Docket No.:  **END920040091US1**

| FORM PTO-1595 (Modified)<br>(Rev. 03-01)<br>OMB No. 0651-0027 (exp.5/31/2002)<br>P08A/REV03 | RECORDATION FORM COVER SHEET<br># PATENTS ONLY | U.S. DEPARTMENT OF COMMERCE<br>Patent and Trademark Office |
|---|---|---|

*Tab settings* ➔ ➔ ➔   ▼        ▼        ▼        ▼        ▼              ▼        ▼

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

**1. Name of conveying party(ies):**

**Augusto Rafael Giancola**
**Patrick Howard**
**Neal Chamberlin Nolan**
**Robert Douglas Van Wingerden**

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**

City: **Armonk**          State/Prov.: **NY**

Country: **US**              ZIP: **10504**

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

**3. Nature of conveyance:**

☒ Assignment          ☐ Merger

☐ Security Agreement    ☐ Change of Name

☐ Other _____

Execution Date: <u>01/10/05, 01/10/05, 02/09/05, 01/07/05</u>

**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.<br>11/058,387 | Filing date<br>02/15/2005 | B. Patent No.(s) |
|---|---|---|

Additional numbers      ☐ Yes  ☒ No

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

Name:  **John R. Pivnichny**

Registration No.  **43,001**

Address:  **IBM Corporation IP Law Dept. IQ0A/Bldg. 40-3**

**1701 North Street**

City: **Endicott**       State/Prov.: **NY**

Country: **US**       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

☒ Authorized to be charged to deposit account

**8. Deposit account number:**

**09-0457**

(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.*

| John R. Pivnichny Reg. No. 43,001<br>Name of Person Signing | *John Pivnichny*<br>Signature | 03/09/05<br>Date |
|---|---|---|

Total number of pages including cover sheet, attachments, and **PATENT**

Mail documents to be recorded with required cover sheet information to:
Mail Stop Assignment Recordation Services
Director of the United States Patent and Trademark Office

**REEL: 015869 FRAME: 0567**

# PATENT ASSIGNMENT FORM

For and in consideration of good and valuable consideration, the receipt and sufficiency thereof being hereby acknowledged, each undersigned inventor acknowledges his/her prior and ongoing obligation to sell, assign, and transfer, and agrees to sell, assign, and transfer the entire world wide right, title and interest for the United States and all foreign countries, in and to any and all inventions and improvements conceived during and within the scope of his/her employment, and further acknowledges that he/she has sold, assigned, and transferred, and hereby sells, assigns, and transfers, unto:

**INTERNATIONAL BUSINESS MACHINES CORPORATION**
**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 therefore relating to:

Title of Invention for **METHOD AND SYSTEM FOR MODELING A CALL CENTER TRANSFORMATION PROCESS**
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 END92004009IUSI;**

(select one): __ executed concurrently herewith or ☒ Serial No. 11/058,387 Filed on 02/15/2005

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 therefore 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;

Each undersigned inventor hereby authorizes and requests the Commissioner of Patents and Trademarks to issue any and all such Letters Patent to IBM, its successors and assigns, in accordance herewith;

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;

Each undersigned inventor further covenants and agrees that he/she, upon the request and at the expense of the IBM, will execute and deliver any papers, make all rightful oaths, testify in any legal proceeding relating to said inventions and improvements, communicate to the IBM all facts known to the undersigned relating to such inventions and improvements and the history thereof; and perform all other lawful acts deemed necessary or desirable by IBM, and its legal representatives, to secure, maintain, and enforce patent protection for such inventions and improvements and for vesting title to such inventions and improvements in the IBM, and in particular to perfect title to said above-identified certain inventions, and applications including divisions and continuations thereof, and any and all Letters Patent which may be granted therefore or thereon, including reissues, extensions, or counterparts;

Each undersigned inventor hereby grants the IBM and the firm of the power to insert in this Assignment any further identification which may be necessary or desirable for recordation of this Assignment.
This assignment is governed by the substantive laws of the state of New York.
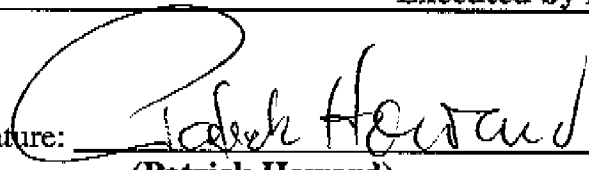
1

**Executed by Inventor 1 of 4**

Signature: _____ Date: 1 | 10 | 2005
                **(Augusto Rafael Giancola)**

2

**Executed by Inventor 2 of 4**

Signature: _____ Date: __1/10/05__

**(Patrick Howard)**

3

## Executed by Inventor 3 of 4

Signature: _____ Date: __2/9/05__

(Neal Chamberlin Nolan)

4
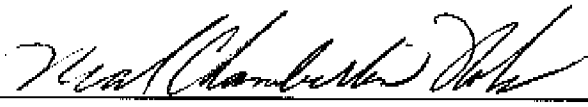
PATENT
DOCKET NO.:  END920040091US1

## Executed by Inventor 4 of 4

Signature: _____ Date: __1/7/05__
(Robert Douglas Van Wingerden)

5

PATENT
REEL: 015869 FRAME: 0572