

PATENT ASSIGNMENT

Electronic Version v1.1
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SUBMISSION TYPE:	NEW ASSIGNMENT								
NATURE OF CONVEYANCE:	ASSIGNMENT								
CONVEYING PARTY DATA									
<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th style="width:70%;">Name</th> <th>Execution Date</th> </tr> </thead> <tbody> <tr> <td>BAIJU D. MANDALIA</td> <td>03/08/2007</td> </tr> <tr> <td>VICTOR S. MOORE</td> <td>02/05/2007</td> </tr> <tr> <td>WENDI L. NUSBICKEL</td> <td>03/08/2007</td> </tr> </tbody> </table>		Name	Execution Date	BAIJU D. MANDALIA	03/08/2007	VICTOR S. MOORE	02/05/2007	WENDI L. NUSBICKEL	03/08/2007
Name	Execution Date								
BAIJU D. MANDALIA	03/08/2007								
VICTOR S. MOORE	02/05/2007								
WENDI L. NUSBICKEL	03/08/2007								
RECEIVING PARTY DATA									
Name:	INTERNATIONAL BUSINESS MACHINES CORPORATION								
Street Address:	NEW ORCHARD ROAD								
City:	ARMONK								
State/Country:	NEW YORK								
Postal Code:	10504								
PROPERTY NUMBERS Total: 1									
<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th style="width:30%;">Property Type</th> <th>Number</th> </tr> </thead> <tbody> <tr> <td>Application Number:</td> <td>11684333</td> </tr> </tbody> </table>		Property Type	Number	Application Number:	11684333				
Property Type	Number								
Application Number:	11684333								
CORRESPONDENCE DATA									
Fax Number:	(866)446-2118								
<i>Correspondence will be sent via US Mail when the fax attempt is unsuccessful.</i>									
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ATTORNEY DOCKET NUMBER:	BOC920070005US1								
NAME OF SUBMITTER:	BRIAN K. BUCHHEIT								
Total Attachments: 2 source=BOC920070005US1_Assignment#page1.tif source=BOC920070005US1_Assignment#page2.tif									

CH \$40.00 11684333

PATENT

ASSIGNMENT

WHEREAS, we:

- | | | |
|-----|--|---------------------------------------|
| (1) | Baiju D. Mandalia
County of Palm Beach | Of Boca Raton
and State of Florida |
| (2) | Victor S. Moore
County of Columbia | Of Lake City
and State of Florida |
| (3) | Wendi L. Nusbickel
County of Palm Beach | Of Boca Raton
and State of Florida |

have invented certain improvements in

ENHANCING CONTACT CENTERS WITH DIALOG CONTRACTS

and executed a United States patent application therefore on the following date(s):

- | | |
|-----|------------------|
| (1) | <u>3/8/07</u> |
| (2) | <u>2/05/2007</u> |
| (3) | <u>3-8-07</u> |

Whereas, INTERNATIONAL BUSINESS MACHINES CORPORATION, a corporation of New York, having a place of business at New Orchard Road, Armonk, New York, 10504 (hereinafter called IBM), desires to acquire the entire right, title and interest in the application and invention, and to any United States and foreign patents to be obtained therefore;

Now therefore, for a valuable consideration, receipt whereof is hereby acknowledged, we, the above named, hereby acknowledge our prior existing obligation and hereby sell, assign, and transfer to IBM, its successors and assigns, the entire right, title and interest in the application and invention therein disclosed for the United States and foreign countries, and all rights of priority resulting from the filing of the United States application, and we request the Commissioner of Patents to issue any Letters Patent granted upon the invention set forth in the application to IBM, its successors and assigns; and we hereby agree that IBM may apply for foreign Letters Patent on invention and we will execute all papers necessary in connection with the United States and foreign applications when called upon to do so by IBM.

SIGNED AND SEALED:

	<u>LOCATION</u>	<u>DATE</u>	<u>SIGNATURE</u>
(1)	<u>Boca Raton, FL</u>	<u>3/8/07</u>	<u>Baiju D. Mandalia</u> Baiju D. Mandalia
(2)	<u>Lake City, FL</u>	<u>2/05/2007</u>	<u>Victor S. Moore</u> Victor S. Moore
(3)	<u>Boca Raton, FL</u>	<u>3-8-07</u>	<u>Wendi L. Nusbickel</u> Wendi L. Nusbickel