

12-11-2002

U.S. Department of Commerce
Patent and Trademark Office
PATENT



102308357

**RECORDATION FORM COVER SHEET
PATENTS ONLY**

TO: The Commissioner of Patents and Trademarks: Please record the attached original document(s) or cop(ies).

Submission Type

- ☒ **New**
- ☐ **Resubmission (Non-Recordation)**
Document ID#
- ☐ **Correction of PTO Error**
Reel # Frame #
- ☐ **Corrective Document**
Reel # Frame #

Conveyance Type

- ☒ **Assignment** ☐ **Security Agreement**
- ☐ **License** ☐ **Change of Name**
- ☐ **Merger** ☐ **Other**
U.S. Government
(For Use ONLY by U.S. Government Agencies)
- ☐ **Departmental File** ☐ **Secret File**

Conveying Party(ies)

- ☒ Mark if additional names of conveying parties attached Execution Date
Month Day Year
10152002

Name (line1) Yoichi Yoshida

Name (line2)

12-2-02

Second Party

Execution Date
Month Day Year
11202002

Name (line1) Brian Pulito

Name (line2)

Receiving Party

- ☐ Mark if additional names of receiving parties attached
- ☐ If document to be recorded is an assignment and the receiving party is not domiciled in the United States, an appointment of a domestic representative is attached. (Designation must be a separate document from Assignment.)

Name (line 1) International Business Machines Corporation

Name (line 2)

Address (line 1)

Address (line 2)

Address (line 3) Armonk

New York

City

State/Country

Zip Code

Domestic Representative Name and Address

Enter for the first Receiving Party only.

Name

Address (line 1)

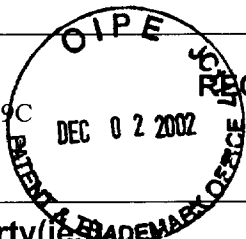
Address (line 2)

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Address (line 4)

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12/10/2002 DBYRNE 00000241 122158 10226425
01 FC:8021 40.00 CH



**RECORDATION FORM COVER SHEET
CONTINUATION
PATENTS ONLY**

U.S. Department of Commerce
Patent and Trademark Office
PATENT

Conveying Party(ies)
Enter additional Conveying Parties

☐ Mark if additional names of conveying parties attached

Execution Date
Month Day Year
11252002

Name (line1) James P. Galvin

Name (line2)

Execution Date
Month Day Year
11202002

Name (line1) Kevin Solie

Name (line2)

Execution Date
Month Day Year

Name (line1)

Name (line2)

Receiving Party(ies)
Enter additional Receiving Party(ies)

☐ Mark if additional names of receiving parties attached

Name (line 1)

Name (line 2)

Address (line 1)

Address (line 2)

Address (line 3)

City

State/Country

Zip Code

Name (line 1)

Name (line 2)

Address (line 1)

Address (line 2)

Address (line 3)

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Application Number(s) or Patent Number(s)

☐ Mark if additional numbers attached

Enter either the Patent Application Number or the Patent Number (DO NOT ENTER BOTH numbers for the same property).

Patent Application Number(s)

Patent Number(s)

Correspondent Name and Address

Area Code and Telephone Number (617) 367-4600

Name Bruce D. Jobse, Esq.

Address (line 1) Kudirka & Jobse, LLP

Address (line 2) One State Street

Address (line 3) Suite 1510

Address (line 4) Boston, MA 02109

Pages

Enter the total number of pages of the attached conveyance document including any attachments.

12

Application Number(s) or Patent Number(s)

☐ Mark if additional numbers attached

Enter either the Patent Application Number or the Patent Number (DO NOT ENTER BOTH numbers for the same property).

Patent Application Number(s)

10226425

Patent Number(s)

If this document is being filed together with a new Patent Application, enter the date the patent application was signed by the first named executing inventor.

Month Day Year

Patent Cooperation Treaty (PCT)

PCT

PCT

PCT

Enter PCT application number

only if a U.S. Application Number PCT

Has not been assigned.

PCT

PCT

Number of Properties

Enter the total number of properties involved.

1

Fee Amount

Fee Amount for Properties Listed (37 CFR 3.41):

\$40.00

Method of Payment:

Enclosed ☐Deposit Account ☒

Deposit Account

(Enter for payment by deposit account or if additional fees can be charged to the account.)

Deposit Account Number:

DA-12-2158

Authorization to charge additional fees:

Yes ☒No ☐

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. Charges to deposit account are authorized, as indicated herein.

Bruce D. Jobse

Name of Person Signing

Signature

Date

**ASSIGNMENT OF PATENT APPLICATION**Docket No.
LOT9-2001-0009US1

Applicant: Yoichi Yoshida, Brian Pulito, James P. Galvin and Kevin Solie
Serial No: 10/226,425
Filed: August 23, 2002
For: METHOD FOR ROUTING CALL AGENTS TO WEBSITE CUSTOMERS
BASED ON CUSTOMER ACTIVITIES
Examiner: Not Yet Assigned
Art Unit: 2186

Whereas we, the undersigned, have made certain inventions or discoveries (or both) set forth in the above-identified application for Letters Patent of the United States of America, and

Whereas International Business Machines Corporation, a New York corporation having a place of business at Armonk, New York, which, together with its successors and assigns, is hereinafter called "Assignee," is desirous of acquiring the title, rights, benefits and privileges hereinafter recited;

Now, therefore, for valuable consideration furnished by Assignee to us, receipt and sufficiency of which is hereby acknowledged, we do hereby, without reservation:

1. Assign, transfer and convey to Assignee the entire right, title and interest in and to said inventions and discoveries, said application for Letters Patent of the United States of America, any and all other applications for Letters Patent on said inventions and discoveries in whatsoever countries, including all divisional, renewal, substitute, continuation, Convention and non-Convention applications based in whole or in part upon said inventions or discoveries, or upon said applications, and any and all Letters Patent, reissues, reexaminations, and extensions of Letters Patent granted for said inventions and discoveries or upon said applications, and every priority right that is or may be predicated upon or arise from said inventions, said discoveries, said applications and said Letters Patent;
2. Authorize Assignee to file patent applications in any or all countries on any or all of said inventions and discoveries in our names or in the name of Assignee or otherwise as Assignee may deem advisable, under the International Convention or otherwise;
3. Authorize and request the Commissioner of Patents and Trademarks of the United States of America and the empowered officials of all other governments to issue or transfer all said Letters Patent to Assignee, as assignee of the entire right, title and interest therein or otherwise as Assignee may direct;
4. Warrant that we have not knowingly conveyed to others any right in said inventions, discoveries, applications or patents or any license to use the same or to make, use or sell anything embodying or utilizing any of said inventions or

Assignment 1 of 4

PATENT
REEL: 013551 FRAME: 0223

discoveries; and that we have good right to assign the same to Assignee without encumbrance;

5. Bind our heirs, legal representatives and assigns, as well as ourselves, to do, upon Assignee's request and at Assignee's expense, but without additional consideration to us or them, all acts reasonably serving to assure that the said inventions and discoveries, the said patent applications and the said Letters Patent shall be held and enjoyed by Assignee as fully and entirely as the same could have been held and enjoyed by our heirs, legal representatives and assigns if this assignment had not been made; and particularly to execute and deliver to Assignee all lawful application documents including petitions, specifications, and oaths, and all assignments, disclaimers, and lawful affidavits in form and substance as may be requested by Assignee; to communicate to Assignee all facts known to us relating to said inventions and discoveries or the history thereof; and to furnish Assignee with any and all documents, photographs, models, samples and other physical exhibits in our control or in the control of our heirs, legal representatives or assigns which may be useful for establishing the facts of our conceptions, disclosures, and reduction to practice of said inventions and discoveries.

In testimony of which we have executed this Assignment of Patent Application on the date indicated next to our names.


Yoichi Yoshida

Inventor

Date: 10/15/02

☒ Additional assignor name sheets attached.

ASSIGNMENT – SUPPLEMENTAL ASSIGNOR SHEET

Second Assignor

Date: _____

Brian Pulito
Inventor

Third Assignor

Date: _____

James P. Galvin
Inventor

Fourth Assignor

Date: _____

Kevin Solie
Inventor



ASSIGNMENT OF PATENT APPLICATION

Docket No.
LOT9-2001-0009US1

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Serial No: 10/226,425
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2. Authorize Assignee to file patent applications in any or all countries on any or all of said inventions and discoveries in our names or in the name of Assignee or otherwise as Assignee may deem advisable, under the International Convention or otherwise;
3. Authorize and request the Commissioner of Patents and Trademarks of the United States of America and the empowered officials of all other governments to issue or transfer all said Letters Patent to Assignee, as assignee of the entire right, title and interest therein or otherwise as Assignee may direct;
4. Warrant that we have not knowingly conveyed to others any right in said inventions, discoveries, applications or patents or any license to use the same or to make, use or sell anything embodying or utilizing any of said inventions or

Assignment 1 of 4

PATENT
REEL: 013551 FRAME: 0226

discoveries; and that we have good right to assign the same to Assignee without encumbrance;

5. Bind our heirs, legal representatives and assigns, as well as ourselves, to do, upon Assignee's request and at Assignee's expense, but without additional consideration to us or them, all acts reasonably serving to assure that the said inventions and discoveries, the said patent applications and the said Letters Patent shall be held and enjoyed by Assignee as fully and entirely as the same could have been held and enjoyed by our heirs, legal representatives and assigns if this assignment had not been made; and particularly to execute and deliver to Assignee all lawful application documents including petitions, specifications, and oaths, and all assignments, disclaimers, and lawful affidavits in form and substance as may be requested by Assignee; to communicate to Assignee all facts known to us relating to said inventions and discoveries or the history thereof; and to furnish Assignee with any and all documents, photographs, models, samples and other physical exhibits in our control or in the control of our heirs, legal representatives or assigns which may be useful for establishing the facts of our conceptions, disclosures, and reduction to practice of said inventions and discoveries.

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Date: _____

Yoichi Yoshida
Inventor

☒ Additional assignor name sheets attached.

ASSIGNMENT – SUPPLEMENTAL ASSIGNOR SHEET

Second Assignor



Brian Pulito
Inventor

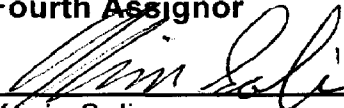
Date: 11/20/2002

Third Assignor

James P. Galvin
Inventor

Date: _____

Fourth Assignor



Kevin Solie
Inventor

Date: 11/20/2002

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Assignment 1 of 4

PATENT
REEL: 013551 FRAME: 0229

discoveries; and that we have good right to assign the same to Assignee without encumbrance;

5. Bind our heirs, legal representatives and assigns, as well as ourselves, to do, upon Assignee's request and at Assignee's expense, but without additional consideration to us or them, all acts reasonably serving to assure that the said inventions and discoveries, the said patent applications and the said Letters Patent shall be held and enjoyed by Assignee as fully and entirely as the same could have been held and enjoyed by our heirs, legal representatives and assigns if this assignment had not been made; and particularly to execute and deliver to Assignee all lawful application documents including petitions, specifications, and oaths, and all assignments, disclaimers, and lawful affidavits in form and substance as may be requested by Assignee; to communicate to Assignee all facts known to us relating to said inventions and discoveries or the history thereof; and to furnish Assignee with any and all documents, photographs, models, samples and other physical exhibits in our control or in the control of our heirs, legal representatives or assigns which may be useful for establishing the facts of our conceptions, disclosures, and reduction to practice of said inventions and discoveries.

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Yoichi Yoshida
Inventor

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Second Assignor

Date: _____
Brian Pulito
Inventor

Third Assignor

Date: 11/25/02
James P. Galvin
Inventor

Fourth Assignor

Date: _____
Kevin Solie
Inventor