

PATENT ASSIGNMENT

Electronic Version v1.1
 Stylesheet Version v1.1

| 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>Kelly Conway</td> <td>07/11/2007</td> </tr> <tr> <td>David Gustafson</td> <td>06/26/2007</td> </tr> <tr> <td>Douglas Brown</td> <td>07/06/2007</td> </tr> <tr> <td>Christopher Danson</td> <td>07/06/2007</td> </tr> </tbody> </table> | | Name | Execution Date | Kelly Conway | 07/11/2007 | David Gustafson | 06/26/2007 | Douglas Brown | 07/06/2007 | Christopher Danson | 07/06/2007 |
| Name | Execution Date | | | | | | | | | | |
| Kelly Conway | 07/11/2007 | | | | | | | | | | |
| David Gustafson | 06/26/2007 | | | | | | | | | | |
| Douglas Brown | 07/06/2007 | | | | | | | | | | |
| Christopher Danson | 07/06/2007 | | | | | | | | | | |
| RECEIVING PARTY DATA | | | | | | | | | | | |
| Name: | eLoyalty Corporation | | | | | | | | | | |
| Street Address: | 150 Field Drive | | | | | | | | | | |
| Internal Address: | Suite 250 | | | | | | | | | | |
| City: | Lake Forest | | | | | | | | | | |
| State/Country: | ILLINOIS | | | | | | | | | | |
| Postal Code: | 60045 | | | | | | | | | | |
| 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>11731497</td> </tr> </tbody> </table> | | Property Type | Number | Application Number: | 11731497 | | | | | | |
| Property Type | Number | | | | | | | | | | |
| Application Number: | 11731497 | | | | | | | | | | |
| CORRESPONDENCE DATA | | | | | | | | | | | |
| Fax Number: | (312)984-7700 | | | | | | | | | | |
| <i>Correspondence will be sent via US Mail when the fax attempt is unsuccessful.</i> | | | | | | | | | | | |
| Phone: | (312)372-2000 | | | | | | | | | | |
| Email: | chicago_IP_docket@mwe.com | | | | | | | | | | |
| Correspondent Name: | Brent A. Hawkins | | | | | | | | | | |
| Address Line 1: | 227 West Monroe Street | | | | | | | | | | |
| Address Line 2: | Suite 4400 | | | | | | | | | | |
| Address Line 4: | Chicago, ILLINOIS 60606 | | | | | | | | | | |
| ATTORNEY DOCKET NUMBER: | 077145-0025 | | | | | | | | | | |
| NAME OF SUBMITTER: | Brent A. Hawkins | | | | | | | | | | |

CH \$40.00 11731497

Total Attachments: 4

source=77145-025 Assignment#page1.tif

source=77145-025 Assignment#page2.tif

source=77145-025 Assignment#page3.tif

source=77145-025 Assignment#page4.tif

ASSIGNMENT OF INVENTION

Appln. No.: 11/731,497
Filed: March 30, 2007

In consideration of good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the undersigned have assigned and hereby assign to **eLoyalty Corporation** at 156 Field Drive, Suite 250, Lake Forest, Illinois 60045 US , its successors, assigns and legal representatives (hereinafter called "said assignee") the entire right, title and interest in the invention or improvements of the undersigned disclosed in an application for United States Patent, titled, **METHOD AND SYSTEM FOR AGGREGATING AND ANALYZING DATA RELATING TO A PLURALITY OF INTERACTIONS BETWEEN A CUSTOMER AND A CONTACT CENTER AND GENERATING BUSINESS PROCESS ANALYTICS** and in said application and any and all other applications for United States Patent, which the undersigned may file, either solely or jointly with others, on said invention or improvements, and in any and all United States Patents, which may be obtained on any of said applications, and in any reissue, reexamination or extension thereof.

The undersigned hereby authorize(s) and request(s) the Commissioner of Patents and Trademarks to issue said Letters Patent to said assignee and authorize(s) and request(s) the attorney(s) of record in said application to insert in this assignment the date and serial number of said application.

For said consideration, the undersigned hereby agree(s) upon the request and at the expense of said assignee or its assignees, to execute any divisional, continuation or substitute application for said invention or improvements, and any oath or affidavit relating thereto, and any application for the reissue, reexamination or extension of any Patent that may be granted upon said application, and, in the event of any application or Patent assigned herein becoming involved in Interference, to co-operate to the best of the ability of the undersigned in the matters of preparing and executing the preliminary statement and giving and producing evidence in support thereof. The undersigned agree(s) to perform, upon request, any affirmative acts to obtain said United States Patent and vest in said assignee and its assignees all rights therein, whereby said Patent will be held and enjoyed by said assignee and its assignees, to the full end of the term for which said Patent may be granted as fully and entirely as the same would have been held and enjoyed by the undersigned if this assignment had not been made.

And for said consideration, the undersigned hereby assign(s) to said assignee the entire right, title and interest in said invention or improvements for all foreign countries, including all priority rights under the International Convention, and agree(s) to execute, at the request of said assignee or its assignees, all documents in connection with any application for foreign letters patent therefore.

Date 7-11-07

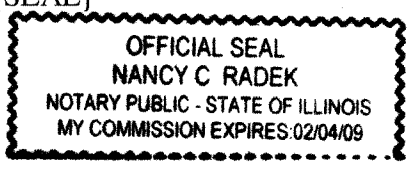
Kelly Conway
Kelly Conway

STATE OF Illinois)
) SS:
COUNTY OF Lake)

On this 11th day of July, 2007, before me, a Notary Public in and for said county, appeared Kelly Conway, who is personally known to me to be the same person whose name is subscribed to the foregoing assignment document, and acknowledged that he/she signed and delivered the document as his/her free and voluntary act for the uses and purposes therein set forth.

Notary Public Nancy C. Radek
My Commission Expires: 2/4/09

{SEAL}



Date _____

David Gustafson

STATE OF _____)
) SS:
COUNTY OF _____)

On this _____ day of _____, 2007, before me, a Notary Public in and for said county, appeared David Gustafson, who is personally known to me to be the same person whose name is subscribed to the foregoing assignment document, and acknowledged that he/she signed and delivered the document as his/her free and voluntary act for the uses and purposes therein set forth.

Notary Public _____
My Commission Expires: _____

{SEAL}

Date _____

Kelly Conway

STATE OF _____)

) SS:

COUNTY OF _____)

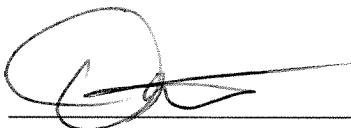
On this _____ day of _____, 2007, before me, a Notary Public in and for said county, appeared Kelly Conway, who is personally known to me to be the same person whose name is subscribed to the foregoing assignment document, and acknowledged that he/she signed and delivered the document as his/her free and voluntary act for the uses and purposes therein set forth.

{SEAL}

Notary Public _____

My Commission Expires: _____

Date 6/26/07 _____



David Gustafson

STATE OF Illinois)

) SS:

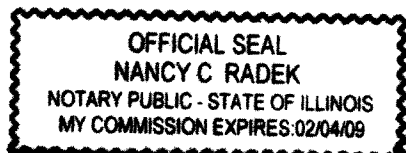
COUNTY OF Lake)

On this 26th day of June, 2007, before me, a Notary Public in and for said county, appeared David Gustafson, who is personally known to me to be the same person whose name is subscribed to the foregoing assignment document, and acknowledged that he/she signed and delivered the document as his/her free and voluntary act for the uses and purposes therein set forth.

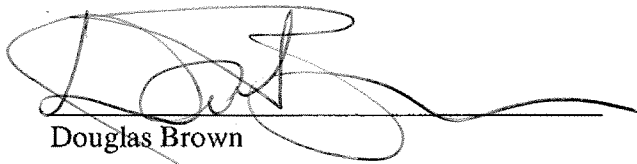
{SEAL}

Notary Public Nancy C. Radek

My Commission Expires: 2-4-09



Date 7/6/07

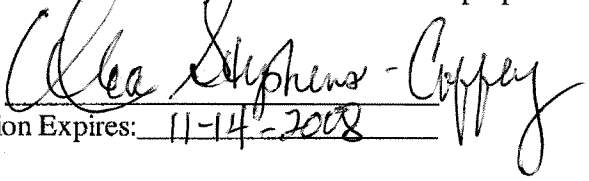

Douglas Brown

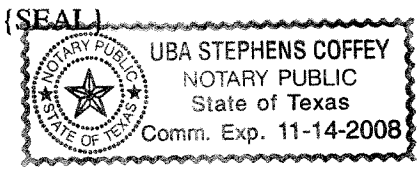
STATE OF Texas)

COUNTY OF Travis)

SS: 040508343

On this 6th day of July, 2007, before me, a Notary Public in and for said county, appeared Douglas Brown, who is personally known to me to be the same person whose name is subscribed to the foregoing assignment document, and acknowledged that he/she signed and delivered the document as his/her free and voluntary act for the uses and purposes therein set forth.

Notary Public 
My Commission Expires: 11-14-2008



Date 7/6/07

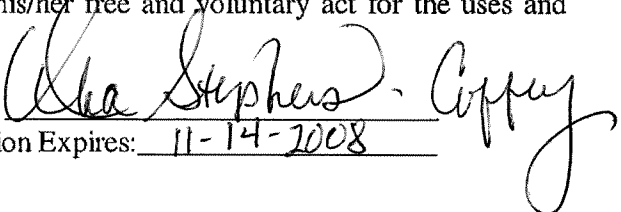

Christopher Danson

STATE OF Texas)

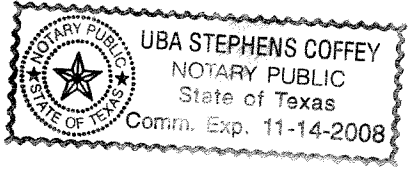
COUNTY OF Travis)

SS: 278-80-4026

On this 6th day of July, 2007, before me, a Notary Public in and for said county, appeared Christopher Danson, who is personally known to me to be the same person whose name is subscribed to the foregoing assignment document, and acknowledged that he/she signed and delivered the document as his/her free and voluntary act for the uses and purposes therein set forth.

Notary Public 
My Commission Expires: 11-14-2008

{SEAL}



CH199 4832752-1.077145.0025