Sell(s), assign(s) and transfer(s) to **ASPECT COMMUNICATIONS** a California corporation having a place of business at **1310 Ridder Park Drive, San Jose, CA 95131-2313**, (hereinafter referred to as "ASSIGNEE"), the entire right title and interest in any and all improvements and inventions disclosed in, application(s) based upon, and Patent(s) (including foreign patents) granted upon the information which is disclosed in the above referenced application.
- 2) Authorize and request the Commissioner of Patents to issue any and all Letters Patents resulting from said application or any division(s), continuation(s), substitutes(s) or reissue(s) thereof to the ASSIGNEE.
- 3) Agree to execute all papers and documents and, entirely at the ASSIGNEE's expense, perform any acts which are reasonably necessary in connection with the prosecution of said application, as well as any derivative and applications thereof, foreign applications based thereon, and/or the enforcement of patents resulting from such applications.
- 4) Agree that the terms, covenants and conditions of this assignment shall inure to the benefit of the Assignee, its successors, assigns and other legal representative, and shall be binding upon the inventor(s), as well as the inventor's heirs, legal representatives and assigns.
- 5) Warrant and represent that I/we have not entered, and will not enter into any assignment, contract, or understanding that conflicts with this assignment.
- 6) Assignors hereby grant assignee or assignee's designee the right to insert the U.S. Patent Application number and filing date where space is provided above at any time subsequent to the date of the assignor's signature below.

Signed on the date(s) indicated beside my (our) signature(s).

1. Inventor Signature: 

Michael ELY

Date:  3/29/2002

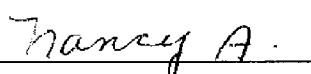
State of California)

County of _____)

ss.


On this _____ day of _____, in the year 200__, before me, _____, personally appeared **Michael ELY**, personally known to me (or proved to me on the basis of satisfactory evidence) to be the person whose name is subscribed to the within instrument, and acknowledged to me that he/she executed the same in his/her authorized capacity(ies), and that by his/her signature on the instrument the person, or the entity upon behalf of which the person acted, executed the instrument.

WITNESS my hand and official seal.

Notary Signature 

NANCY A. GRIPPO
Notary Public
My Commission Expires
December 27, 2007

(SEAL)

2. Inventor Signature: 

Timothy P. SIPSEY

Date: 3/29/2002

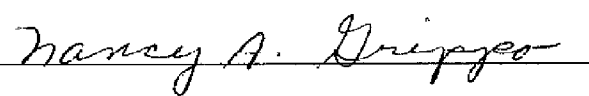
State of California)

County of _____)

ss.

On this _____ day of _____, in the year 200__, before me, _____, personally appeared **Timothy P. SIPSEY**, personally known to me (or proved to me on the basis of satisfactory evidence) to be the person whose name is subscribed to the within instrument, and acknowledged to me that he/she executed the same in his/her authorized capacity(ies), and that by his/her signature on the instrument the person, or the entity upon behalf of which the person acted, executed the instrument.

WITNESS my hand and official seal.

Notary Signature 

NANCY A. GRIPPO
Notary Public
My Commission Expires
December 27, 2007

(SEAL)

3. Inventor Signature: 

Calvin D. ADAMS

Date: 3/29/2002

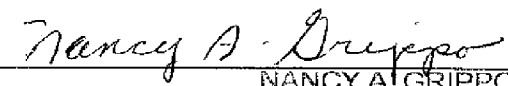
State of California)

County of _____)

ss.

On this ____ day of _____, in the year 200__, before me, _____, personally appeared **Calvin D. ADAMS**, personally known to me (or proved to me on the basis of satisfactory evidence) to be the person whose name is subscribed to the within instrument, and acknowledged to me that he/she executed the same in his/her authorized capacity(ies), and that by his/her signature on the instrument the person, or the entity upon behalf of which the person acted, executed the instrument.

WITNESS my hand and official seal.

Notary Signature 

NANCY A. GRIPPO

Notary Public

My Commission Expires
December 27, 2007

(SEAL)

4. Inventor Signature: _____

Robert OPIELA

Date: _____

State of California)

County of _____)

ss.

On this ____ day of _____, in the year 200__, before me, _____, personally appeared **Robert OPIELA**, personally known to me (or proved to me on the basis of satisfactory evidence) to be the person whose name is subscribed to the within instrument, and acknowledged to me that he/she executed the same in his/her authorized capacity(ies), and that by his/her signature on the instrument the person, or the entity upon behalf of which the person acted, executed the instrument.

WITNESS my hand and official seal.

Notary Signature _____

(SEAL)