

# PATENT ASSIGNMENT

Electronic Version v1.1

Stylesheet Version v1.1

| SUBMISSION TYPE:   | NEW ASSIGNMENT          |               |                |                      |                       |                   |                         |                     |            |                     |            |              |       |
|--|-------------------------|---------------|----------------|----------------------|-----------------------|-------------------|-------------------------|---------------------|------------|---------------------|------------|--------------|-------|
| NATURE OF CONVEYANCE:  | ASSIGNMENT              |               |                |                      |                       |                   |                         |                     |            |                     |            |              |       |
| <b>CONVEYING PARTY DATA</b>  |                         |               |                |                      |                       |                   |                         |                     |            |                     |            |              |       |
| <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 70%;">Name</th> <th style="width: 30%;">Execution Date</th> </tr> </thead> <tbody> <tr> <td>Christopher J. Jeffs</td> <td>06/24/2009</td> </tr> <tr> <td>Marsal Gavalda</td> <td>06/24/2009</td> </tr> <tr> <td>Philip Kyle Pledger</td> <td>06/25/2009</td> </tr> <tr> <td>Robert Troy Surdick</td> <td>06/24/2009</td> </tr> </tbody> </table> |                         | Name          | Execution Date | Christopher J. Jeffs | 06/24/2009            | Marsal Gavalda    | 06/24/2009              | Philip Kyle Pledger | 06/25/2009 | Robert Troy Surdick | 06/24/2009 |              |       |
| Name   | Execution Date          |               |                |                      |                       |                   |                         |                     |            |                     |            |              |       |
| Christopher J. Jeffs   | 06/24/2009              |               |                |                      |                       |                   |                         |                     |            |                     |            |              |       |
| Marsal Gavalda   | 06/24/2009              |               |                |                      |                       |                   |                         |                     |            |                     |            |              |       |
| Philip Kyle Pledger  | 06/25/2009              |               |                |                      |                       |                   |                         |                     |            |                     |            |              |       |
| Robert Troy Surdick  | 06/24/2009              |               |                |                      |                       |                   |                         |                     |            |                     |            |              |       |
| <b>RECEIVING PARTY DATA</b>  |                         |               |                |                      |                       |                   |                         |                     |            |                     |            |              |       |
| <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;">Name:</td> <td>Nexidia Inc.</td> </tr> <tr> <td>Street Address:</td> <td>3565 Piedmont Road NE</td> </tr> <tr> <td>Internal Address:</td> <td>Building Two, Suite 400</td> </tr> <tr> <td>City:</td> <td>Atlanta</td> </tr> <tr> <td>State/Country:</td> <td>GEORGIA</td> </tr> <tr> <td>Postal Code:</td> <td>30305</td> </tr> </table>           |                         | Name:         | Nexidia Inc.   | Street Address:      | 3565 Piedmont Road NE | Internal Address: | Building Two, Suite 400 | City:               | Atlanta    | State/Country:      | GEORGIA    | Postal Code: | 30305 |
| Name:  | Nexidia Inc.            |               |                |                      |                       |                   |                         |                     |            |                     |            |              |       |
| Street Address:  | 3565 Piedmont Road NE   |               |                |                      |                       |                   |                         |                     |            |                     |            |              |       |
| Internal Address:  | Building Two, Suite 400 |               |                |                      |                       |                   |                         |                     |            |                     |            |              |       |
| City:  | Atlanta                 |               |                |                      |                       |                   |                         |                     |            |                     |            |              |       |
| State/Country:   | GEORGIA                 |               |                |                      |                       |                   |                         |                     |            |                     |            |              |       |
| Postal Code:   | 30305                   |               |                |                      |                       |                   |                         |                     |            |                     |            |              |       |
| <b>PROPERTY NUMBERS Total: 1</b>   |                         |               |                |                      |                       |                   |                         |                     |            |                     |            |              |       |
| <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>12490757</td> </tr> </tbody> </table>  |                         | Property Type | Number         | Application Number:  | 12490757              |                   |                         |                     |            |                     |            |              |       |
| Property Type  | Number                  |               |                |                      |                       |                   |                         |                     |            |                     |            |              |       |
| Application Number:  | 12490757                |               |                |                      |                       |                   |                         |                     |            |                     |            |              |       |
| <b>CORRESPONDENCE DATA</b>   |                         |               |                |                      |                       |                   |                         |                     |            |                     |            |              |       |
| <p>Fax Number: (617)500-2499</p> <p><i>Correspondence will be sent via US Mail when the fax attempt is unsuccessful.</i></p> <p>Phone: 617-500-2500</p> <p>Email: zarembok@ORTPATENT.COM</p> <p>Correspondent Name: Occhiuti Rohlicek &amp; Tsao LLP</p> <p>Address Line 1: 10 Fawcett Street</p> <p>Address Line 4: Cambridge, MASSACHUSETTS 02138</p>  |                         |               |                |                      |                       |                   |                         |                     |            |                     |            |              |       |
| ATTORNEY DOCKET NUMBER:  | 30004-041001            |               |                |                      |                       |                   |                         |                     |            |                     |            |              |       |
| NAME OF SUBMITTER:   | Irja Zarembok           |               |                |                      |                       |                   |                         |                     |            |                     |            |              |       |

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**PATENT**  
**REEL: 022919 FRAME: 0485**

Total Attachments: 3


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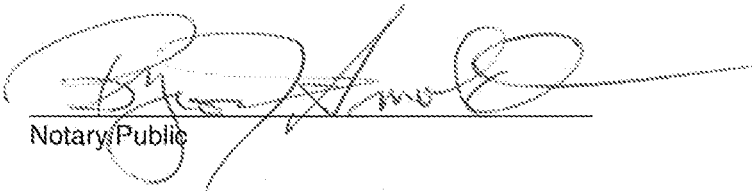
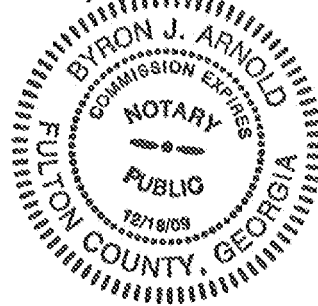
ASSIGNMENT

For valuable consideration, we, **Christopher J. Jeffs** of 7000 Beloit Place , Roswell, GA 40075, , **Marsal Gavalda** of 9860 Huntcliff Trace, Sandy Springs, GA 30350, **Philip Kyle Pledger** of 235 Selkirk Ln., Johns Creek, GA 30097, **Robert Troy Surdick** of 3715 Manigault PI SE , Mableton, GA 30126, hereby assign to **Nexidia Inc.**, a corporation of Delaware, having a place of business at 3565 Piedmont Road NE, Building Two, Suite 400, Atlanta, GA 30305, and its successors and assigns (collectively hereinafter called "the Assignee"), the entire right, title and interest throughout the world in the inventions and improvements which are subject of an application for United States Patent signed by us, entitled **Enhancing Call Center Performance**, filed 6/24/2009, and assigned U.S. Serial Number 12/490,757, and we authorize and request the attorneys appointed in said application to hereafter complete this assignment by inserting above the filing date and serial number of said application when known; this assignment including said application, any and all United States and foreign patents, utility models, and design registrations granted for any of said inventions or improvements, and the right to claim priority based on the filing date of said application under the International Convention for the Protection of Industrial Property, the Patent Cooperation Treaty, the European Patent Convention, and all other treaties of like purposes; and we authorize the Assignee to apply in all countries in our name or in its own name for patents, utility models, design registrations and like rights of exclusion and for inventors' certificates for said inventions and improvements; and we agree for ourselves and our respective heirs, legal representatives and assigns, without further compensation to perform such lawful acts and to sign such further applications, assignments, Preliminary Statements and other lawful documents as the Assignee may reasonably request to effectuate fully this assignment.

Date: 6/24/09  
Christopher J. JeffsSTATE OF Georgia )  
COUNTY OF Fulton ) SS.

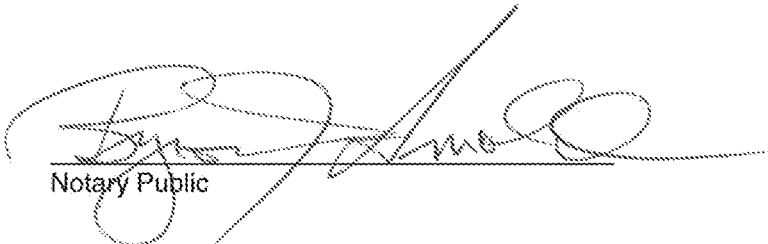
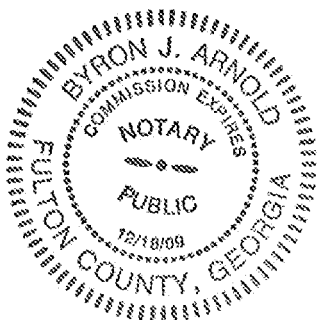
On June 24 2009, before me, the undersigned, a notary public for the State of Georgia, there personally appeared **Christopher J. Jeffs** personally known to me (or proved to me on the basis of satisfactory evidence) to be the person whose name is subscribed to this Assignment, who acknowledged having executed the same in his authorized capacity and that by his signature on this Assignment, the person or the entity upon behalf of which he acted, executed this Assignment.


WITNESS my hand and official seal.

  
Notary PublicDate: 2009-06-24  
Marsal GavaldaSTATE OF Georgia )  
COUNTY OF Fulton ) SS.

On June 24 2009, before me, the undersigned, a notary public for the State of Georgia, there personally appeared **Marsal Gavalda** personally known to me (or proved to me on the basis of satisfactory evidence) to be the person whose name is subscribed to this Assignment, who acknowledged having executed the same in his authorized capacity and that by his signature on this Assignment, the person or the entity upon behalf of which he acted, executed this Assignment.

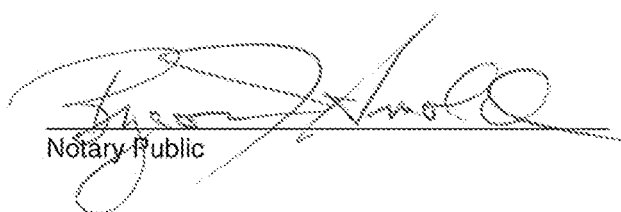
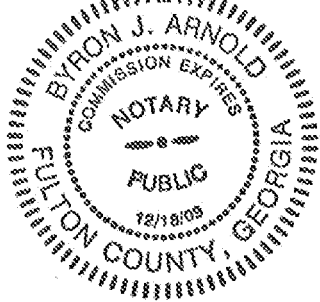
WITNESS my hand and official seal.

  
Notary Public

Date: 6/25/2009  
Philip Kyle PledgerSTATE OF Georgia )  
COUNTY OF Fulton ) SS.

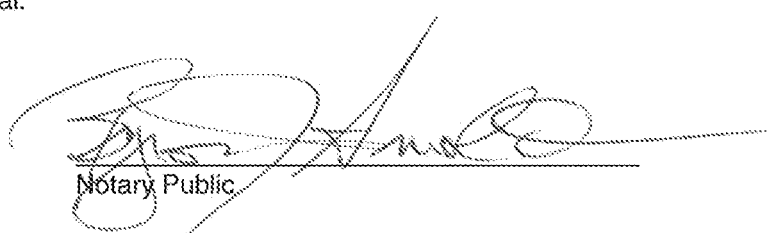
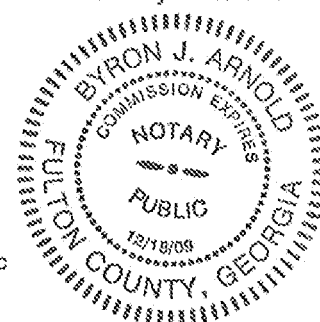
On June 25, 2009, before me, the undersigned, a notary public for the State of Georgia, there personally appeared **Philip Kyle Pledger** personally known to me (or proved to me on the basis of satisfactory evidence) to be the person whose name is subscribed to this Assignment, who acknowledged having executed the same in his authorized capacity and that by his signature on this Assignment, the person or the entity upon behalf of which he acted, executed this Assignment.

WITNESS my hand and official seal.

  
Notary PublicDate: 6-24-09  
Robert Troy SurdickSTATE OF Georgia )  
COUNTY OF Fulton ) SS.

On June 24, 2009, before me, the undersigned, a notary public for the State of Georgia, there personally appeared **Robert Troy Surdick** personally known to me (or proved to me on the basis of satisfactory evidence) to be the person whose name is subscribed to this Assignment, who acknowledged having executed the same in his authorized capacity and that by his signature on this Assignment, the person or the entity upon behalf of which he acted, executed this Assignment.

WITNESS my hand and official seal.

  
Notary Public

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