

Form PTO-1595 (Rev. 07/05)
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To the Director of the U.S. Patent and Trademark Office: Please record the attached documents or the new address(es) below.

1. Name of conveying party(ies)

- a) Daniel Scott Whitecotten
- b) Karen Lee Mrachek
- c) Joshua David Goodell

Additional name(s) of conveying party(ies) attached? Yes No

2. Name and address of receiving party(ies)

Name: SBC KNOWLEDGE VENTURES, L.P.

Internal Address: _____

Street Address: 645 E. Plumb Lane

City: Reno

State: NV

Country: US Zip: 89502

Additional name(s) & address(es) attached? Yes No

3. Nature of conveyance/Execution Date(s):

Execution Date(s) a) & b) Oct. 17, 2005; c) Oct. 14, 2005

- Assignment Merger
- Security Agreement Change of Name
- Joint Research Agreement
- Government Interest Assignment
- Executive Order 9424, Confirmatory License
- Other _____

4. Application or patent number(s):

This document is being filed together with a new application.

A. Patent Application No.(s)

11/200,870

Attorney Docket No.: 1033-MS1122

B. Patent No.(s)

Additional numbers attached? Yes No

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

Name: Jeffrey G. Toler

Internal Address: _____

Street Address: 5000 Plaza On The Lake, Suite 265

City: Austin

State: TX Zip: 78746

Phone Number: 512/327-5515

Fax Number: 512/327-5452

Email Address: _____

6. Total number of applications and patents involved: 1

7. Total fee (37 CFR 1.21(h) & 3.41) \$ 40.00

- Authorized to be charged by credit card
- Authorized to be charged to deposit account
- Enclosed
- None required (government interest not affecting title)

8. Payment Information

a. Credit Card Last 4 Numbers _____
Expiration Date _____

b. Deposit Account Number 50-2469

Authorized User Name Jeffrey G. Toler

9. Signature:

J. Eric Churilla
Signature

10-26-2005
Date

J. Eric Churilla, Reg. No. 42,416
Name of Person Signing

Total number of pages including cover sheet, attachments, and documents:

6

Documents to be recorded (including cover sheet) should be faxed to (571) 273-0140, or mailed to:
Mail Stop Assignment Recordation Services, Director of the USPTO, P.O.Box 1450, Alexandria, V.A. 22313-1450

CH \$40.00 502469 11200870

ASSIGNMENT

WHEREAS, Daniel Scott Whitecotten, a citizen of the United States of America, residing at 111 W. Emerson, Arlington Heights, Illinois 60005; Karen Lee Mrachek, a citizen of the United States of America, residing at N56 W39322 West Wisconsin, Oconomowoc, Wisconsin 53066; and Joshua David Goodell, a citizen of the United States of America, residing at 613 Sandpiper, Seal Beach, California, 90740; hereinafter called the "Assignors", have made the invention described in the United States patent application entitled "SYSTEM AND METHOD OF MANAGING CALLS TO A CUSTOMER SERVICE CALL CENTER", Attorney Docket No. 1033-MS1122 (SBC MS1122), for a full description of which reference is here made to an application for Letters Patent of the United States filed on August 10, 2005, and assigned Application Serial No.: 11/200,870; and

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 therefore 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 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 to carry out the terms of this Assignment. Assignors authorize attorney or agent to fill in the U.S. Application Serial No. above, if required.

Attorney Docket Number: 1033-MS1122

AND said Assignors authorize and request the Commissioner of Patents to issue Letters Patent on said application, and on any 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: Daniel Scott Whitecotten

Signature of First Inventor: *Daniel Scott Whitecotten*

Date: 10/17/05

Witnesses for First Inventor

First Witness:

David A. Pady 10/17/05
Signature / Date

David A. Pady
Full Name (printed)

Second Witness:

W. Thomas Evans
Signature / Date

W. Thomas Evans 10/17/05
Full Name (printed)

Attorney Docket Number: 1033-MS1122

Name of Second Inventor: Karen Lee Mrachek

Signature of Second Inventor: *Karen Lee Mrachek*

Date: 10-17-2005

Witnesses for Second Inventor

First Witness: *Timothy R. Jaeger* 10/17/05
Signature / Date

Timothy R. Jaeger
Full Name (printed)

Second Witness: *Candace C. Williams* 10-17-05
Signature / Date

CANDACE C. WILLIAMS
Full Name (printed)

Name of Third Inventor: _____

Signature of Third Inventor: _____

Date: _____

Witnesses for Third Inventor

First Witness: _____
Signature / Date

Full Name (printed)

Second Witness: _____
Signature / Date

Full Name (printed)

Attorney Docket Number: 1033-MS1122

Name of Second Inventor: Karen Lee Mrachek

Signature of Second Inventor: _____

Date: _____

Witnesses for Second Inventor


First Witness: _____
Signature / Date

Full Name (printed)

Second Witness: _____
Signature / Date

Full Name (printed)

Name of Third Inventor: Joshua David Goodell

Signature of Third Inventor: 

Date: 10.14.05

Witnesses for Third Inventor

First Witness:  10/14/05
Signature / Date

INGRID EVERDINE LAWRENCE
Full Name (printed)

Second Witness:  10-16-05
Signature / Date

RALPH JAMES GOODSELL
Full Name (printed)