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102416042

To the Honorable Commissioner of Patents

... records are attached original documents or copy thereof.

1. Name of conveying party(ies):
Keith Robert McFarlane, Steve R. Russell, Robert Alan Stewart,
and Wendy S. Cook

4-7-03

2. Name and address of receiving party(ies)

Name: Lucent Technologies Inc.

Internal Address: _____

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

3. Nature of conveyance:

- Assignment Merger
- Security Agreement Change of Name
- Other _____

Street Address: 600 Mountain Avenue

City: Murray Hill State: NJ Zip: 07974

Execution Date: 01/15/2003, 03/07/2003, 10/26/2001, and 03/17/2003

Additional Name(s) & address(es) attached? Yes No

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)

09/662294

B. Patent No.(s)

Additional numbers attached? Yes No

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

Name: James M. Graziano

Internal Address: Customer No. 24283

EC00PER 00000082 501848 09662294

40.00 CH

Street Address: P.O. Box 270930

City: Louisville State: CO Zip: 80027-5015

6. Total number of applications and patents involved:

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

- Enclosed
- Authorized to be charged to deposit account

8. Deposit account number:

50-1848

(Attach duplicate copy of this page if paying by deposit account)

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.

Phyllis K. Wood (Reg. No. 38,663)

Name of Person Signing

Phyllis K. Wood
Signature

03/31/03
Date

#12723

Total number of pages including cover sheet, attachments, and documents: 8

Mail documents to be recorded with required cover sheet information to:
Commissioner of Patents & Trademarks, Box Assignments
Washington, D.C. 20231

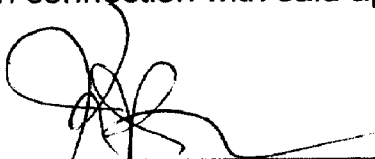
ASSIGNMENT AND AGREEMENT

For value received, we, David L. Bauer of Cherry Hills Village in the County of Arapahoe and State of Colorado, Keith Robert McFarlane of Pleasanton in the State of California, Andrew Derek Flockhart of Thornton in the County of Adams and State of Colorado, Lucinda M. Sanders of Boulder in the County of Boulder and State of Colorado, Gary S. King of Broomfield in the County of Adams and State of Colorado, Darryl J. Maxwell of Lafayette in the County of Boulder and State of Colorado, Steve R. Russell of Sausalito in the State of California, and Robert Alan Stewart of Oakland in the County of Alameda in the State of California, and Wendy S. Cook of Oakland in the State of California, hereby sell, assign and transfer to Lucent Technologies Inc., a corporation of the State of Delaware, having an office at 600 Mountain Avenue, Murray Hill, New Jersey 07974, U.S.A., and its successors, assigns and legal representatives, the entire right, title and interest, for the United States of America, in and to certain inventions related to **INTEGRATED WORK MANAGEMENT ENGINE FOR CUSTOMER CARE IN A COMMUNICATION SYSTEM** described in an application for Letters Patent of the United States, designated as **Serial Number 09/662,294, filed on September 15, 2000**, and all the rights and privileges in said application and under any and all Letters Patent that may be granted in the United States for said inventions; and we also concurrently hereby sell, assign and transfer to Lucent Technologies Inc. the entire right, title and interest in and to said inventions for all countries foreign to the United States, including all rights of priority arising from the application aforesaid, and all the rights and privileges under any and all forms of protection, including Letters Patent, that may be granted in said countries foreign to the United States for said inventions.

We authorize Lucent Technologies Inc. to make application for such protection in its own name and maintain such protection in any and all countries foreign to the United States, and to invoke and claim for any application for patent or other form of protection for said inventions, without further authorization from us, any and all benefits, including the right of priority provided by any and all treaties, conventions, or agreements.

We hereby consent that a copy of this assignment shall be deemed a full legal and formal equivalent of any document which may be required in any country in proof of the right of Lucent Technologies Inc. to apply for patent or other form of protection for said inventions and to claim the aforesaid benefit of the right of priority.

We agree that, when requested, we shall, without charge to Lucent Technologies Inc. but at its expense, sign all papers, and do all acts which may be necessary, desirable or convenient in connection with said applications, patents, or other forms of protection.



Keith R. McFarlane

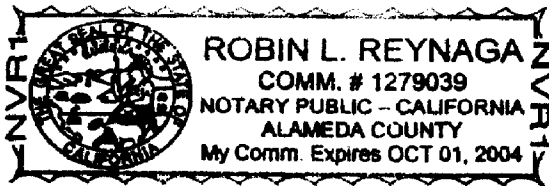
Date: 1/15/03

United States of America)

State of CALIFORNIA) ss.:

County of ALAMEDA)

On this 15 day of Jan, 2003, before me personally came Keith R. McFarlane, to me known to be the individual described in and who executed the foregoing instrument, and acknowledged execution of the same.


Notary Public

Lucent Technologies Inc.
600 Mountain Avenue (Room 3C-512)
P. O. Box 636
Murray Hill, New Jersey 07974-0636

ASSIGNMENT AND AGREEMENT

For value received, we, David L. Bauer of Cherry Hills Village in the County of Arapahoe and State of Colorado, Keith Robert McFarlane of Pleasanton in the State of California, Andrew Derek Flockhart of Thornton in the County of Adams and State of Colorado, Lucinda M. Sanders of Boulder in the County of Boulder and State of Colorado, Gary S. King of Broomfield in the County of Adams and State of Colorado, Darryl J. Maxwell of Lafayette in the County of Boulder and State of Colorado, Steve R. Russell of Sausalito in the State of California, and Robert Alan Stewart of Oakland in the County of Alameda in the State of California, and Wendy S. Cook of Oakland in the State of California, hereby sell, assign and transfer to Lucent Technologies Inc., a corporation of the State of Delaware, having an office at 600 Mountain Avenue, Murray Hill, New Jersey 07974, U.S.A., and its successors, assigns and legal representatives, the entire right, title and interest, for the United States of America, in and to certain inventions related to **INTEGRATED WORK MANAGEMENT ENGINE FOR CUSTOMER CARE IN A COMMUNICATION SYSTEM** described in an application for Letters Patent of the United States, designated as **Serial Number 09/662,294, filed on September 15, 2000**, and all the rights and privileges in said application and under any and all Letters Patent that may be granted in the United States for said inventions; and we also concurrently hereby sell, assign and transfer to Lucent Technologies Inc. the entire right, title and interest in and to said inventions for all countries foreign to the United States, including all rights of priority arising from the application aforesaid, and all the rights and privileges under any and all forms of protection, including Letters Patent, that may be granted in said countries foreign to the United States for said inventions.

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Steve R. Russell

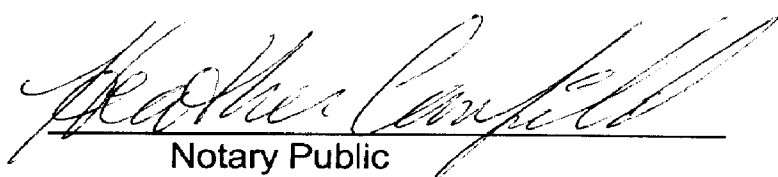
Date: MARCH 7, 2003

United States of America)

State of CALIFORNIA) ss.:

County of ALAMEDA)

On this 7TH day of MARCH, 2003, ~~2001~~, before me personally came Steve R. Russell, to me known to be the individual described in and who executed the foregoing instrument, and acknowledged execution of the same.



Notary Public



Lucent Technologies Inc.
600 Mountain Avenue (Room 3C-512)
P. O. Box 636
Murray Hill, New Jersey 07974-0636

We agree that, when requested, we shall, without charge to Lucent Technologies Inc. but at its expense, sign all papers, and do all acts which may be

ASSIGNMENT AND AGREEMENT

For value received, we, David L. Bauer of Cherry Hills Village in the County of Arapahoe and State of Colorado, Keith Robert McFarlane of Pleasanton in the State of California, Andrew Derek Flockhart of Thornton in the County of Adams and State of Colorado, Lucinda M. Sanders of Boulder in the County of Boulder and State of Colorado, Gary S. King of Broomfield in the County of Adams and State of Colorado, Darryl J. Maxwell of Lafayette in the County of Boulder and State of Colorado, Steve R. Russell of Sausalito in the State of California, and Robert Alan Stewart of Oakland in the County of Alameda in the State of California, and Wendy S. Cook of Oakland in the State of California, hereby sell, assign and transfer to Lucent Technologies Inc., a corporation of the State of Delaware, having an office at 600 Mountain Avenue, Murray Hill, New Jersey 07974, U.S.A., and its successors, assigns and legal representatives, the entire right, title and interest, for the United States of America, in and to certain inventions related to **INTEGRATED WORK MANAGEMENT ENGINE FOR CUSTOMER CARE IN A COMMUNICATION SYSTEM** described in an application for Letters Patent of the United States, designated as **Serial Number 09/662,294, filed on September 15, 2000**, and all the rights and privileges in said application and under any and all Letters Patent that may be granted in the United States for said inventions; and we also concurrently hereby sell, assign and transfer to Lucent Technologies Inc. the entire right, title and interest in and to said inventions for all countries foreign to the United States, including all rights of priority arising from the application aforesaid, and all the rights and privileges under any and all forms of protection, including Letters Patent, that may be granted in said countries foreign to the United States for said inventions.

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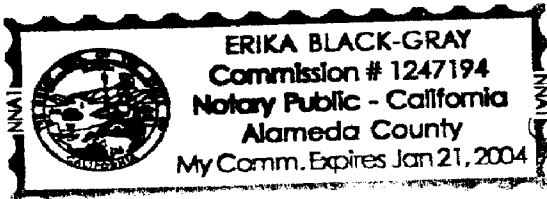
We agree that, when requested, we shall, without charge to Lucent Technologies Inc. but at its expense, sign all papers, and do all acts which may be necessary, desirable or convenient in connection with said applications, patents, or other forms of protection.

Robert Alan Stewart
Robert Alan Stewart

Date: 10/26/2001

United States of America)
State of California) ss.:
County of Alameda)

On this 26th day of October, ~~2000~~²⁰⁰¹, before me personally came Robert Alan Stewart, to me known to be the individual described in and who executed the foregoing instrument, and acknowledged execution of the same.



Erika Black-Gray
Notary Public

Lucent Technologies Inc.
600 Mountain Avenue (Room 3C-512)
P. O. Box 636
Murray Hill, New Jersey 07974-0636

ASSIGNMENT AND AGREEMENT

For value received, we, David L. Bauer of Cherry Hills Village in the County of Arapahoe and State of Colorado, Keith Robert McFarlane of Pleasanton in the State of California, Andrew Derek Flockhart of Thornton in the County of Adams and State of Colorado, Lucinda M. Sanders of Boulder in the County of Boulder and State of Colorado, Gary S. King of Broomfield in the County of Adams and State of Colorado, Darryl J. Maxwell of Lafayette in the County of Boulder and State of Colorado, Steve R. Russell of Sausalito in the State of California, and Robert Alan Stewart of Oakland in the County of Alameda in the State of California, and Wendy S. Cook of Oakland in the State of California, hereby sell, assign and transfer to Lucent Technologies Inc., a corporation of the State of Delaware, having an office at 600 Mountain Avenue, Murray Hill, New Jersey 07974, U.S.A., and its successors, assigns and legal representatives, the entire right, title and interest, for the United States of America, in and to certain inventions related to **INTEGRATED WORK MANAGEMENT ENGINE FOR CUSTOMER CARE IN A COMMUNICATION SYSTEM** described in an application for Letters Patent of the United States, designated as **Serial Number 09/662,294, filed on September 15, 2000**, and all the rights and privileges in said application and under any and all Letters Patent that may be granted in the United States for said inventions; and we also concurrently hereby sell, assign and transfer to Lucent Technologies Inc. the entire right, title and interest in and to said inventions for all countries foreign to the United States, including all rights of priority arising from the application aforesaid, and all the rights and privileges under any and all forms of protection, including Letters Patent, that may be granted in said countries foreign to the United States for said inventions.

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Wendy Cook
Wendy S. Cook

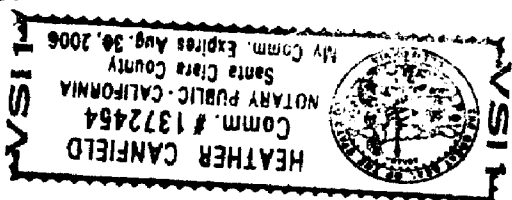
Date: 3/17/2003

United States of America)

State of) ss.:

County of)

On this seventeenth day of March, ~~2000~~ 2003 ^{HTC}, before me personally came Wendy S. Cook, to me known to be the individual described in and who executed the foregoing instrument, and acknowledged execution of the same.



Heather Canfield
Notary Public

Lucent Technologies Inc.
600 Mountain Avenue (Room 3C-512)
P. O. Box 636
Murray Hill, New Jersey 07974-0636