

# PATENT ASSIGNMENT

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SUBMISSION TYPE:	NEW ASSIGNMENT	
NATURE OF CONVEYANCE:	ASSIGNMENT	
CONVEYING PARTY DATA		
Name		Execution Date
David Chevalier		09/10/2007
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		
Property Type	Number	
Application Number:	11852792	
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NAME OF SUBMITTER:	Sean F. Sullivan	
Total Attachments: 1		
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PATENT  
REEL: 019806 FRAME: 0734

ASSIGNMENT

Docket No. CAM920070103US1

INVENTOR  
AND CITY

Whereas, I  
(1) David Chevalier of Barrington,  
County of Strafford and State of New Hampshire 03825,

have invented certain improvements in

TITLE                    SYSTEM AND METHOD FOR INCORPORATING CUSTOMER HANG-UPS AND WEB  
SUBMISSIONS INTO A PHONECALL-BASED SUPPORT WORKFLOW


DATES THAT  
INVENTOR  
SIGNED THE

and executed, respectively, a United States patent application therefor on  
(1) September 10, 2007

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

Now therefore, for a valuable consideration, receipt whereof is hereby acknowledged, we, the above named, hereby sell, assign, and transfer to IBM, its successors and assigns, the entire right, title and interest in the said application and invention therein disclosed for the United States and foreign countries, and in all foreign countries, and all rights of priority resulting from the filing of said United States application, and we request the Commissioner of Patents to issue any Letters Patent granted upon the inventions set forth in said application to IBM, its successors and assigns; and we hereby agree that IBM may apply for foreign Letters Patent on said 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

  
David Chevalier

on September 10, 2007

PATENT

RECORDED: 09/11/2007

REEL: 019806 FRAME: 0735