PATENT ASSIGNMENT

Electronic Version v1.1 Stylesheet Version v1.1

SUBMISSION TYPE:	NEW ASSIGNMENT
NATURE OF CONVEYANCE:	ASSIGNMENT

CONVEYING PARTY DATA

Name	Execution Date
James Barnett	04/18/2008
Michael Ely	04/30/2008

RECEIVING PARTY DATA

Name:	Aspect Software, Inc.	
Street Address:	6 Tecchnology Park Drive	
City:	Westford	
State/Country:	MASSACHUSETTS	
Postal Code:	01886	

PROPERTY NUMBERS Total: 1

Property Type	Number
Application Number:	12114357

CORRESPONDENCE DATA

Fax Number: (312)655-1501

Correspondence will be sent via US Mail when the fax attempt is unsuccessful.

Phone: 312-655-1500

Email: jpcdocket@welshkatz.com Correspondent Name: WELSH & KATZ, LTD 120 S RIVERSIDE PLAZA Address Line 1:

Address Line 2: 22ND FLOOR

Address Line 4: CHICAGO, ILLINOIS 60606

ATTORNEY DOCKET NUMBER:	6065-101634
NAME OF SUBMITTER:	Jon P. Christensen (Reg. No. 34,137)

Total Attachments: 3

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PATENT REEL: 020894 FRAME: 0530

RECORDATION FORM COVER SHEET PATENTS ONLY		
To the Director of the U.S. Patent and Trademark Office: Plea	ase record the attached documents or the new address(es) below.	
Name of conveying party(ies) James Barnett Michael Ely	Name and address of receiving party(ies) Name: Aspect Software Inc.	
Additional name(s) of conveying party(ies) attached? Yes No 3. Nature of conveyance/Execution Date(s): Execution Date(s) 4/18/2008: 4/30/2008	Westford, MA 01886	
Execution Date(s) <u>4/18/2008</u> ; <u>4/30/2008</u>	Address: Same as above Name:	
☐ Security Agreement ☐ Change of Name ☐ Joint Research Agreement	Address:	
Government Interest Assignment Executive Order 9424, Confirmatory License		
Other	Additional name(s) & address(es) attached? Yes No	
A. Patent Application No.(s)	document is being filed together with a new application. B. Patent No.(s) attached? ☐ Yes ☐ No	
5. Name and address to whom correspondence concerning document should be mailed:	6. Total number of applications and patents involved: 1	
Name: Jon P. Christensen	7. Total fee (37 CFR 1.21(h) & 3.41) \$ 40.00	
Address: <u>Welsh & Katz, Ltd.</u> 120 S. Riverside Plaza 22 nd Floor	 ☐ Authorized to be charged by credit card ☑ Authorized to be charged to deposit account ☐ Enclosed ☐ None required (government interest not affecting title) 	
City: <u>Chicago</u>	8. Payment Information	
State: <u>IL</u> zip: <u>60606</u>	a. Credit Card Last 4 Numbers	
Phone Number: 312 655-1500	Expiration Date	
Fax Number: <u>312 655-1501</u>	b. Deposit Account Number 230920	
Email Address: Acdocket@welshkatz.com	Authorized User Name Jon P. Christensen	
9. Signature: Signature Jon P. Christensen (Reg. No. 34,137) 6065-101634 Name of Person Signing	May 2, 2008 Date Total number of pages including cover sheet, attachments, and document:	

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

American LegalNet, Inc. www.FormsWorkflow.com

REEL: 020894 FRAME: 0531

Assignment

		3	
Applicant or Patentee: Serial or Patent No.:	James Barr	nett, Michael Ely	
Filed or Issued:			
For:	NETWORK	ROUTER FOR HETEROGENEOUS	
	ACD SYSTE	M	
Attorney Docket No.	6065-101634		
In Consideration entire right, title and interest	N of Ten Dollars st in the invention	and other good and valuable considerations, n and improvements of the undersigned in a	the receipt of which is hereby acknowledged, the
NETWORK ROUTER	FOR HETERO	GENEOUS ACD SYSTEM	
and in the U.S. Patent and divisional U.S. Patent that a	U.S. Patent Appli nay be granted u	cation therefor, executed by the undersigne pon said U.S. Patent Application are hereby	d herewith and in any reissue, continuation, or assigned by the undersigned to
and the heirs, successors	legal representat	lyo and accions the set ()	
	regai representat	ive and assigns thereof (hereinafter collecti	vely referred to as the Assignee).
improvements and modifica States and countries foreign Letters Patent which may is continuations and extension and request the Commission herein to said Assignee of the I further agree that I shall dinformation known or available interference, reexamination proceedings, whenever requiproceeding in the United State original, divisional, continuation and enforcing proper protect the United States and countries.	ations thereof, (b) at thereto for the alsue from said applications of said applications of Patents and the entire interest. Sommunicate to sommunicate to some respective steed; testify in pates or a country for the country for the country for the country for the country for said inventies foreign there	in the above-identified application and all off bove-identified invention or inventions and a solications in the United States and countries it tions and Letters Patents; and covenant I had Trademarks to issue all United States Letters. Stald Assignee, its successor and assigns, of ting sald invention or inventions, improvement, on, revocation, extension or infringement puterson or by affidavit as required by said Assigneign thereto; execute and deliver, on reque y continuations-in-part) and reissue application of provide all reasonable assistance to Assigntance in provide and modification or inventions, improvements and modification or inventions.	igned, and hereby do sell and assign, to said ove-identified invention or inventions and all ner applications for Letters Patent of the United II improvements and modifications thereof, in all foreign thereto, and (d) to all divisions, reissues, we the full right so to do; and I hereby authorize rs Patent on the invention or inventions included for their representative or agents all facts and ents and modifications including evidence for proses or other legal, judicial or administrative ignee, its successors and assigns, in any such st, all lawful papers including, but not limited to, ons, renewals, assignments, powers of attorney, gnee, its successors and assigns, in obtaining cations under the intellectual property laws of
,,	norounto set my	mand and seal, on the line set after my signa	iture.
Name of First Joint assignor	/inventor	James Barnett	
Signature of assignor and in	ventor		(Seal)
	Date		•
	-410		
Name of Second Joint assign	or/inventor	Michael Ely	
		00011-1	

Signature of assignor and inventor

Date

PATENT REEL: 020894 FRAME: 0532

Assignment

Applicant or Patentee: Serial or Patent No.:	James Barnett, Michael Ely		
Filed or Issued:			- -
For:		NETWORK ROUTER FOR HETEROGE	<u>NEOUS</u>
Attorney Docket No.	6065-101634	ACD SYSTEM	
In Consideratio	N of Ten Dollar ght, title and intere	s and other good and valuable considerations in the invention and improvements of the un	ons, the receipt of which is hereby dersigned in a
NETWORK ROUTER F	OR HETEROGI	ENEOUS ACD SYSTEM	
		ition therefor, executed by the undersigned here upon said U.S. Patent Application are hereby ass	
Aspect Software, Inc. and the heirs, successors, i	egal representativ	e and assigns thereof (hereinafter collectively re	_ eferred to as the Assignee).
Assignee, its successors al improvements and modifical United States and countries thereof, in all Letters Patent divisions, reissues, continued; and I hereby authorize	nd assigns, the entions thereof, (b) foreign thereto fo which may issue thations and extens and request the C	thereby agreed that I have sold and assigned, and relight, title and interest (a) in the above-ide in the above-identified application and all other the above-identified invention or inventions and from said applications in the United States and clons of said applications and Letters Patents; a commissioner of Patents and Trademarks to issent Assignee of the entire interest.	ntified invention or inventions and all rapplications for Letters Patent of the ad all improvements and modifications countries foreign thereto, and (d) to all and covenant I have the full right so to
information known or availed for Interference, reexamina administrative proceedings, assigns, in any such proceed including, but not limited renewals, assignments, por Assignee, its successors and accessors acces	ble to me respectition, relssue, opp whenever reques ding in the United to, original, divis vers of attorney, of d assigns, in obta	d Assignee, its successor and assigns, or their ing said invention or inventions, improvements incident, revocation, extension or infringement ted; testify in person or by affidavit as required States or a country foreign thereto; execute an ional, continuation (including any continuationaths, affidavits, declarations, depositions; and ining and enforcing proper protection for said introduced in the United States and countries foreign.	and modifications including evidence purposes or other legal, judicial or by said Assignee, its successors and deliver, on request, all lawful papers ins-in-part) and reissue applications, provide all reasonable assistance to nvention or inventions, improvements
in testimony whereof, I have	hereunto set my h	nand and seal, on the line set after my signature	•
Name of First Joint assigno	/inventor	James Barnett	-
Signature of assignor and in	ventor Date	Jam Bent 1/18/08	, (Seal) -
Name of Second Joint assig	nor/inventor	Michael Ely	
Signature of assignor and in	ventor		(Seal)

PATENT REEL: 020894 FRAME: 0533

RECORDED: 05/02/2008

Date