

05-20-2002

ATTORNEY DOCKET: 062891.0665

Sheet 1 of 2

FORM PTO 1595  
1-31-92



U.S. DEPARTMENT OF COMMERCE  
Patent and Trademark Office

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PATENTS ONLY

To the Honorable Commissioner of Patents and Trademarks. Please record the attached original documents or copy thereof.

1. Name and Address of Conveying Party(ies) INDIVIDUAL:

Shmuel Shaffer  
1211 Cowper Street  
Palo Alto, California (Santa Clara County)

5-13-02

Individual Citizenship: United States of America

Additional name(s) of conveying party(ies) attached?

Yes  No

2. Name and Address of receiving Party(ies):

Name: Cisco Technology, Inc.

Internal Address:

Street Address: 170 West Tasman Drive

City: San Jose

State: California Zip: 95134

Additional name(s) &  
Address(es) attached?

Yes  No

3. Nature of conveyance:

Assignment  Merger  
 Security Agreement  Change of Name  
 Other

Execution Date: 11/28/01; 12/10/01

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): 10/016,862

B. Patent No.(s):

Additional Numbers  Yes  No

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

Name: Barton E. Showalter  
Internal Address: BAKER BOTTS L.L.P.  
Street Address: 2001 Ross Avenue, Suite 600  
City: Dallas  
State: Texas Zip: 75201-2980

6. Total number of application and patents involved: One

7. Total Fee (37C.F.R. 3.41): \$40.00

Enclosed  
 Authorized to be charged to deposit account

8. Deposit Account Number:

(Attach Duplicate Copy of this page if paying by deposit account)

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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.

Barton E. Showalter

Signature

Date

May 1, 2002

Total number of pages including cover sheet

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OMB No. 0651-0011 (exp. 4/94)

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**1. Name of Conveying Parties – Continued – ALL INDIVIDUALS**

Labhesh (nmi) Patel  
25 Moon Beam Drive  
Mountain View, CA 94043  
(Santa Clara County)  
Indian Citizen  
Assignment executed: November 28, 2001

Shantanu (nmi) Sarkar  
3381 Thrift Place  
San Jose, California  
(Santa Clara County)  
Indian Citizen  
Assignment executed: December 10, 2001

FORM PTO 1595  
1-31-92

U.S. DEPARTMENT OF COMMERCE  
Patent and Trademark Office

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Shmuel Shaffer  
1211 Cowper Street  
Palo Alto, California (Santa Clara County)

Individual Citizenship: United States of America

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

*MRC 12/13/01*

2. Name and Address of receiving Party(ies):

Name: Cisco Technology, Inc.  
Internal Address: 170 West Tasman Drive  
Street Address: 170 West Tasman Drive  
City: San Jose  
State: California Zip: 95134

12/13/01  
10/016862  
JC580 U.S. PTO

3. Nature of conveyance:

Assignment  Merger  
 Security Agreement  Change of Name  
 Other

Execution Date: 11/28/01; 12/10/01

Additional name(s) & Address(es) attached?  Yes  No

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If this document is being filed together with a new application, the execution date of the application is: 11/28/01; 12/10/01

A. Patent Application No.(s):  
*10016862*

B. Patent No.(s):  
Additional Numbers  Yes  No

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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.*

Luke K. Pedersen *[Signature]* December 13, 2001  
Signature Date

Total number of pages including cover sheet

OMB No. 0651-0011 (exp. 4/94)

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*12/27/2001 AWNED1 00000069 10016862*  
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FORM PTO-1595  
ATTACHMENT

1. Name of Conveying Parties – Continued – ALL INDIVIDUALS

Labhesh (nmi) Patel  
25 Moon Beam Drive  
Mountain View, CA 94043  
(Santa Clara County)  
Indian Citizen

Assignment executed: ~~December 7, 2001~~ *November 28, 2001*

Shantanu (nmi) Sarkar  
3381 Thrift Place  
San Jose, California  
(Santa Clara County)  
Indian Citizen

Assignment executed: December 10, 2001

**ASSIGNMENT**

**WHEREAS**, I, the undersigned inventor (or one of the undersigned joint inventors), of residence as listed, having invented certain new and useful improvements as below entitled, for which application for United States Letters Patent is made, said application having been executed on the date set forth below; and

**WHEREAS**, Cisco Technology, Inc. (hereinafter referred to as "Assignee"), a California Corporation, with an address of 170 West Tasman Drive, San Jose, California 95134, desires to acquire my entire right, title and interest in and to the invention, and in and to the said application and any Letters Patent that may issue thereon;

**NOW, THEREFORE**, for and in consideration of One Dollar (\$1.00) and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, I assign to Assignee, all right, title and interest in and to said invention and in and to said application and all patents which may be granted therefor, and all divisions, reissues, continuations, continuations-in-part and extensions thereof; and I hereby authorize and request the Commissioner of Patents and Trademarks to issue all patents for said invention, or patents resulting therefrom, insofar as my interest is concerned, to Assignee.

I also assign to Assignee, all right, title and interest to the invention disclosed in said application throughout the world, including the right to file applications and obtain patents, utility models, industrial models and designs for said invention in its own name throughout the world including all rights to publish cautionary notices reserving ownership of said invention and all rights to register said invention in appropriate registries; and I further agree to execute any and all powers of attorney, applications, assignments, declarations, affidavits, and any other papers in connection therewith necessary to perfect such right, title and interest in Assignee.

I will communicate to Assignee any facts known to me respecting any improvements; and, at the expense of Assignee, I will testify in any legal proceedings, sign all lawful papers, execute all divisional, continuation, continuation-in-part, reissue and substitute applications, make lawful oaths and declarations, and generally do everything possible to vest title in Assignee and to aid Assignee to obtain and enforce proper protection for said invention in all countries.

This Assignment shall be binding on the parties' successors, assigns and legal representatives.

Title of Invention: ***Method and System for Automatic Call Distribution Based on Network Resource Availability and Agent Skills***

Full name of joint inventor: Shmuel (nmi) Shaffer

Inventor's signature: Shmuel Shaffer

Residence (City, County, State) Palo Alto, Santa Clara County, California

Date Assignment executed: 11/28/2001

Date Application executed: 11/28/2001

Full name of joint inventor: Labhesh (nmi) Patel

Inventor's signature Labhesh Patel

Residence (City, County, State) Mountain View, Santa Clara County, California

Date Assignment executed: 11/28/2001

Date Application executed: 11/28/2001

Full name of joint inventor: Shantanu (nmi) Sarkar

Inventor's signature Shantanu Sarkar

Residence (City, County, State) San Jose, Santa Clara County, California

Date Assignment executed: 12/10/2001

Date Application executed: 12/10/2001