

## PATENT ASSIGNMENT

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SUBMISSION TYPE:	NEW ASSIGNMENT										
NATURE OF CONVEYANCE:	ASSIGNMENT										
CONVEYING PARTY DATA											
<table border="1"><thead><tr><th>Name</th><th>Execution Date</th></tr></thead><tbody><tr><td>Robert R. Bushey</td><td>02/02/2004</td></tr><tr><td>Benjamin A. Knott</td><td>02/02/2004</td></tr></tbody></table>	Name	Execution Date	Robert R. Bushey	02/02/2004	Benjamin A. Knott	02/02/2004					
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Robert R. Bushey	02/02/2004										
Benjamin A. Knott	02/02/2004										
RECEIVING PARTY DATA											
<table border="1"><tr><td>Name:</td><td>SBC Knowledge Ventures, L.P.</td></tr><tr><td>Street Address:</td><td>645 E. Plumb Lane</td></tr><tr><td>City:</td><td>Reno</td></tr><tr><td>State/Country:</td><td>NEVADA</td></tr><tr><td>Postal Code:</td><td>86502</td></tr></table>	Name:	SBC Knowledge Ventures, L.P.	Street Address:	645 E. Plumb Lane	City:	Reno	State/Country:	NEVADA	Postal Code:	86502	
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PROPERTY NUMBERS Total: 1											
<table border="1"><thead><tr><th>Property Type</th><th>Number</th></tr></thead><tbody><tr><td>Application Number:</td><td>10926813</td></tr></tbody></table>	Property Type	Number	Application Number:	10926813							
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Application Number:	10926813										
CORRESPONDENCE DATA											
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NAME OF SUBMITTER:	Todd Rosson										
Total Attachments: 3 source=Assignment 0641980184.cpy#page1.tif source=Assignment 0641980184.cpy#page2.tif source=Assignment 0641980184.cpy#page3.tif											

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PATENT  
REEL: 016590 FRAME: 0213

### ASSIGNMENT

WHEREAS, Robert R. Bushey, a citizen of the United States of America, residing at 1117 Stillwell Ridge, Cedar Park, Texas 78613 and Benjamin A. Knott, a citizen of the United States of America, residing at 8365 Liberty Walk Drive, Round Rock, Texas 78681; hereinafter called the "Assignors", have made the invention described in the United States patent application entitled "**METHOD, SYSTEM AND SOFTWARE FOR IMPLEMENTING AN AUTOMATED CALL ROUTING APPLICATION IN A SPEECH ENABLED CALL CENTER ENVIRONMENT**", Attorney Docket No. 064198.0184, (SBC File No. LB1021) for a full description of which reference is here made to an application for Letters Patent of the United States filed on August 26, 2004.

WHEREAS, SBC Knowledge Ventures, L.P., a partnership organized and existing under the laws of the State of Nevada, having a place of business at 645 E. Plumb Lane, Reno, Nevada 89502, hereinafter called the "Assignee", desires to acquire the entire right, title and interest for the United States of America and elsewhere throughout the world in and to said invention and the patent application identified above, including any and all divisions and continuations thereof and any and all Letters Patent which may be granted thereon, including any and all renewals, reissues and prolongations thereof.

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 and terms for all such patents.

AND said Assignors hereby covenant and agree, for 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 to carry out the terms of this Assignment. Assignors authorize the attorney or agent who files the patent application first referenced above to fill in the U.S. Application Serial No. and filing date above, if required.

AND said Assignors authorize and request the Commissioner of Patents to issue Letters Patent on said application, and on all divisions and continuations thereof, to said Assignee, its assigns and legal representatives, in accordance with the terms of this Assignment.

IN TESTIMONY WHEREOF, this Assignment is executed by said Assignors, on the date(s) listed below.

Name of first inventor: Robert R. Bushey

Signature of first inventor:

Robert R. Bushey  
Date: 2-2-04

Witnesses for first inventor

First witness:

[Signature] 2/2/04

Signature / Date

Thad Pasavala

Full name (printed)

Second witness:

[Signature] 2/2/04

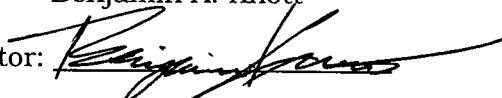
Signature / Date

KURT M. JOSEPH

Full name (printed)

Name of second inventor: Benjamin A. Knott

Signature of second inventor:



Date: 2-2-04

Witnesses for second inventor

First witness:

 2/2/04  
Signature / Date

Thad Pasquale  
Full name (printed)

Second witness:

 2/2/04  
Signature / Date

KURT M. JOSEPH  
Full name (printed)