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08-28-2003



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To the Honorable Director of the United States Patent and Trademark Office: Please record the attached original documents or copy thereof.

1. Name of conveying party(ies):

Kimberly J. Hughes
Harry D. Tillman

Additional names(s) of conveying party(ies) Yes No

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

Name: International Business Machines Corporation

Internal Address:

Street Address: New Orchard Road

City: Armonk State: NY ZIP: 10504

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

3. Nature of conveyance:

- Assignment Merger
- Security Agreement Change of Name
- Other

Execution Date: 8/19/2003

4. Application number(s) or patent numbers(s):

If this document is being filed together with a new application, the execution date of the application is: 8/19/2003

A. Patent Application No.(s)

10,444,677

B. Patent No.(s)

Additional numbers attached? Yes No

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

Name: Arthur J. Samodovitz

Internal Address: IBM Corporation

Dept. IQ0A/Bldg. 40-3

Street Address: 1701 North Street

City: Endicott State: NY ZIP: 13760

6. Total number of applications and patents involved: 1

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

- Enclosed - Any excess or insufficiency should be credited or debited to deposit account
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09-0457

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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.

Arthur J. Samodovitz Reg. No: 31,297

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8/24/2003

Date

Total number of pages including cover sheet, attachments, and document: 3

Mail documents to be recorded with required cover sheet information to:
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PATENT
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PATENT ASSIGNMENT FORM

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**INTERNATIONAL BUSINESS MACHINES CORPORATION ("IBM"),
Armonk, New York 10504**

a corporation of New York, and IBM desires to acquire all right, title, and interest, in and to the certain inventions (identified below), applications, and any United States and foreign patents to be obtained therefor relating to:

Title of Invention for **MANAGEMENT OF SUPPORT CENTER CALLS**

United States Patent

as set forth in United States Patent Application executed by each undersigned inventor on the date indicated by each inventor signature below, and further identified by **Attorney Docket Number END920030069US1**;

(select one): executed concurrently herewith or Serial No. _____ Filed on _____

for and to said United States Patent Application including any and all divisions or continuations thereof and in and to any and all Letters Patent of the United States and foreign patents and all rights of priority to be obtained therefor which may issue on any such application or for said invention therein disclosed, including any and all reissues or extensions thereof, to be held and enjoyed by, its successors, legal representatives and assigns to the full end of the term or terms for which any and all such Letters Patent may be granted as fully and entirely as would have been held and enjoyed by the undersigned had this Assignment not been made;

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Each undersigned inventor warrants and covenants that he/she has the full and unencumbered right to sell and assign the interests hereby sold and assigned and that he/she has not executed and will not execute any document or instrument in conflict herewith;

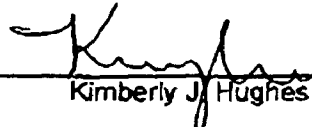
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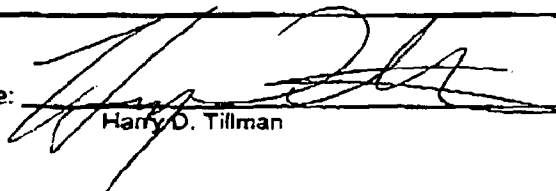
This assignment is governed by the substantive laws of the state of New York.

PATENT
DOCKET NO. END920030069US1

Executed by Inventor 1 of 2

Signature:  Date: 8/19/03
Kimberly J. Hughes

Executed by Inventor 2 of 2

Signature:  Date: 8/19/03
Harry D. Tillman