

01-07-2005

PATENTS ONLY

PATENTS ONLY

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TO THE (



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1/3/05

Please record to

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y thereof.

1. Name of Party(ies) conveying an interest:

2. Name and Address of Party(ies) receiving an interest:



Greg Verego  
Maxine Campbell  
William Guinn  
Michael Axford  
Craig Hanson  
Kevin Edwards

Name: DST Innovis, Inc.  
Internal Address:  
Street Address: 1104 Investment Blvd.  
City: El Dorado Hills  
State/Zip: California 95762

Additional name(s) and addresses attached?

☒ Yes ☐ No

Additional name(s) of conveying party(ies) attached?

☒ Yes ☐ No

3. Description of the interest conveyed:

☒ Assignment ☐ Change of Name Other:  
☐ Security Agreement ☐ Merger

Execution Date: December 16, 2004, December 15, 2004  
and December 14, 2004, respectively

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

5.

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

Date

A. Patent Application No.(s)

10/902,442

B. Patent No.(s)

Additional numbers attached? ☐ Yes ☒ No

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

BRINKS HOFER GILSON & LIONE  
P.O. BOX 10395  
CHICAGO, IL 60610  
(312)321-4200

6. Number of applications and patents involved: 17. Total fee (37 CFR 3.41) \$ 40.00

☒ Enclosed  
☐ Authorized to be charged to Deposit Account No. 23-1925

8. ☒ Please charge any deficiencies in fee or credit any overpayment to Deposit Account No. 23-1925.

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.

01/06/2005 HETACHE 00000250 10902442

01 FC:0021

Joseph W. Flerlage - Reg. No. 52,897  
Name of Person Signing

Signature

December 30, 2004  
Date

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

**ASSIGNMENT**

WHEREAS, Greg Verego, William Guinn, Maxine Campbell, Michael Axford, Kevin Edwards and Craig Hanson hereinafter called the "Assignors", have made the invention described in the United States patent application entitled COMPONENT BASED CUSTOMER CARE MANAGEMENT, executed by Assignors on the same date as this Assignment;

WHEREAS, DST INNOVIS, INC., a corporation organized and existing under the laws of the State of California, having a place of business at 1104 Investment Blvd. El Dorado Hills, California 95762, hereinafter called the "Assignee", desires to acquire the entire right, title and interest in and to the invention and the patent application identified above, and all patents which may be obtained for said invention, as set forth below;

NOW, THEREFORE, in consideration of the sum of One Dollar (\$1.00), and other valuable and legally sufficient consideration, the receipt of which by the Assignors from the Assignee is hereby acknowledged, the Assignors have sold, assigned and transferred, and by these presents do sell, assign and transfer to the Assignee, the entire right, title and interest for the United States in and to the invention and the patent application identified above, and any patents that may issue for said invention in the United States; together with the entire right, title and interest in and to said invention and all patent applications and patents therefor in all countries foreign to the United States, including the full right to claim for any such application all benefits and priority rights under any applicable convention; together with the entire right, title and interest in and to all continuations, divisions, renewals and extensions of any of the patent applications and patents defined above; to have and to hold for the sole and exclusive use and benefit of the Assignee, its successors and assigns, to the full end of the term or terms for all such patents.

The Assignors hereby covenant and agree, for both the Assignors and the Assignors' legal representatives, that the Assignors will assist the Assignee in the prosecution of the patent application identified above; in the making and prosecution of any other patent applications that the Assignee may elect to make covering the invention identified above; in vesting in the Assignee like exclusive title in and to all such other patent applications and patents; and in the prosecution of any interference which may arise involving said invention, or

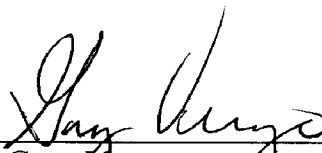
any such patent application or patent; and that the Assignors will execute and deliver to the Assignee any and all additional papers which may be requested by the Assignee to carry out the terms of this Assignment.

The Commissioner of Patents and Trademarks is hereby authorized and requested to issue patents to the Assignee in accordance with the terms of this Assignment.

IN TESTIMONY WHEREOF, the Assignors have executed this agreement.

DATED:

12/14/2004

  
Greg Nerego

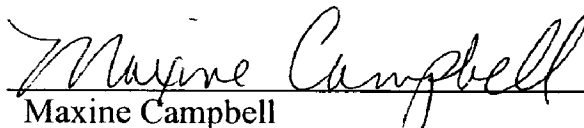
DATED:

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William Guinn

DATED:

12/14/2004

  
Maxine Campbell

DATED:

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Michael Axford

DATED:

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Kevin Edwards

DATED:

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Craig Hanson

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DATED:

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Greg Verego

DATED:

12/16/04  
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William D. Guinn  
\_\_\_\_\_  
William Guinn

DATED:

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Maxine Campbell

DATED:

12/15/04  
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Michael Axford  
\_\_\_\_\_  
Michael Axford

DATED:

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\_\_\_\_\_  
Kevin Edwards

DATED:

12/14/04  
\_\_\_\_\_

Craig Hanson  
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Craig Hanson

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Kevin Edwards

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