### PATENT ASSIGNMENT

# Electronic Version v1.1

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ASSIGNMENT						
Execution Date						
06/07/2010						
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11 Mount Airy Road						
Basking Ridge						
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nber						
Fax Number:   (303)863-0223     Correspondence will be sent via US Mail when the fax attempt is unsuccessful.     Phana:   202,862,0700						
Phone: 303-863-9700   Email: jvos@sheridanross.com						
Correspondent Name: Tadd F. Wilson						
Address Line 1: 1560 Broadway						
Address Line 2:   Suite 1200     Address Line 4:   Denver, COLORADO 80202						

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#### PATENT REEL: 024949 FRAME: 0229

PATENT REEL: 024949 FRAME: 0230

#### Worldwide Assignment

WHEREAS, I/We Anjur S. KRISHNAKUMAR, Parameshwaran KRISHNAN, Navjot SINGH and Shalini YAJNIK, have made an invention entitled CONTACT CENTER EXPERT IDENTIFICATION for which I/We have filed an application for Letters Patent of the United States on \_\_\_\_\_ June 9\_\_\_, 2010, under Application No. 12/797,507 and

WHEREAS, Avava Inc. ("ASSIGNEE"), a corporation or other business entity duly registered in the State/Country of Delaware, whose postal address is 211 Mount Airy Road, Basking Ridge, NJ 07920, desires to acquire the entire right, title, and interest in and to the invention, the application, and any Letters Patent to be granted for the invention in the United States and in all foreign countries;

NOW, THEREFORE, in consideration of One Dollar (\$1.00) paid to me/us by ASSIGNEE. and other good and valuable consideration, the receipt and sufficiency of which I/We acknowledge, I/We, have sold, assigned, transferred, and set over, and do hereby sell, assign, transfer, and set over unto ASSIGNEE, its successors, legal representatives, and assigns, the entire right, title, and interest in and to the invention, the application, all applications claiming benefit of the application, including, but not limited to, all divisions and continuations of the application, and all Letters Patent that may be granted thereon in the United States, Canada and in all foreign countries, and all reissues thereof, together with the right to claim priority under the International Convention in all member countries; and IWe authorize and request the Director of Patents and Trademarks to issue all Letters Patent for the invention to ASSIGNEE, its successors, legal representatives, and assigns in accordance with the terms of this Assignment:

AND I/We covenant and agree that I/We have the full right to convey the entire right, tille, and interest herein assigned and that I/We have not executed and will not execute any assignment or other instrument in conflict with this Assignment;

AND I/We further covenant and agree that upon request by ASSIGNEE, its successors, legal representatives, and/or assigns, and without further consideration, I/We will do all lawful acts that may be necessary or desirable to assist ASSIGNEE, its successors, legal representatives, and/or assigns to obtain and enforce patent protection for the invention in the United States and in all foreign countries, including, but not limited to, communicate with ASSIGNEE, its successors, legal representatives, and/or assigns any facts known to me/us regarding the invention, testify in any legal proceeding, sign all lawful papers, execute and deliver all papers that may be necessary or desirable to perfect the title to the invention in ASSIGNEE, its successors, legal representatives, and/or assigns, execute all divisional, continuation, and reissue applications, and make all rightful oaths, it being understood that any expense incident to the rendering of such assistance will be borne by ASSIGNEE, its successors, legal representatives, and/or assigns;

AND I/We further hereby authorize ASSIGNEE, or its attorneys or agents, to insert the correct Application Number and filing Date into this Assignment, if none is indicated on that date of my/our execution of this agreement.

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below.	IN WITNESS WHEREOF, I/We have	executed this Assignment on the date(s) indicated		
Delow.	As classes	$\rho \sim \rho$		
Signatur	e: frin 1. Kish land	Signature: Mushen		
Date:	e: frin 1. Kish & a 7 June, 2010	Date:7, 2010		
Full Nan	ne: Anjur S. KRISHNAKUMAR	Full Name: Parameshwaran KRISHNAN		
Address: <u>44F Watertown Ct.,</u> Princeton, NJ 08540		Address: 75 Monarch Circle		
		Basking Ridge, NJ 07920		

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PATENT REEL: 024949 FRAME: 0231

Signature:	Print lit	Signature:	the 3	
Date:	6-7-2010	Date:	6-7-2010	
Full Name: Ne	avjot SINGH	Full Name:	Shalini YAJNIK	
Address: <u>33 Mt. Pleasant Tpk.</u>		Address:	48 Whitney Dr.	
De	enville, NJ 07834		Berkeley Heights, NJ 07922	
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**RECORDED: 09/07/2010** 

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