

FORM PTO-1595

RECORDATION FORM COVER SHEET

U.S. DEPARTMENT OF COMMERCE

(Rev. 03/01)

CORRECTED PATENTS ONLY

U.S. Patent and Trademark Office

OMB No. 0651-0011 (exp. 5/31/2002)

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

1. Name of conveying party(ies):

Timothy Ringo (07/21/03)	Sevasti Wong (07/21/03)
David P. Lane (07/18/03)	Anthony Lingham (07/21/03)
Elizabeth H. Lian (07/25/03)	Audrey Forrester (6/16/03)
Daniel C. Farrell (07/21/03)	Claudia Staubitz (06/25/03)
Craig Fenton (07/18/03)	Kevin Adams (06/18/03)
Elise Shearing (07/24/03)	Lesley Pickering (06/18/03)
Randy Bell (08/01/03)	Paul Ritchie (06/18/03)

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

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

Name: BT Group plc

Internal Address:

Street Address: 81 Newgate Street

City: London State: ENGLAND ZIP: EC1A 7AJ

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

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 _____ | |

Execution Date(s): 07/21/03; 07/18/03; 07/25/03; 07/21/03; 07/18/03; 07/24/03; 08/01/03; 07/21/03; 07/21/03; 06/16/03; 06/25/03; 06/18/03; 06/18/03; 06/18/03

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).

10/305,858

B. Patent No(s).

Additional numbers attached? Yes No

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

Name: Steven C. Lieske, Oppenheimer Wolff & Donnelly LLP

Internal Address: 3300 Plaza VII Building

Street Address: 45 South Seventh Street

City: Minneapolis State: MN ZIP: 55402

Our File No.: 60021-376701

6. Total number of applications and patents involved: 1

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

- Enclosed
- Authorized to be charged to deposit account
- Authorized to charge any underpayment or credit any overpayment to deposit account.

8. Deposit account number:

50-1901

(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.

Steven C. Lieske, Reg. No. 47,749

Name of Person Signing

Signature

8/29/03

Date

Total number of pages including cover sheet, attachments, and document: 22

Mail documents to be recorded with required cover sheet information to:
 Mail Stop Assignment, Recordation Services
 Commissioner of Patents
 P.O. Box 1450
 Alexandria, VA 22313-1450

CH \$40.00 501901 10305858

Additional Name of Receiving Parties

Accenture Global Services GmbH
Geschäftshaus Herrenacker 15
8200 Schaffhausen
Switzerland

Switzerland company

TC2: 640789 v01 08/13/2003

ASSIGNMENT

WHEREAS, We, Gregory S. Reid of _____, Timothy Ringo of LONDON, UK, David P. Lane of London UK, Elizabeth H. Lian of _____, Daniel C. Farrell of LONDON, UK, _____, Craig Fenton of LONDON, Elise Shearing of LONDON, UK, _____, Randy Bell of _____, Sevasti Wong of LONDON, UK, _____, Anthony Lingham of _____, Audrey Forrester of _____, Claudia Staubitz of _____, Kevin Adams of _____, Lesley Pickering of _____, and Paul Ritchie of _____, have invented and own a

certain invention entitled **CAPTURING INSIGHT OF SUPERIOR USERS OF A CONTACT CENTER** for which an application is about to be made for Letters Patent of the United States, said application having been executed on even date herewith, and which may be identified in the United States Patent Office by **Serial No. 10/305,858, filed November 27, 2002**; and

WHEREAS, **BT Group plc**, a company organized and existing under the laws of England, and having its principal offices at 81 Newgate Street, London EC1A 7AJ, England, and **Accenture Global Services GmbH**, a company organized and existing under the laws of Switzerland, and having its principal offices at Geschäftshaus Herrenacker 15, 8200 Schaffhausen, Switzerland, are desirous of acquiring the entire right, title and interest in and to said invention, said application and in, to and under any and all Letters Patent to be obtained therefor;

WHEREAS **BT Group plc** and **Accenture Global Services GmbH** jointly are referred herein as the ASSIGNEES;

NOW, THEREFORE, for good and valuable consideration to us in hand paid by the ASSIGNEES, the receipt of which is hereby acknowledged, we have sold, assigned and transferred, and by these presents do hereby sell, assign and transfer unto the ASSIGNEES, their successors and assigns, our entire right, title and interest in and to said invention, said application and the Letters Patent, both foreign and domestic, that may or shall issue, including all of our

PATENT

REEL: 013930 FRAME: 0185

rights under the International Convention, and we do hereby authorize and request the Commissioner of Patents and Trademarks to issue said Letters Patent to the ASSIGNEES in accordance herewith.

We hereby authorize the ASSIGNEES, their successors and assigns, or anyone they may properly designate, to insert in this instrument the filing date and Serial Number of said application when ascertained.

We further authorize the ASSIGNEES, their successors and assigns, or anyone they may properly designate, to apply for Letters Patent, in their own names if desired, in any and all foreign countries, and additionally to claim the filing date of said United States application and/or otherwise take advantage of the provisions of the International Convention.

Upon said consideration, we do hereby covenant and agree with the ASSIGNEES, their successors and assigns, that we will not execute any writing or do any act whatsoever conflicting with these presents, and that we or our executors or administrators will at any time upon request, without further or additional consideration, but at the expense of the ASSIGNEES, their successors and assigns, execute such additional writings and do such additional acts as the ASSIGNEES, their successors and assigns, may deem necessary or desirable to perfect their enjoyment of this grant, and render all necessary assistance in making application for and obtaining original, divisional, continuation, reissued or extended Letters Patent of the United States, or of any and all foreign countries on said invention, and in enforcing any rights, occurring as a result of such applications or patents, by giving testimony in any proceedings or transactions involving such applications or patents.

In witness whereof, we have hereunto set our signatures.

Date: _____

Date: 21/07/03

Date: 18/07/03

Gregory S. Reid

Timothy A. Ringo
Timothy Ringo

David P. Lane
David P. Lane

Date: _____

Elizabeth H. Lian


Date: 21/07/03


Daniel C. Farrell

Date: 18/7/03


Craig Fenton

Date: 24/07/03


Elise Shearing

Date: _____

Randy Bell

Date: 21/7/03


Sevasti Wong

Date: _____

Anthony Lingham

Date: _____

Audrey Forrester

Date: _____

Claudia Staubitz

Date: _____

Kevin Adams

Date: _____

Lesley Pickering

Date: _____

Paul Ritchie

ASSIGNMENT

WHEREAS, We, Gregory S. Reid of _____, Timothy Ringo of _____, David P. Lane of _____, Elizabeth H. Lian of Brookline, MA, Daniel C. Farrell of _____, Craig Fenton of _____, Elise Shearing of _____, Randy Bell of _____, Sevasti Wong of _____, Anthony Lingham of _____, Audrey Forrester of _____, Claudia Staubitz of _____, Kevin Adams of _____, Lesley Pickering of _____, and Paul Ritchie of _____, have invented and own a certain invention entitled **CAPTURING INSIGHT OF SUPERIOR USERS OF A CONTACT CENTER** for which an application is about to be made for Letters Patent of the United States, said application having been executed on even date herewith, and which may be identified in the United States Patent Office by **Serial No. 10/305,858, filed November 27, 2002**; and

WHEREAS, **BT Group plc**, a company organized and existing under the laws of England, and having its principal offices at 81 Newgate Street, London EC1A 7AJ, England, and **Accenture Global Services GmbH**, a company organized and existing under the laws of Switzerland, and having its principal offices at Geschäftshaus Herrenacker 15, 8200 Schaffhausen, Switzerland, are desirous of acquiring the entire right, title and interest in and to said invention, said application and in, to and under any and all Letters Patent to be obtained therefor;

WHEREAS **BT Group plc** and **Accenture Global Services GmbH** jointly are referred herein as the ASSIGNEES;

NOW, THEREFORE, for good and valuable consideration to us in hand paid by the ASSIGNEES, the receipt of which is hereby acknowledged, we have sold, assigned and transferred, and by these presents do hereby sell, assign and transfer unto the ASSIGNEES, their successors and assigns, our entire right, title and interest in and to said invention, said application and the Letters Patent, both foreign and domestic, that may or shall issue, including all of our

rights under the International Convention, and we do hereby authorize and request the Commissioner of Patents and Trademarks to issue said Letters Patent to the ASSIGNEES in accordance herewith.

We hereby authorize the ASSIGNEES, their successors and assigns, or anyone they may properly designate, to insert in this instrument the filing date and Serial Number of said application when ascertained.

We further authorize the ASSIGNEES, their successors and assigns, or anyone they may properly designate, to apply for Letters Patent, in their own names if desired, in any and all foreign countries, and additionally to claim the filing date of said United States application and/or otherwise take advantage of the provisions of the International Convention.

Upon said consideration, we do hereby covenant and agree with the ASSIGNEES, their successors and assigns, that we will not execute any writing or do any act whatsoever conflicting with these presents, and that we or our executors or administrators will at any time upon request, without further or additional consideration, but at the expense of the ASSIGNEES, their successors and assigns, execute such additional writings and do such additional acts as the ASSIGNEES, their successors and assigns, may deem necessary or desirable to perfect their enjoyment of this grant, and render all necessary assistance in making application for and obtaining original, divisional, continuation, reissued or extended Letters Patent of the United States, or of any and all foreign countries on said invention, and in enforcing any rights, occurring as a result of such applications or patents, by giving testimony in any proceedings or transactions involving such applications or patents.

In witness whereof, we have hereunto set our signatures.

Date: _____

Gregory S. Reid

Date: _____

Timothy Ringo

Date: _____

David P. Lane

Date: 7/25/03

Elizabeth Lian
Elizabeth H. Lian

Date: _____

Daniel C. Farrell

Date: _____

Craig Fenton

Date: _____

Elise Shearing

Date: _____

Randy Bell

Date: _____

Sevasti Wong

Date: _____

Anthony Lingham

Date: _____

Audrey Forrester

Date: _____

Claudia Staubitz

Date: _____

Kevin Adams

Date: _____

Lesley Pickering

Date: _____

Paul Ritchie

ASSIGNMENT

WHEREAS, We, Gregory S. Reid of _____, Timothy Ringo of _____, David P. Lane of _____, Elizabeth H. Lian of _____, Daniel C. Farrell of _____, Craig Fenton of _____, Elise Shearing of _____, Randy Bell of _____, Sevasti Wong of _____, Anthony Lingham of LONDON UK, Audrey Forrester of _____, Claudia Staubitz of _____, Kevin Adams of _____, Lesley Pickering of _____, and Paul Ritchie of _____, have invented and own a certain invention entitled **CAPTURING INSIGHT OF SUPERIOR USERS OF A CONTACT CENTER** for which an application is about to be made for Letters Patent of the United States, said application having been executed on even date herewith, and which may be identified in the United States Patent Office by **Serial No. 10/305,858, filed November 27, 2002**; and

WHEREAS, **BT Group plc**, a company organized and existing under the laws of England, and having its principal offices at 81 Newgate Street, London EC1A 7AJ, England, and **Accenture Global Services GmbH**, a company organized and existing under the laws of Switzerland, and having its principal offices at Geschäftshaus Herrenacker 15, 8200 Schaffhausen, Switzerland, are desirous of acquiring the entire right, title and interest in and to said invention, said application and in, to and under any and all Letters Patent to be obtained therefor;

WHEREAS **BT Group plc** and **Accenture Global Services GmbH** jointly are referred herein as the ASSIGNEES;

NOW, THEREFORE, for good and valuable consideration to us in hand paid by the ASSIGNEES, the receipt of which is hereby acknowledged, we have sold, assigned and transferred, and by these presents do hereby sell, assign and transfer unto the ASSIGNEES, their successors and assigns, our entire right, title and interest in and to said invention, said application and the Letters Patent, both foreign and domestic, that may or shall issue, including all of our

rights under the International Convention, and we do hereby authorize and request the Commissioner of Patents and Trademarks to issue said Letters Patent to the ASSIGNEES in accordance herewith.

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In witness whereof, we have hereunto set our signatures.

Date: _____

Gregory S. Reid

Date: _____

Timothy Ringo

Date: _____

David P. Lane

Date: _____

Elizabeth H. Lian

Date: _____

Daniel C. Farrell

Date: _____

Craig Fenton

Date: _____

Elise Shearing


Date: _____

Randy Bell

Date: _____

Sevasti Wong

Date: 21 July 2003



Anthony Lingham

Date: _____

Audrey Forrester

Date: _____

Claudia Staubitz

Date: _____

Kevin Adams

Date: _____

Lesley Pickering

Date: _____

Paul Ritchie

ASSIGNMENT

WHEREAS, We, Gregory S. Reid of _____, Timothy Ringo of _____, David P. Lane of _____, Elizabeth H. Lian of _____, Daniel C. Farrell of _____, Craig Fenton of _____, Elise Shearing of _____, Randy Bell of OTTAWA, ILLINOIS USA, Sevasti Wong of _____, Anthony Lingham of _____, Audrey Forrester of _____, Claudia Staubitz of _____, Kevin Adams of _____, Lesley Pickering of _____, and Paul Ritchie of _____, have invented and own a certain invention entitled **CAPTURING INSIGHT OF SUPERIOR USERS OF A CONTACT CENTER** for which an application is about to be made for Letters Patent of the United States, said application having been executed on even date herewith, and which may be identified in the United States Patent Office by **Serial No. 10/305,858, filed November 27, 2002**; and

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In witness whereof, we have hereunto set our signatures.

Date: _____

Gregory S. Reid

Date: _____

Timothy Ringo

Date: _____

David P. Lane

Date: _____

Elizabeth H. Lian

Date: _____

Daniel C. Farrell

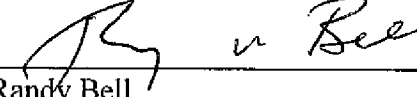
Date: _____

Craig Fenton

Date: _____

Elise Shearing

Date: 08-01-03


Randy Bell

Date: _____

Sevasti Wong

Date: _____

Anthony Lingham

Date: _____

Audrey Forrester

Date: _____

Claudia Staubitz

Date: _____

Kevin Adams

Date: _____

Lesley Pickering

Date: _____

Paul Ritchie

ASSIGNMENT

WHEREAS, We, Gregory S. Reid of _____, Timothy Ringo of _____, David P. Lane of _____, Elizabeth H. Lian of _____, Daniel C. Farrell of _____, Craig Fenton of _____, Elise Shearing of _____, Randy Bell of _____, Sevasti Wong of _____, Anthony Lingham of _____, Audrey Forrester of Menardnik, Glasgow, Claudia Staubitz of _____, Kevin Adams of _____, Lesley Pickering of _____, and Paul Ritchie of _____, have invented and own a certain invention entitled **CAPTURING INSIGHT OF SUPERIOR USERS OF A CONTACT CENTER** for which an application is about to be made for Letters Patent of the United States, said application having been executed on even date herewith, and which may be identified in the United States Patent Office by **Serial No. 10/305,858, filed November 27, 2002**; and

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In witness whereof, we have hereunto set our signatures.

Date: _____

Gregory S. Reid

Date: _____

Timothy Ringo

Date: _____

David P. Lane

Date: _____

Elizabeth H. Lian

Date: _____

Daniel C. Farrell

Date: _____

Craig Fenton

Date: _____

Elise Shearing

Date: _____

Randy Bell

Date: _____

Sevasti Wong

Date: _____

Anthony Lingham

Date: 10/06/03


Audrey Forrester

Date: _____

Claudia Staubitz

Date: _____

Kevin Adams

Date: _____

Lesley Pickering

Date: _____

Paul Ritchie

ASSIGNMENT

WHEREAS, We, Gregory S. Reid of _____, Timothy Ringo of _____, David P. Lane of _____, Elizabeth H. Lian of _____, Daniel C. Farrell of _____, Craig Fenton of _____, Elise Shearing of _____, Randy Bell of _____, Sevasti Wong of _____, Anthony Lingham of _____, Audrey Forrester of _____, Claudia Staubitz of _____, Kevin Adams of _____, Lesley Pickering of _____, and Paul Ritchie of _____, have invented and own a certain invention entitled **CAPTURING INSIGHT OF SUPERIOR USERS OF A CONTACT CENTER** for which an application is about to be made for Letters Patent of the United States, said application having been executed on even date herewith, and which may be identified in the United States Patent Office by Serial No. 10/305,858, filed November 27, 2002; and

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In witness whereof, we have hereunto set our signatures.

Date: _____

Gregory S. Reid

Date: _____

Timothy Ringo

Date: _____

David P. Lane

Date: _____

Elizabeth H. Lian

Date: _____

Daniel C. Farrell

Date: _____

Craig Fenton

Date: _____

Elise Shearing

Date: _____

Randy Bell

Date: _____

Sevasti Wong

Date: _____

Anthony Lingham

Date: _____

Audrey Forrester

Date: 25th June 2003

Claudia Staubitz
Claudia Staubitz

Date: 18th JUNE 2003

Kevin Adams
Kevin Adams

Date: 18th JUNE 2003

Lesley Pickering
Lesley Pickering

Date: 18/06/03

Paul Ritchie
Paul Ritchie

OPPENHEIMER

OPPENHEIMER WOLFF & DONNELLY LLP

Plaza VII, Suite 3300
45 South Seventh Street
Minneapolis, MN 55402-1609612.607.7000
Fax 612.607.7100Brussels Paris
Geneva Santa Monica
Minneapolis oppenheimer.com**FAX COVER LETTER**

August 29, 2003

TO: Assignment Recordation Services
COMPANY: U.S. Patent and Trademark Office
PHONE: 703.308.9723
FAX: 703.306.5995

FROM: Steven C. Lieske
DIRECT DIAL: 612.607.7508
EMAIL: Slicke@Oppenheimer.com
RE: Serial No.: 10/305,858
Attorney Docket No.: 60021-376701

COMMENTS: I hereby certify that this correspondence is being transmitted by facsimile to the Assignment Recordation Services of the U.S. Patent and Trademark Office on August 29, 2003.



Ann Pommier

This facsimile contains confidential information intended only for the use of the addressee(s) named above and may contain information that is legally privileged. If you are not the addressee, or the person responsible for delivering it to the addressee, you are hereby notified that reading, disseminating, distributing or copying this facsimile is strictly prohibited. If you have received this facsimile by mistake, please immediately notify us by telephone and return the original message to us at the address above via the Postal Service (we will reimburse postage). Thank you.

Originals: Not being sent

Completed by: Ann Pommier/7257

You should receive 23 page(s) including this page.
If the transmission is incomplete, please call 612.607.7276 as soon as possible.