

PATENT ASSIGNMENT

Electronic Version v1.1

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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 style="width: 30%;">Execution Date</th> </tr> </thead> <tbody> <tr> <td>James FAN</td> <td>11/10/2009</td> </tr> <tr> <td>Jennifer K. LAM</td> <td>11/12/2009</td> </tr> <tr> <td>Deva-Datta SHARMA</td> <td>11/10/2009</td> </tr> <tr> <td>Eric TOWELL</td> <td>11/16/2009</td> </tr> </tbody> </table>		Name	Execution Date	James FAN	11/10/2009	Jennifer K. LAM	11/12/2009	Deva-Datta SHARMA	11/10/2009	Eric TOWELL	11/16/2009
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<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;">Name:</td> <td>AT&T Intellectual Property I, L.P.</td> </tr> <tr> <td>Street Address:</td> <td>645 E. Plumb Lane</td> </tr> <tr> <td>City:</td> <td>Reno</td> </tr> <tr> <td>State/Country:</td> <td>NEVADA</td> </tr> <tr> <td>Postal Code:</td> <td>89502</td> </tr> </table>		Name:	AT&T Intellectual Property I, L.P.	Street Address:	645 E. Plumb Lane	City:	Reno	State/Country:	NEVADA	Postal Code:	89502
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CORRESPONDENCE DATA											
<p>Fax Number: (703)716-1180</p> <p><i>Correspondence will be sent via US Mail when the fax attempt is unsuccessful.</i></p> <p>Phone: 703.716.1191</p> <p>Email: gbpatent@gbpatent.com</p> <p>Correspondent Name: AT & T LEGAL DEPARTMENT - GB ATTN: PATEN</p> <p>Address Line 1: ROOM 2A- 207</p> <p>Address Line 2: ONE AT & T WAY</p> <p>Address Line 4: BEDMINSTER, NEW JERSEY 07921</p>											
ATTORNEY DOCKET NUMBER:	2008-1301 (P37122)										
NAME OF SUBMITTER:	Daniel B. Moon										
Total Attachments: 6											

OP \$40.00 12619257

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PATENT
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ASSIGNMENT

WHEREAS, **James FAN**, a citizen of the United States of America, residing at PO Box 3088, San Ramon, CA 94583, U.S.A., **Jennifer K. LAM**, a citizen of the United States of America, residing at 43260 Cedarwood Drive, Fremont, CA 94538, U.S.A., **Deva-Datta SHARMA**, a citizen of the United States of America, residing at 521 Kingsbridge Court, San Ramon, CA 94583, U.S.A., and **Eric TOWELL**, a citizen of the United States of America, residing at W317 S6853 Schnitzler Road, Mukwonago, WI 53149, U.S.A., hereinafter called the "Assignors", have made the invention described in the United States patent application entitled "**THE ENHANCED CONTACT CENTER ARCHITECTURE TO SUPPORT AGENT RESOURCE OPTIMIZATION**", Attorney Docket No. 2008-1301(P37122), for a full description of which reference is here made to an application for Letters Patent of the United States filed herewith; and

WHEREAS, **AT&T Intellectual Property I, L.P.**, a partnership organized and existing under the laws of the State of Nevada, having a place of business at 645 E. Plumb Lane Reno, Nevada 89502, U.S.A., hereinafter called the "Assignee", desires to acquire the entire right, title and interest for the United States of America and elsewhere throughout the world in and to said invention and the patent application identified above, including any and all divisions and continuations thereof and any and all Letters Patent which may be granted thereon, including any and all renewals, reissues and prolongations thereof.

NOW, THEREFORE in consideration of the sum of One Dollar (\$1.00) and other valuable and legally sufficient consideration, the receipt of which by the Assignors from the Assignee is hereby acknowledged, the Assignors have sold, assigned and transferred, or by these presents do sell, assign and transfer to the Assignee, the entire right, title and interest for the United States in and to the invention and the patent application identified above, and any patents that may issue for said invention in the United States; together with the entire right, title and interest in and to said invention and all patent applications and patents therefore in all countries foreign to the United States, including the full right to claim for any such application all benefits and priority rights under any applicable convention; together with the entire right, title and interest in and to all continuations, divisions, renewals and extensions of any of the patent applications and patents defined above; to have and to hold for the sole and exclusive use and benefit of the Assignee, its successors and assigns, to the full end of the term and terms for all such patents.

AND said Assignors hereby covenant and agree, for the Assignors and the Assignor's legal representatives, that the Assignors will assist the Assignee in the prosecution of the patent application identified above; in the making and prosecution of any other patent applications that the Assignee may elect to make covering the invention identified above; in vesting in the Assignee like exclusive title in and to all such other patent applications and patents; and in the prosecution of any interference which may arise involving said invention, or any such patent application or patent; and that the Assignors will execute and deliver to the Assignee to carry out the terms of this Assignment. Assignors authorize attorney or agent to fill in the U.S. Application Serial No. above, if required.

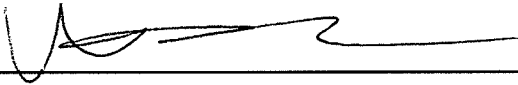
AND said Assignors authorize and request the Commissioner of Patents to issue Letters Patent on said application, and on any all divisions and continuations thereof, to said Assignee, its assigns and legal representatives, in accordance with the terms of this Assignment.

IN TESTIMONY WHEREOF, this Assignment is executed by said Assignors, on the date(s) listed below.

Name of First Inventor: **James FAN**

Signature of First Inventor: _____

Date: _____


11/10/09

Notarized By:

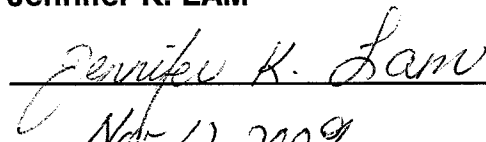


 11/10/2009


Name of Second Inventor: **Jennifer K. LAM**

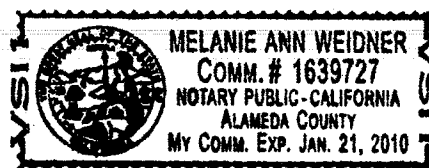
Signature of Second Inventor: _____

Date: _____


Nov 12, 2009

Notarized By:


November 12, 2009

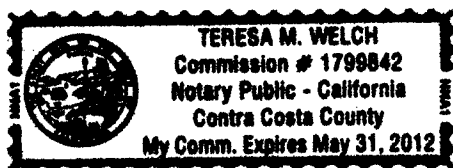


Name of Third Inventor: **Deva-Datta SHARMA**

Signature of Third Inventor: Deva-Datta Sharma

Date: Nov 10, 2009

Notarized By:



Teresa M. Welch 11/10 2009

Name of Third Inventor: **Eric TOWELL**

Signature of Third Inventor: _____

Date: _____

Notarized By:

2008-1301.AS01

ASSIGNMENT

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(P37122 00810292.DCC)

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Signature of First Inventor: _____

Date: _____

Notarized By:

Name of Second Inventor: **Jennifer K. LAM**

Signature of Second Inventor: _____

Date: _____

Notarized By:

2008-1301.AS01

Name of Third Inventor: **Deva-Datta SHARMA**

Signature of Third Inventor: _____

Date: _____

Notarized By:

Name of Third Inventor:

Eric TOWELLSignature of Third Inventor: *Eric Towell*Date: 11/16/09**Notarized By:***Kate Golembowski*
Exp. 9-16-2012