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# PATENTS ONLY

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.

<p>1. Name of conveying party(ies): <b>Gregory S. Reid (11/02/03)</b></p> <p>Additional name(s) of conveying party(ies) attached? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <hr/> <p>3. Nature of conveyance:</p> <p><input checked="" type="checkbox"/> Assignment <input type="checkbox"/> Merger  <input type="checkbox"/> Security Agreement <input type="checkbox"/> Change of Name  <input type="checkbox"/> Other _____</p> <p>Execution Date(s): <b>November 2, 2003</b></p>	<p>2. Name and address of receiving party(ies):</p> <p>Name: <b>BT Group plc</b></p> <p>Internal Address:</p> <p>Street Address: <b>81 Newgate Street</b></p> <p>City: <b>London</b> State: <b>ENGLAND</b> ZIP: <b>EC1A 7AJ</b></p> <p>Additional name(s) of receiving party(ies) attached? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
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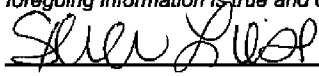
<p>4. Application number(s) or patent number(s): If this document is being filed together with a new application, the execution date of the application is:</p> <p>A. Patent Application No(s). <b>10/305,858</b></p>	<p>B. Patent No(s).</p>
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Additional numbers attached?  Yes  No

<p>5. Name and address of party to whom correspondence concerning document should be mailed:</p> <p>Name: <b>Steven C. Lieske, Reg. No. 47,749</b></p> <p>Company: <b>Oppenheimer Wolff &amp; Donnelly LLP</b></p> <p>Internal Address: <b>3300 Plaza VII Building</b></p> <p>Street Address: <b>45 South Seventh Street</b></p> <p>City: <b>Minneapolis</b> State: <b>MN</b> ZIP: <b>55402</b></p> <p>Our File No.: <b>60021-376701</b></p>	<p>6. Total number of applications and patents involved: <b>1</b></p> <hr/> <p>7. Total Fee (37 CFR 3.41).....\$40.00.</p> <p><input type="checkbox"/> Enclosed  <input checked="" type="checkbox"/> Authorized to be charged to deposit account  <input checked="" type="checkbox"/> Authorized to charge any underpayment or credit any overpayment to deposit account.</p> <hr/> <p>8. Deposit account number: <b>50-1901</b></p> <p style="font-size: small;">(Attach duplicate copy of this page if paying by deposit account.)</p>
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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.*

Steven C. Lieske  6/30/04  
 Name of Person Signing Signature Date

Total number of pages including cover sheet, attachments, and document: **5**

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**Additional Receiving Parties**

Accenture Global Services GmbH  
Geschäftshaus Herrenacker 15  
8200 Schaffhausen  
Switzerland

## ASSIGNMENT

WHEREAS, We, Gregory S. Reid of Boxford, Massachusetts, Timothy Ringo of London, U.K., David P. Lane of London, U.K., Elizabeth H. Lian of Brookline, Massachusetts, Daniel C. Farrell of London, U.K., Craig Fenton of London, U.K., Elise Shearing of London, U.K., Randy Bell of Ottawa, Illinois, Sevasti Wong of London, U.K., Anthony Lingham of London, U.K., and Audrey Forrester of Mearnskirk, U.K., Claudia Staubitz of Woodbridge, U.K., Kevin Adams of Stoke-On-Trent, U.K., Lesley Pickering of Liverpool, U.K., and Paul Ritchie of Liverpool, U.K., 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.

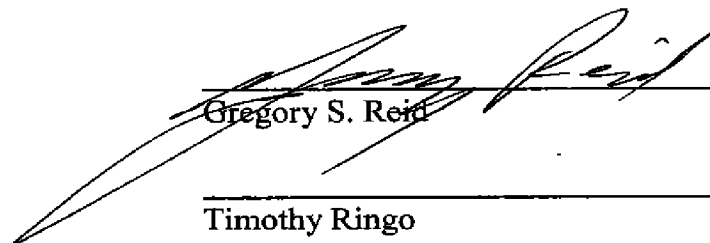
We hereby authorize the ASSIGNEES, their successors and assigns, or anyone they may properly designate, to insert in this instrument the filing date and Serial Number of said application when ascertained.

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: 11/02/03

  
\_\_\_\_\_  
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: \_\_\_\_\_

Claudia Staubitz

Date: \_\_\_\_\_

Kevin Adams

Date: \_\_\_\_\_

Lesley Pickering

Date: \_\_\_\_\_

Paul Ritchie