To the Director of the U.S. Patent and Trademark Office: Please record the attached documents or the new address. 1. Name of conveying party(ies)/Execution Date(s): Kenneth R. Hackbarth, Jr. Murray Jenson Joylee E. Kohler Henry R. Paddock Katherine A. Sobus David Zanoni Execution Date(s) 6/7/05, 6/8/05, 6/22/05, 6/24/05 Execution Date(s) 6/7/05, 6/8/05, 6/22/05, 6/24/05		
Kenneth R. Hackbarth, Jr. Murray Jenson Joylee E. Kohler Henry R. Paddock Katherine A. Sobus David Zanoni Execution Date(s) 6/7/05, 6/8/05, 6/22/05, 6/24/05	PTO	
Murray Jenson Joylee E. Kohler Henry R. Paddock Katherine A. Sobus David Zanoni Execution Date(s) 6/7/05, 6/8/05, 6/22/05, 6/24/05 Internal Address:	921 U.S.P.	
Katherine A. Sobus ————————————————————————————————————	6/	
Execution Date(s) 6/7/05, 6/8/05, 6/22/05, 6/24/05		
Additional name(s) of conveying party(ies)attached? Yes No Additional name(s) & Address(es) attached? Yes		
3. Nature of conveyance: Assignment		
4. Application or patent number(s):		
A. Patent Application No.(s) Not Yet Assigned B. Patent No.(s)		
Additional numbers attached?		
5. Name and address of party to whom correspondence concerning document should be mailed: 6. Total number of applications and patents	involved:_1	
Name: Douglas W. Swartz SHERIDAN ROSS P.C. 1560 Broadway, Suite 1200 Denver, CO 80202-5145 7. Total fee (37 CFR 1.21(h) & 3.41) Authorized to be charged to deposit ac Enclosed None required (government interest not ac Enclosed)	count	
Phone: (303) 863-9700 Fax: (303) 863-0223 11/2005 6TON11 00000050 501602 11193585 8. Deposit Account Number:	50-1602	
FQ:8021 40.00 DA (Attach duplicate copy of this page if paying by depo	isit account)	
9. 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.		
Douglas W. Swartz Reg. No. 37,739 Signature Total number of pages including cover sheet, attachments, and document: _6		

Documents to be recorded (including cover sheet) should be faxed to (703) 306-5995, or mailed to: Mail Stop Assignment Recordation Services, Director of the USPTO, P.O. Box 1450, Alexandria, V.A. 22313-1450

ASSIGNMENT AND AGREEMENT

For value received, we, Kenneth R. Hackbarth, Jr. of 11027 North Balsam Street. Westminster, Colorado 80021, Murray Jenson of 1613 South Holland Street, Lakewood, Colorado 80232, Joylee E. Kohler of 1585 Claire Lane, Northglenn, Colorado 80234, Henry R. Paddock of 3995 Longwood Avenue, Boulder, Colorado 80305, Katherine A. Sobus of 1006 Weldin Circle, Wilmington, Delaware 19803, and David Zanoni of 4416 Wagner Drive, Bethlehem, Pennsylvania 18020, hereby sell, assign and transfer to Avaya Technology Corp., a corporation of the State of Delaware, having an office at 211 Mount Airy Road, Basking Ridge, New Jersey 07920, U.S.A., and its successors, assigns and legal representatives, the entire right, title and interest, for the United States of America, in and to certain inventions related to "METHOD FOR DISCOVERING PROBLEM AGENT BEHAVIORS" described in an application for Letters Patent of the United States, executed by us of even date herewith, and all the rights and privileges in said application and under any and all Letters Patent that may be granted in the United States for said inventions; and we also concurrently hereby sell, assign and transfer to Avaya Technology Corp. the entire right, title and interest in and to said inventions for all countries foreign to the United States, including all rights of priority arising from the application aforesaid, and all the rights and privileges under any and all forms of protection, including Letters Patent, that may be granted in said countries foreign to the United States for said inventions.

We authorize Avaya Technology Corp. to make application for such protection in its own name and maintain such protection in any and all countries foreign to the United States, and to invoke and claim for any application for patent or other form of protection for said inventions, without further authorization from us, any and all benefits, including the right of priority provided by any and all treaties, conventions, or agreements.

We hereby consent that a copy of this assignment shall be deemed a full legal and formal equivalent of any document which may be required in any country in proof of the right of Avaya Technology Corp. to apply for patent or other form of protection for said inventions and to claim the aforesaid benefit of the right of priority.

We request that any and all patents for said inventions be issued to Avaya Technology Corp. in the United States and in all countries foreign to the United States, or to such nominees as Avaya Technology Corp. may designate.

We agree that, when requested, we shall, without charge to Avaya Technology Corp. but at its expense, sign all papers, and do all acts which may be necessary, desirable or convenient in connection with said applications, patents, or other forms of protection.

PATENT REEL: 016869 FRAME: 0341

Kenneth B. Hackbarth, Jr.				
Date: 6/24/05 THERESA L. BELICH Notary Public State of Colorado				
United States of America)				
State of Colorado County of Month) ss. County of Month) ss. Lly continuesien expires March 16.	W9.			
On this 24th day of 0000, 2005, before me personally came Kenneth R.				
Hackbarth, Jr., to me known to be the individual described in and who executed the foregoing instrument, and acknowledged execution of the same.				
Notary Public				
Marke				
Murray Jenson				
Date: Ole/22/2005 THERESA L. BELICH Notary Public State of Colorado				
State of Colorado) ss	2000			
County of Clark) My connission expires March 16,2	2009			
On this 22td day of, 2005, before me personally came Murray Jenson, to me known to be the individual described in and who executed the foregoing instrument, and				
acknowledged execution of the same.				

-2-

PATENT REEL: 016869 FRAME: 0342

Notary Public

Atty. Docket No. 4366-256 Avaya Ref. No. 405024-A-01-US (Hackbarth)

La Clar	ylu 5 Khh
doylee	E. Kohler
Date: 06/22/2005	THERESA L. BELICH Notary Public State of Colorado
United States of America)	
State of Colorado County of All My One One	mission expires March 16, 2009
to me known to be the individual described in and w	efore me personally came Joylee E. Kohler, ho executed the foregoing instrument, and
acknowledged execution of the same.	hercsabelide
	Notary Public
Ti on we	Am a Sadder
Date: 6/24/05	R. Paddóck
United States of America)	THERESA L. BELICH Notary Public State of Colorado
	commission expirer March 16,2009
On this 24th day of VIV , 2005, b	efore me personally came Henry R .
Paddock, to me known to be the individual describe	d in and who executed the foregoing
instrument, and acknowledged execution of the same	
	- Keresa Delieli
	Notary Public

	<u>Batheren Robers</u> Katherine A. Sobus
Date: 6/7/05	Katherine A. Sobus
United States of America) State of Delaware) ss. County of)	
	, 2005, before me personally came Katherine A. described in and who executed the foregoing instrument,
	Notary Public
Date:	David Zanoni
United States of America) State of Pennsylvania) ss. County of)	
On this day of me known to be the individual described in acknowledged execution of the same.	, 2005, before me personally came David Zanoni , to n and who executed the foregoing instrument, and
	Notary Public
Avaya Technology Corp. 211 Mount Airy Road Basking Ridge, New Jersey 07920	

-4-

J:\4366\-256\Assignment.wpd

Date:	Katherine A. Sobus
United States of America) State of Delaware) ss. County of)	2005, before me personally came Katherine A.
	scribed in and who executed the foregoing instrument,
	Notary Public
	D-D 2
Date: 6-8-05	David Zanoni
United States of America) State of Pennsylvania) ss. County of Northandton)	
	2005, before me personally came David Zanoni , to nd who executed the foregoing instrument, and
•	By a Goden
	Notary Public
Avaya Technology Corp. 211 Mount Airy Road Basking Ridge, New Jersey 07920	COMMONWEALTH OF PENNSYLVANIA NOTARIAL SEAL BEVERLY A. GODENY, NOTARY PUBLIC BETHLEHEM TWP., NORTHAMPTON COUNTY MY COMMISSION EXPIRES MARCH 20, 2008

J:\4366\-256\Assignment.wpd

RECORDED: 07/28/2005

PATENT REEL: 016869 FRAME: 0345