

PATENT ASSIGNMENT

Electronic Version v1.1

Stylesheet Version v1.1

SUBMISSION TYPE:	NEW ASSIGNMENT												
NATURE OF CONVEYANCE:	ASSIGNMENT												
CONVEYING PARTY DATA													
<table border="1"><thead><tr><th>Name</th><th>Execution Date</th></tr></thead><tbody><tr><td>Kelly Conway</td><td>06/19/2008</td></tr><tr><td>David Gustafson</td><td>06/18/2008</td></tr><tr><td>Douglas Brown</td><td>06/19/2008</td></tr><tr><td>Christopher Danson</td><td>06/19/2008</td></tr></tbody></table>	Name	Execution Date	Kelly Conway	06/19/2008	David Gustafson	06/18/2008	Douglas Brown	06/19/2008	Christopher Danson	06/19/2008			
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RECEIVING PARTY DATA													
<table border="1"><tr><td>Name:</td><td>eLoyalty Corporation</td></tr><tr><td>Street Address:</td><td>150 Field Drive</td></tr><tr><td>Internal Address:</td><td>Suite 250</td></tr><tr><td>City:</td><td>Lake Forest</td></tr><tr><td>State/Country:</td><td>ILLINOIS</td></tr><tr><td>Postal Code:</td><td>60045</td></tr></table>	Name:	eLoyalty Corporation	Street Address:	150 Field Drive	Internal Address:	Suite 250	City:	Lake Forest	State/Country:	ILLINOIS	Postal Code:	60045	
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PROPERTY NUMBERS Total: 1													
<table border="1"><thead><tr><th>Property Type</th><th>Number</th></tr></thead><tbody><tr><td>Application Number:</td><td>12079685</td></tr></tbody></table>	Property Type	Number	Application Number:	12079685									
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Application Number:	12079685												
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 W. Monroe Street													
Address Line 2: Suite 4400													
Address Line 4: Chicago, ILLINOIS 60606													
ATTORNEY DOCKET NUMBER:	077145-0059												
NAME OF SUBMITTER:	Brent A. Hawkins												

CH \$40.00 12079685

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PATENT
REEL: 021254 FRAME: 0325

Total Attachments: 3

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PATENT

REEL: 021254 FRAME: 0326

ASSIGNMENT OF INVENTION

Appln. No.: 12/079,685
Filed: March 28, 2008

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 150 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 DETERMINING THE COMPLEXITY OF A TELEPHONIC COMMUNICATION RECEIVED BY A CONTACT CENTER 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

6/19/08

Kelly Conway
Kelly Conway

STATE OF

Illinois

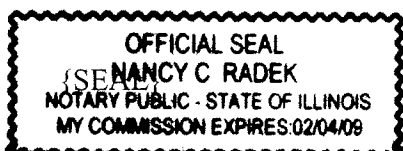
) SS:

COUNTY OF

Lake

)

On this 19th day of June, 2008, 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

My Commission Expires:

Nancy C. Radek
2-4-2009

Date 6/18/08


David Gustafson

STATE OF Illinois)
COUNTY OF Lake) SS:

On this 18th day of June, 2008, 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 Nancy C. Radek
My Commission Expires: 2-4-2009

Date _____

Douglas Brown

STATE OF _____)
COUNTY OF _____) SS:

On this _____ day of _____, 2008, 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.

{SEAL}

Notary Public _____
My Commission Expires: _____

Date _____

Christopher Danson

STATE OF _____)
COUNTY OF _____) SS:

On this _____ day of _____, 2008, 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.

{SEAL}

Notary Public _____
My Commission Expires: _____

Date _____

David Gustafson

STATE OF _____)
) SS:
COUNTY OF _____)

On this _____ day of _____, 2008, 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}

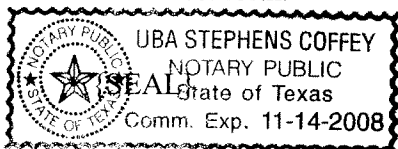
Notary Public _____
My Commission Expires: _____

Date June 19, 2008


Douglas Brown

STATE OF Texas)
) SS:
COUNTY OF Travis)

On this 19th day of June, 2008, 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.



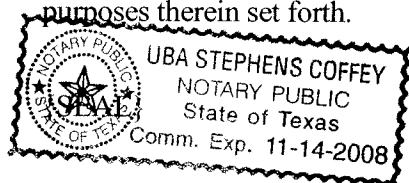
Notary Public 
My Commission Expires: 11-14-2008

Date 6/19/08


Christopher Danson

STATE OF Texas)
) SS:
COUNTY OF Travis)

On this 19th day of June, 2008, 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

CHI99 4962595-1.077145.0059

RECORDED: 07/17/2008

PATENT
REEL: 021254 FRAME: 0329