

11-08-2006



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U.S. DEPARTMENT OF COMMERCE
United States Patent and Trademark Office

SHEET

Docket No.: 762301-1280

To the Director of the United States Patent and Trademark Office: Please record the attached original documents or the new address(es) below.

1. Name of conveying part(ies):

- 1) Jason Fama; 2) Michael R. Bourke; 3) Edward Hamilton; 4) Jeff Iannone; 5) Illah Nourbakhsh; 6) Joseph Watson; 7) Kevin Hegebarth

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

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

Execution Date(s): 1) 03/24/06; 2) 04/03/06; 3) 03/24/06; 4) 03/23/06; 5) 03/24/06; 6) 03/23/06; 7) 03/23/06

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

2. Name and address of receiving party(ies)

Name: **Witness Systems, Inc.**

Internal Address:

Street Address: **300 Colonial Center Parkway**

City: **Roswell**

State: **GA**

Country: **US** Zip: **30076**

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

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

☐ This document is being filed together with a new application.

A. Patent application No.(s)

11/359,909

B. Patent No.(s)

Additional numbers attached? ☐ Yes ☒ No

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

M. Paul Qualey, Jr.
Thomas, Kayden, Horstemeyer & Risley, L.L.P.
100 Galleria Parkway, Suite 1750
Atlanta, Georgia 30339-5948

Phone Number: 770-933-9500
Fax Number: 770-951-0933
E-Mail Address: paul.qualey@tkhr.com

6. Total number of applications/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 Number:

Expiration Date:

b. Deposit Account Number: **20-0778**

Authorized User Name: **Karen G. Hazzah**

9. Signature: Karen G. Hazzah

Date: Nov. 2, 2006

Karen G. Hazzah Total number of pages including cover sheet, attachments, and document:

Name of the Person Signing

04-19-2006

U.S. DEPARTMENT OF COMMERCE
United States Patent and Trademark Office

F



103222798

Docket No.: 762301-1450

To the Director of the United States Patent and Trademark Office: Please record the attached original documents or the new address(es) below.

1. Name of conveying part(ies):

1) Jason Fama; 2) Michael R. Bourke; 3) Edward Hamilton; 4) Jeff Iannone; 5) Illah Nourbakhsh; 6) Joseph Watson; 7) Kevin Hegebarth

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

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

Execution Date(s): 1) 03/24/06; 2) 04/03/06; 3) 03/24/06; 4) 03/23/06; 5) 03/24/06; 6) 03/23/06; 7) 03/23/06

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☐ Security Agreement ☐ Change of Name
☐ Joint Research Agreement
☐ Government Interest Assignment
☐ Executive Order 9424, Confirmatory License
☐ Other:

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City: **Roswell**

State: **GA**

Country: **US** Zip: **30076**

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

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FINANCE SECTION

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

☐ This document is being filed together with a new application.

A. Patent application No.(s)

09/680,131

B. Patent No.(s)

Additional numbers attached? ☐ Yes ☒ No

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M. Paul Qualey, Jr.
Thomas, Kayden, Horstemeyer & Risley, L.L.P.
100 Galleria Parkway, Suite 1750
Atlanta, Georgia 30339-5948

Phone Number: 770-933-9500

Fax Number: 770-951-0933

E-Mail Address: paul.qualey@tkhr.com

5/2006 DBYRME 00000165 09580131

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(40.00 GP)

6. Total number of applications/patents involved: [1]

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Signature

Date

M. Paul Qualey, Jr.

Name of the Person Signing

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

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Mail Stop Assignment Recordation Services, Director of the United States Patent and Trademark Office, P.O. Box 1450, Alexandria, Virginia 22313-1450

**ASSIGNMENT
OF UTILITY PATENT APPLICATION**

WHEREAS, the following parties:

<u>Name</u>	<u>Address</u>
Jason Fama	1119 Foster City Blvd., #3, Foster City, CA 94494
Michael R. Bourke	2941 Gough Street, #8, San Francisco, CA 94123
Edward Hamilton	2625 Carol Drive, San Jose, CA 95125
Jeff Iannone	6100 Millwick Drive, Alpharetta, GA 30005
Illah Nourbakhsh	2529 Beechwood Blvd., Pittsburgh, PA 15217
Joseph Watson	130 Highland Oaks Ct., Alpharetta, GA 30004
Kevin Hegebarth	145 Millwick Cove, Alpharetta, GA 30005

hereinafter referred to as ASSIGNOR, has/have invented certain new and useful improvements (“invention(s)”) as described and set forth in the below-identified utility application for United States Letters Patent entitled:

**SYSTEMS AND METHODS FOR SCHEDULING CALL CENTER AGENTS USING
QUALITY DATA AND CORRELATION-BASED DISCOVERY**

which was:

- ☒ executed on even date herewith,
- ☐ filed with the United States Patent and Trademark Office (USPTO) on _____, and assigned Serial No. _____, and
- ☐ further described in U.S. Provisional application entitled _____, filed with the USPTO on _____, and assigned Serial No. _____.

Note: Only one of the first two checkboxes will be checked. The third checkbox will be checked, only if appropriate.

WHEREAS, Witness Systems, Inc., having a place of business at 300 Colonial Center Parkway, Roswell, Ga 30076, hereinafter referred to as ASSIGNEE, is desirous of acquiring ASSIGNOR’S interest in and to said invention(s), said utility application, said provisional application, and any U.S. and foreign patents which are related to the same.

NOW, THEREFORE, TO ALL WHOM IT MAY CONCERN: Be it known that, for good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged by ASSIGNOR, ASSIGNOR has sold, assigned and transferred and does hereby sell, assign and transfer unto ASSIGNEE, and ASSIGNEE'S successors and assigns, (a) the entire right, title and interest, for the United States of America, in and to said invention(s), said utility application, and said Provisional application and all the rights and privileges in any application and under any and all patents that may be granted in the U.S. for said inventions, including all corresponding provisional, continuation, continuation-in-part, divisional, reissue, and reexamination applications; and (b) the entire right, title and interest in and to said invention(s), said utility application, and said provisional application for all countries foreign to the U.S., including all rights of priority arising from them, and all the rights and privileges under any and all forms of protection, including patents, that may be granted in said countries foreign to the U.S. for them.

ASSIGNOR authorizes ASSIGNEE to make application for such protection in its own name and maintain such protection in any and all countries foreign to the U.S., and to invoke and claim for any application for patent or other form of protection for said Inventions, without further authorization from ASSIGNOR, any and all benefits, including the right of priority provided by any and all treaties, conventions, or agreements.

ASSIGNOR hereby consents 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 ASSIGNEE to apply for patent or other form of protection for said Inventions, said utility application, or said provisional application and to claim the aforesaid benefit of the right of priority.

ASSIGNOR requests that any and all patents for said inventions be issued to ASSIGNEE in the U.S. and to ASSIGNEE in all countries foreign to the U.S., or to such nominee as ASSIGNEE may designate.

ASSIGNOR covenants and agrees that, when requested, ASSIGNOR shall, without charge to ASSIGNEE but at ASSIGNEE'S expense, sign all papers, take all rightful oaths, and do all acts which may be necessary, desirable, or convenient in connection with the patent applications, patents, or other forms of protection of said invention(s), and for the defense and protection thereof if challenged in the court of law.

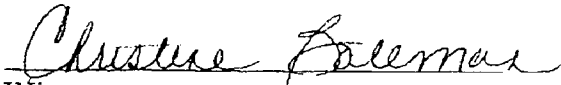
ASSIGNOR authorizes ASSIGNEE or its agents to insert, on ASSIGNOR'S behalf, the filing date and/or serial number above pertaining to the utility application and/or the provisional application, if not known as of the date of execution of this document.

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Page 3 of 9
(Patent Assignment)

Date: 3/24/06


Jason Fama

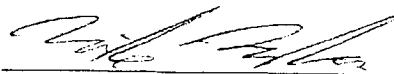
Date: 3/24/06


Christine Faleman
Witness

Docket No. 762301-1280

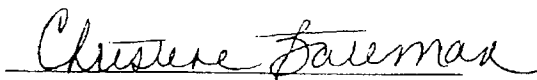
Page 4 of 9

(Patent Assignment)



Michael R. Bourke

Date: 4/3/2006



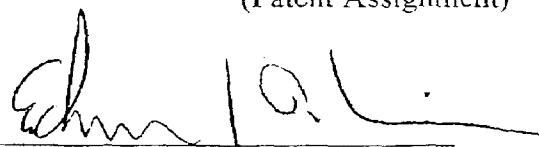
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Date: 4/3/06

Docket No. 762301-1280

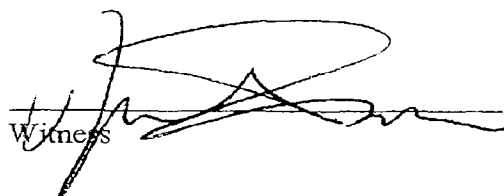
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(Patent Assignment)



Edward Hamilton

Date: 3/24/06



Witness

Date: 3/24/06

Docket No. 762301-1280

Page 6 of 9

(Patent Assignment)

Date:

3/23/06

Jeff Iannone

Witness

Date:

3/23/06

Docket No. 762301-1280

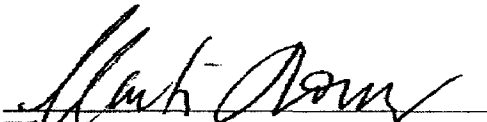
Page 7 of 9

(Patent Assignment)



Ilah Nourbakhsh

Date: 24 March 106



Witness

Date: 3/24/06

PATENT

REEL: 018507 FRAME: 0845

Docket No. 762301-1280

Page 8 of 9

(Patent Assignment)

Date: 3/23/06


Joseph Watson

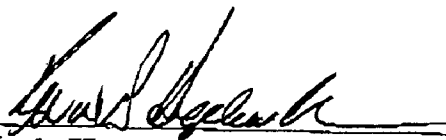
Date: 3/23/06


Witness

Docket No. 762301-1280

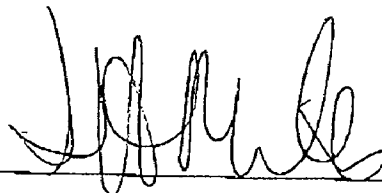
Page 9 of 9

(Patent Assignment)



Kevin Hegebarth

Date: 23 MAR 06



Witness

Date: 3/23/06