

PATENT ASSIGNMENT

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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>Kannan VENUGOPAL</td> <td>04/30/2010</td> </tr> <tr> <td>Prateek MEHROTRA</td> <td>04/30/2010</td> </tr> <tr> <td>Vishal BHASIN</td> <td>04/30/2010</td> </tr> <tr> <td>Sumit K MUKHERJEE</td> <td>04/30/2010</td> </tr> <tr> <td>Ashokkumar KANNAN</td> <td>04/30/2010</td> </tr> </tbody> </table>		Name	Execution Date	Kannan VENUGOPAL	04/30/2010	Prateek MEHROTRA	04/30/2010	Vishal BHASIN	04/30/2010	Sumit K MUKHERJEE	04/30/2010	Ashokkumar KANNAN	04/30/2010
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CORRESPONDENCE DATA													
Fax Number: (571)432-0808 <i>Correspondence will be sent via US Mail when the fax attempt is unsuccessful.</i> Phone: 5714320800 Email: mbermdsen@harrityllp.com Correspondent Name: Harrity & Harrity, LLP Address Line 1: 11350 Random Hills Road Address Line 2: Suite 600 Address Line 4: Fairfax, VIRGINIA 22030													
ATTORNEY DOCKET NUMBER:	0023-0477												
NAME OF SUBMITTER:	Richard A. Brisbin												

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PATENT
REEL: 024375 FRAME: 0571

Total Attachments: 1
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ASSIGNMENT

For good and valuable consideration, the receipt of which is hereby acknowledged, I/We, the undersigned:

- I. have sold, assigned and transferred, and by the presents do hereby sell, assign, and transfer, to the Verizon legal entity identified below ("Assignee") and its successors and assigns, the entire worldwide right, title and interest in and to any and all improvements which are described in the application for United States Letters Patent entitled

UNIFIED CUSTOMER SERVICE INTERACTIONS

☒ which has been executed by the undersigned concurrently herewith, and in which case I/we hereby authorize and request the Assignee, its successors, assigns and/or legal representatives, to insert here in the parentheses (Application Number _____, filed _____) the filing date and application number of said application when known.

☐ which was filed on _____ and assigned Application No. _____

and in and to said application, and all divisional, continuing (in whole or in part), substitute, renewal, reissue, provisional, and all other applications for Letters Patent which have been or shall be filed in the United States and all foreign countries on any of said improvements or based on or claiming priority to said application; and in and to all original and reissued patents which have been or shall be issued in the United States and foreign countries from any of said applications, and in and to all rights of priority resulting from the filing of any of said applications; and in and to all rights which may exist under the International Convention for the Protection of Industrial Property to any of the foregoing;

- II. agree that said Assignee may apply for and receive Letters Patent for said improvements in its own name; and that, when requested, without charge to, but at the expense of, said Assignee, its successors, assigns and legal representatives, to carry out in good faith the intent and purpose of this Assignment, the undersigned will execute all divisional, continuing (in whole or in part), substitute, renewal, reissue, and all other patent applications on any and all said improvements; execute all rightful oaths, declarations, assignments, powers of attorney and other papers; communicate to said Assignee, its successors, assigns, and representatives, all facts known to undersigned relating to said improvements and the history thereof; and generally do everything possible which said Assignee, its successors, assigns or representatives shall consider desirable for aiding in securing and maintaining proper patent protection for said improvements and for vesting title to said improvements and all applications for Letters Patent and all Letters Patent on said improvements, in said Assignee, its successors and assigns; and
- III. covenant with said Assignee, its successors, assigns and legal representatives that no assignment, grant, mortgage, license, or other agreement affecting the rights and property herein identified has been made to others by the undersigned, and that full right to convey the same as herein expressed is possessed by the undersigned.

IN WITNESS to my/our agreement to the foregoing, I/we have executed this Assignment as set forth below:

Verizon entity (Assignee): Verizon Patent and Licensing, Inc., having a place of business at One Verizon Way Basking Ridge, New Jersey 07920.

ASSIGNORS:

Signature: <u>[Signature]</u>	Date: <u>30-4-10</u>
Signature: <u>Kannan VENUGOPAL</u>	Date: <u>30-4-10</u>
Signature: <u>[Signature]</u>	Date: <u>30-4-10</u>
Signature: <u>Pateek MEHROTRA</u>	Date: <u>30-4-10</u>
Signature: <u>[Signature]</u>	Date: <u>30-4-2010</u>
Signature: <u>Vishal BHASIN</u>	Date: <u>30-04-2010</u>
Signature: <u>[Signature]</u>	Date: <u>30-04-2010</u>
Signature: <u>Sumit K. MUKHERJEE</u>	Date: <u>30-04-2010</u>
Signature: <u>[Signature]</u>	Date: <u>30-04-2010</u>
Signature: <u>Ashokkumar KANNAN</u>	Date: <u>30-04-2010</u>

PATENT