

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>Sanjeev Kumar</td> <td>07/17/2008</td> </tr> <tr> <td>Mukul Jain</td> <td>07/16/2008</td> </tr> <tr> <td>Laurent Philonenko</td> <td>07/17/2008</td> </tr> <tr> <td>Joseph Khouri</td> <td>07/28/2008</td> </tr> </tbody> </table>		Name	Execution Date	Sanjeev Kumar	07/17/2008	Mukul Jain	07/16/2008	Laurent Philonenko	07/17/2008	Joseph Khouri	07/28/2008
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Sanjeev Kumar	07/17/2008										
Mukul Jain	07/16/2008										
Laurent Philonenko	07/17/2008										
Joseph Khouri	07/28/2008										
RECEIVING PARTY DATA											
Name:	Cisco Technology, Inc.										
Street Address:	170 W. Tasman Drive										
Internal Address:	SJC 10/2/1										
City:	San Jose										
State/Country:	CALIFORNIA										
Postal Code:	95134-1706										
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>12182743</td> </tr> </tbody> </table>		Property Type	Number	Application Number:	12182743						
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Application Number:	12182743										
CORRESPONDENCE DATA											
Fax Number:	(408)526-5952										
<i>Correspondence will be sent via US Mail when the fax attempt is unsuccessful.</i>											
Phone:	770-236-2114										
Email:	PATENT-ADMINISTRATORS@CISCO.COM										
Correspondent Name:	CISCO SYSTEMS, INC. SCIENTIFIC-ATLANTA,										
Address Line 1:	SA/CISCO IP DEPT.										
Address Line 2:	5030 SUGARLOAF PARKWAY										
Address Line 4:	LAWRENCEVILLE, GEORGIA 30044										
ATTORNEY DOCKET NUMBER:	956323										
NAME OF SUBMITTER:	Peggy A. Su										

CH \$40.00 12182743

Total Attachments: 5

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ASSIGNMENT

WHEREAS, I, the undersigned inventor (or one of the undersigned joint inventors "Assignor"), of residence as listed, having invented certain new and useful improvements as below entitled, for which application for United States Letters Patent is made, said application having been executed on the date set forth below; and

WHEREAS, Cisco Technology, Inc., ("Assignee") a California corporation having an address of 170 West Tasman Drive, San Jose, California 95134-1706, desires to acquire all right, title, and interest in and to the invention, and in and to the said application and any Letters Patent that may issue thereon;;

NOW, THEREFORE, for and in consideration of One United States Dollar (\$1.00) and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, I assign to Assignee, all right, title and interest in and to said invention and in and to said application and all patents which may be granted therefore, and all divisions, reissues, continuations, continuations-in-part and extensions thereof; and I hereby authorize and request the Commissioner of Patents and Trademarks to issue all patents for said invention, or patents resulting therefrom, insofar as my interest is concerned, to Assignee.

I also assign to Assignee, all right title and interest to the invention disclosed in said application throughout the world, including the right to file applications and obtain patents, utility models, industrial models and designs for said invention in its own name throughout the world including all rights to publish cautionary notices reserving ownership of said invention and all rights to register said invention in appropriate registries; and I further agree to execute any and all powers of attorney, applications, assignments, declarations, affidavits, and any other papers in connection therewith necessary to perfect such right, title and interest in Assignee.

I will communicate to Assignee any facts known to me respecting any improvements; and, at the expense of Assignee, I will testify in any legal proceedings, sign all lawful papers execute all divisional, continuation, continuation-in-part, reissue and substitute applications, make lawful oaths and declarations, and generally do everything possible to vest title in Assignee and to aid Assignee to obtain and enforce proper protection for said invention in all countries.

This Assignment shall be binding on the parties' successors, assigns and legal representatives.

Title of the Invention: METHOD AND APPARATUS FOR MAINTAINING DYNAMIC QUEUES IN CALL CENTERS USING SOCIAL NETWORK INFORMATION

Signature of Inventor:  _____

Inventor's Name: Sanjeev Kumar _____

Residence (City, State): Sunnyvale, California _____

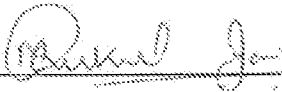
Post Office Address: 525 E. Maude Ave. #22, Sunnyvale, California 94085 _____

Citizenship: India _____

Date: 7/17/08 _____

This Assignment shall be binding on the parties' successors, assigns and legal representatives.

Title of the Invention: METHOD AND APPARATUS FOR MAINTAINING DYNAMIC QUEUES IN CALL CENTERS USING SOCIAL NETWORK INFORMATION

Signature of Inventor: 

Inventor's Name: Mukul Jain

Residence (City, State): San Jose, California

Post Office Address: 3604 Wodzienski Drive, San Jose, California 95148

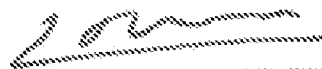
Citizenship: India

Date: 07/16/2008

This Assignment shall be binding on the parties' successors, assigns and legal representatives.

Title of the Invention: METHOD AND APPARATUS FOR MAINTAINING
DYNAMIC QUEUES IN CALL CENTERS USING SOCIAL
NETWORK INFORMATION

Signature of Inventor:



Inventor's Name:

Laurent Philonenko

Residence (City, State):

San Francisco, California

Post Office Address:

3529 Webster Street, San Francisco, California 94123

Citizenship:

FR

Date:

7 - 17 - 08

This Assignment shall be binding on the parties' successors, assigns and legal representatives.

Title of the Invention: METHOD AND APPARATUS FOR MAINTAINING DYNAMIC QUEUES IN CALL CENTERS USING SOCIAL NETWORK INFORMATION

Signature of Inventor: Joseph F. Khouri

Inventor's Name: Joseph Khouri

Residence (City, State): San Jose, California

Post Office Address: 5925 Foligno Way, San Jose, California 95138

Citizenship: US

Date: 7-28-08

SOCKET NO. 966323