

02-25-2005

FORM PTO 1595

1-31-92

U.S. DEPARTMENT OF COMMERCE  
Patent and Trademark Office

102948626

To the Honorable Commissioner of Patents and Trademarks. Please record the attached original documents or copy thereof.

## 1. Name and Address of Conveying Party(ies) INDIVIDUAL:

Shmuel (nmi) Shaffer  
1211 Cowper Street  
Palo Alto, Santa Clara County, California 94301

Individual Citizenship: United States of America

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

☒ Yes ☐ No

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

Name: Cisco Technology, Inc.  
Internal Address: 170 West Tasman Drive  
Street Address: 170 West Tasman Drive  
City: San Jose  
State: California Zip: 95134Additional name(s) &  
Address(es) attached?☐ Yes ☒ No

## 3. Nature of conveyance:

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

Execution Date: 2/15/2005, 14 February 2005, 2-14-05, 2-14-05

## 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: 2/15/2005, 14 February 2005,  
2/14/05, 2/14/05

A. Patent Application No.(s):

B. Patent No.(s):

Additional Numbers ☐ Yes ☐ No

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

Name: Barton E. Showalter  
Internal Address: BAKER BOTTS L.L.P.  
Street Address: 2001 Ross Avenue, Suite 600  
City: Dallas  
State: Texas Zip 75201-2980

## 6. Total number of application and patents involved: One

## 7. Total Fee (37C.F.R. 3.41): \$40.00

☒ Enclosed  
☐ Authorized to be charged to deposit account

## 8. Deposit Account Number:

(Attach Duplicate Copy of this page if paying by deposit account)

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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.*Chad C. Walters  
Reg. No. 48,022

Signature

February 16, 2005  
Date

Total number of pages including cover sheet

5

OMB No. 0651-0011 (exp. 4/94)

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02/25/2005 EC00PER 00000098 11058874

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P.O. Box 1450  
Alexandria, VA 22313-1450

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FORM PTO-1595  
ATTACHMENT

1. **Name of Conveying Parties – Continued – ALL INDIVIDUALS**

Gebran G. Chahrouri  
250 Ringwood Avenue  
Menlo Park, San Mateo County, California 94025-2232  
Individual Citizenship: United States of America

Labhesh (nmi) Patel  
25 Moon Beam Drive  
Mountain View, Santa Clara County, California 94043  
Individual Citizenship: India

Joseph F. Khouri  
5925 Foligno Way  
San Jose, Santa Clara County, California 95138-2226  
Individual Citizenship: United States of America

**ASSIGNMENT**

**WHEREAS**, I, the undersigned inventor (or one of the undersigned joint inventors), of residence as listed, having invented certain new and useful improvements as below entitled, for which application for United States Letters Patent is made, said application having been executed on the date set forth below; and

**WHEREAS**, Cisco Technology, Inc. (hereinafter referred to as "Assignee"), a California Corporation, with an address of 170 West Tasman Drive, San Jose, California 95134, desires to acquire my entire right, title and interest in and to the invention, and in and to the said application and any Letters Patent that may issue thereon;

**NOW, THEREFORE**, for and in consideration of One United States Dollar (\$1.00) and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, I assign to Assignee, all right, title and interest in and to said invention and in and to said application and all patents which may be granted therefor, and all divisions, reissues, continuations, continuations-in-part and extensions thereof; and I hereby authorize and request the Commissioner of Patents and Trademarks to issue all patents for said invention, or patents resulting therefrom, insofar as my interest is concerned, to Assignee.

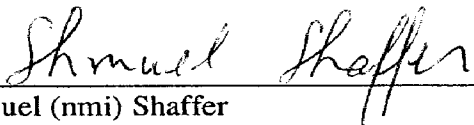
I also assign to Assignee, all right, title and interest to the invention disclosed in said application throughout the world, including the right to file applications and obtain patents, utility models, industrial models and designs for said invention in its own name throughout the world including all rights to publish cautionary notices reserving ownership of said invention and all rights to register said invention in appropriate registries; and I further agree to execute any and all powers of attorney, applications, assignments, declarations, affidavits, and any other papers in connection therewith necessary to perfect such right, title and interest in Assignee.

I will communicate to Assignee any facts known to me respecting any improvements; and, at the expense of Assignee, I will testify in any legal proceedings, sign all lawful papers, execute all divisional, continuation, continuation-in-part, reissue and substitute applications, make lawful oaths and declarations, and generally do everything possible to vest title in Assignee and to aid Assignee to obtain and enforce proper protection for said invention in all countries.

This Assignment shall be binding on the parties' successors, assigns and legal representatives.

Title of Invention: **METHOD AND SYSTEM USING PRESENCE  
INFORMATION TO IMPROVE SERVICES PROVIDED BY  
AUTOMATIC CALL DISTRIBUTION CENTERS**

Signature of Inventor:  
Inventor's Name:

  
Shmuel (nmi) Shaffer

Residence (City, County, State)

1211 Cowper Street  
Palo Alto, Santa Clara County,  
California 94301


Date:

2/15/2005

Date Application Executed:

2/15/2005

Signature of Inventor:  
Inventor's Name:

  
Gabran G. Chahroui

Residence (City, County, State)

250 Ringwood Avenue  
Menlo Park, San Mateo County,  
California 94025-2232

Date:

14 FEBRUARY 2005

Date Application Executed:

14 FEBRUARY 2005

ATTORNEY DOCKET NO.  
062891.1493

ASSIGNMENT

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Title of Invention: **METHOD AND SYSTEM USING PRESENCE  
INFORMATION TO IMPROVE SERVICES PROVIDED BY  
AUTOMATIC CALL DISTRIBUTION CENTERS**

Signature of Inventor:  
Inventor's Name:

*Labhesh Patel*

Labhesh (nmi) Patel

Residence (City, County, State)

25 Moon Beam Drive  
Mountain View, Santa Clara County,  
California 94043

Date:

*2 - 14 - 05*

Date Application Executed:

*2 - 14 - 05*

Signature of Inventor:  
Inventor's Name:

*Joseph F. Khouri*

Joseph F. Khouri

Residence (City, County, State)

5925 Foligno Way  
San Jose, Santa Clara County,  
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Date:

*2 - 14 - 05*

Date Application Executed:

*2 - 14 - 05*