

Docket No.: YOR920040395US1 (18124)

FORM PTO-1595 (Modified)
(Rev. 03-01)
OMB No. 0651-0027 (exp. 5/31/2002)
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1. Name of conveying party(ies):
Robert E. Easton, Jr.
Neal M. Keller
Juhnyoung Lee
Lisa M. Ungar

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

2. Name and address of receiving party(ies):
Name: **International Business Machines Corporation**
Address: **New Orchard Road**

3. Nature of conveyance:
 Assignment Merger
 Security Agreement Change of Name
 Other _____

Execution Date: **10/14/04,10/14/04,10/15/04,10/14/04**

City: **Armonk** State/Prov.: **New York**
Country: **U.S.A.** ZIP: **10504**

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

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: _____

| Patent Application No. | Filing date | B. Patent No.(s) |
|------------------------|-------------------------|------------------|
| 10/967,950 | October 19, 2004 | |

Additional numbers Yes No

6. Total number of applications and patents involved: **1**

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

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5. Name and address of party to whom correspondence concerning document should be mailed:
Name: **Steven Fischman**
Registration No. **34,594**
Address: **Correspondence Address**
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City: _____ State/Prov.: _____
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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 Fischman, Reg. No. 34,594  **December 13, 2004**

Name of Person Signing Signature **3** Date

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PATENT

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IBM Docket No.: YOR920040395US1
SSMP: 18124

ASSIGNMENT

Whereas, we

| | | |
|----------------------|---|---|
| Inventor and City | (1) Robert E. Easton, Jr. County of Rockland | City of Sloatsburg and State of New York |
| and | (2) Neal M. Keller County of Westchester | City of Hawthorne and State of New York |
| and | (3) Juhnyoung Lee County of Westchester | City of Yorktown Heights and State of New York |
| and | (4) Lisa M. Ungar County of Westchester | City of Shrub Oak and State of New York |

have invented certain improvements in

Title **AN INTELLIGENT WEB BASED HELP SYSTEM**

Dates That Inventors Signed the Declaration and have executed, respectively, a United States patent therefor on

| | | | |
|------------------------|---------------|--------------------|-----------|
| (1) <i>October 14,</i> | 2004, and (2) | <i>October 14,</i> | 2004, and |
| (3) <i>October 15</i> | 2004, and (4) | <i>October 14,</i> | 2004. |

Whereas, INTERNATIONAL BUSINESS MACHINES CORPORATION, a corporation of New York, having a place of business at Armonk, New York 10504, (hereinafter called IBM), desires to acquire the entire right, title and interest in the said application and invention, and to any United States and foreign patents to be obtained therefor;

Now therefore, for a valuable consideration, receipt whereof is hereby acknowledged, we the above named hereby sell, assign, and transfer to IBM, its successors and assigns, the entire right, title and interest in the said application and invention therein disclosed for the United States and foreign countries, and all rights of priority resulting from the filing of said United States application, and we request the Commissioner of Patents to issue any Letters Patent granted upon the invention set forth in said application to IBM, its successors and assigns; and we hereby agree that IBM may apply for foreign Letters Patent on said invention and we will execute all papers necessary in connection with the United States and foreign applications when called upon to do so by IBM.

IBM Docket No.: YOR920040395US1
SSMP: 18124

ASSIGNMENT

City (1) Signed at
 Date on *October 14, 2004*

Robert E. Easton, Jr. signature
 (Robert E. Easton, Jr.) inventor
 First Name Middle Initial Last Name

City (2) Signed at
 Date on *October 14, 2004*

Neal M. Keller signature
 (Neal M. Keller) inventor
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City (3) Signed at
 Date on *October 15, 2004*

Juhnyoung Lee signature
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City (4) Signed at
 Date on *October 14, 2004*

Lisa M. Ungar signature
 (Lisa M. Ungar) inventor
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