

05-08-2002

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To the Honorable Commissioner of Patents and Trademarks

Original documents or copy thereof.

1. Name of conveying party(ies): Convergys Customer Management Group, Inc.	2. Name and address of receiving party(ies): Name: <u>Convergys CMG Utah Inc.</u>  Internal Address: _____  Street Address <u>10975 South Sterling View Drive</u>  City: <u>South Jordan</u> State: <u>UT</u> <u>48095</u>  Additional name(s) & address(es) attached? Yes No
Additional name(s) of conveying party(ies) attached? Yes No	
3. Nature of conveyance: X Assignment Merger Security Agreement Change of Name Other _____  Execution Date: <u>June 13, 2000</u>	

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)  <u>09/614,896</u>	B. Patent No.(s)
Additional numbers attached? Yes No	

5. Name and address of party to whom correspondence Concerning document should be mailed: Name: <u>David E. Franklin</u>  Internal Address: <u>FROST BROWN TODD LLC</u>  Street Address: <u>2200 PNC CENTER</u> <u>201 East Fifth Street</u> City: <u>Cincinnati</u> State: <u>OH</u> ZIP: <u>45202</u>	6. Total number of applications and patents involved: <u>2</u>  7. Total fee (37 CFR 3.41).... \$ <u>40.00</u> X Enclosed X Authorized to be charged to deposit account  <u>06-2226</u> 8. Deposit Account Number  (Attach duplicate copy of this page if paying by deposit count)
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DO NOT USE THIS SPACE

9. Statement and signature.  <i>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.</i>		
<u>David E. Franklin</u> Name of Person Signing, Registration Number	<u>39,194</u> Registration Number	<u>David E. Franklin</u> Signature  Total number of pages including cover sheet, attachments, and document <u>6</u>
		<u>7-24-02</u> Date

## ASSIGNMENT

This assignment is made by Convergys Customer Management Group Inc., a corporation organized under the laws of the State of Ohio and having an office at 201 East Fourth Street, City of Cincinnati, State of Ohio 45202, ("ASSIGNOR") to Convergys CMG Utah Inc., a corporation organized under the laws of the State of Utah and having an office at 10975 South Sterling View Drive, City of South Jordan, Utah 84095 ("ASSIGNEE").

FOR ONE U.S. DOLLAR (\$1.00) AND FOR OTHER GOOD AND VALUABLE CONSIDERATION, the receipt of which is hereby acknowledged, ASSIGNOR does hereby sell, assign and transfer to ASSIGNEE the entire right, title and interest, together with all rights of priority, in and to the following patent applications and U.S. Letters Patents listed below:

### **U. S. PATENT APPLICATIONS**

<u>Title</u>	<u>Serial Number</u>	<u>Filing Date</u>
Conference Call Waiting Room	09/370,420	August 9, 1999
Telephone Transaction Processing as a Part of a Call Transport	09/323,439	June 1, 1999
System for Providing Caller Information to Called Party Via Call Standard Data	08/612,452	March 6, 1996
Call Processing System with Call Screening	09/181,107	October 28, 1998
Electronic Message Management System	08/897,777	July 21, 1997
Electronic Message Management System	09/323,718	June 1, 1999
System and Apparatus for IVR Port Sharing	09/223,993	December 31, 1998

System for Centralized Customer Support	60/146,515	July 30, 1999
Telephone Transaction Processing as a Part of a Call Transport	09/170,929	October 13, 1998

### U. S. PATENT REGISTRATIONS

<u>Title</u>	<u>Patent Number</u>	<u>Patent Date</u>
Telephone Call Transaction Processing	5,748,711	May 5, 1998
Telephone Transaction Processing	5,872,833	February 16, 1999
Call Processing System with Call Screening	5,867,562	February 2, 1999

ASSIGNOR further does hereby sell, assign and transfer to ASSIGNEE the entire right, title and interest, together with all rights of priority, in and to ASSIGNOR'S inventions as described and/or claimed in any and all applications for patents based on the inventions, including divisionals, continuations, renewals, substitutes and reissues thereof, and all rights of priority resulting from any of these patent applications, as well as all foreign counterparts and extensions thereof, together with all patents issuing on any of these applications for the full terms of all of the patents which may be granted on the inventions.

ASSIGNOR HEREBY AUTHORIZES ASSIGNEE to make applications for, to prosecute such applications, and to receive patents for the inventions in the United States and any foreign countries, in ASSIGNEE's name.

ASSIGNOR HEREBY PROMISES AND AGREES that ASSIGNOR will execute or procure any further necessary assurance of title to the inventions and any patents which may issue

on the inventions. ASSIGNOR will, at any time, upon the request and without further consideration, but at the expense of ASSIGNEE, deliver any testimony in any legal proceedings and execute all papers and do all other things that may be necessary or desirable to perfect the title to the inventions, or any patents which may be granted therefor, in ASSIGNEE, its successors, assigns, or other legal representatives. ASSIGNOR will, at any time, upon the request and at the expense of ASSIGNEE, execute any continuations, divisionals, reissues, or any other additional applications for patents for the inventions or any part or parts thereof and any patents issuing thereon are hereby assigned to ASSIGNEE. ASSIGNOR will make all rightful oaths, and do all lawful acts required for procuring and enforcing any of the patents, without further compensation, but at the expense of ASSIGNEE, its successors, assigns or other legal representatives.

ASSIGNOR HEREBY AUTHORIZES AND REQUESTS the Commissioner of Patents and Trademarks to issue any and all Letters Patent of the United States for the inventions, resulting from any of the aforesaid applications to the ASSIGNEE.

CONVERGYS CUSTOMER MANAGEMENT  
GROUP INC.  
"ASSIGNOR"

By: Tammy L. Rohrer

Typed Name: Tammy L. Rohrer

Title: Assistant Secretary

Date: 6/13/00

STATE OF OHIO :  
COUNTY OF HAMILTON :

SS.

Before me personally appeared Tammy Rohrer, to me known to be the same person described in and who executed the foregoing instrument, and acknowledged that he executed the same, of his own free will and for the purposes set forth.

Sworn to before me and subscribed in my presence this 13 day of JUNE, 2000.



TAMMI J. WITTICH  
Notary Public, State of Ohio  
My Commission Expires July 21, 2004

Tammi J. Wittich  
Notary Public