

**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"> <thead> <tr> <th>Name</th> <th>Execution Date</th> </tr> </thead> <tbody> <tr> <td>Chad David Hendren</td> <td>01/20/2011</td> </tr> <tr> <td>Michelle Mason Winston</td> <td>01/20/2011</td> </tr> <tr> <td>Kevin Todd Welch</td> <td>01/20/2011</td> </tr> <tr> <td>Jerry Ehrenberg</td> <td>01/20/2011</td> </tr> </tbody> </table>		Name	Execution Date	Chad David Hendren	01/20/2011	Michelle Mason Winston	01/20/2011	Kevin Todd Welch	01/20/2011	Jerry Ehrenberg	01/20/2011
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Michelle Mason Winston	01/20/2011										
Kevin Todd Welch	01/20/2011										
Jerry Ehrenberg	01/20/2011										
<b>RECEIVING PARTY DATA</b>											
Name:	West Corporation										
Street Address:	11808 Miracle Hills Drive										
Internal Address:	MS W-11 Legal										
City:	Omaha										
State/Country:	NEBRASKA										
Postal Code:	68154										
<b>PROPERTY NUMBERS Total: 1</b>											
<table border="1"> <thead> <tr> <th>Property Type</th> <th>Number</th> </tr> </thead> <tbody> <tr> <td>Application Number:</td> <td>13011518</td> </tr> </tbody> </table>		Property Type	Number	Application Number:	13011518						
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<b>CORRESPONDENCE DATA</b>											
Fax Number:	(402)963-1599										
<i>Correspondence will be sent via US Mail when the fax attempt is unsuccessful.</i>											
Phone:	402-965-7077										
Email:	TNTILDEN@WEST.COM										
Correspondent Name:	TOM TILDEN C/O WEST CORPORATION										
Address Line 1:	11808 MIRACLE HILLS DR.										
Address Line 2:	MAIL STOP: W11-LEGAL										
Address Line 4:	OMAHA, NEBRASKA 68154										
ATTORNEY DOCKET NUMBER:	PAT-161										
NAME OF SUBMITTER:	Raffi Gostanian										

CH \$40.00 13011518

**Total Attachments: 6**

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**ASSIGNMENT OF INVENTION**

For good and valuable consideration, the receipt of which is hereby acknowledged,

**ASSIGNORS:**

Chad David Hendren  
15364 Ohio Circle  
Omaha, Nebraska 68116  
Citizenship: United States

Michelle Mason Winston  
2719 N. 53<sup>rd</sup> Street  
Omaha, Nebraska 68104  
Citizenship: United States

Kevin Todd Welch  
16132 Plum Cir.  
Bennington, Nebraska 68007  
Citizenship: United States

Jerry Ehrenberg  
15 Locust Lodge Avenue  
Council Bluffs, Iowa 51503  
Citizenship: United States

hereby sell, assign and transfer to

**ASSIGNEE:**

West Corporation  
11808 Miracle Hills Drive  
Omaha, NE 68154  
State or Country of Formation: Delaware

and the successors, assigns and legal representatives of the Assignee the entire right, title and interest for the territory of the United States, all foreign countries, and all regional jurisdictions in and to the following items (collectively referred to as the "Invention and Patent Rights"):

- (a) any and all inventions and/or improvements related to:

**AGENT-ASSISTED AND DIRECTED WEB-CHANNEL CUSTOMER CARE  
APPARATUS, METHOD, AND COMPUTER PROGRAM**

that are described in an application for Letters Patent of the United States of America that has been prepared for filing, said application being identified by the Practitioner's Docket Number listed at the beginning of this instrument and executed by the Assignors of even date herewith (the "Inventions");

- (b) said application for Letters Patent;

- (c) all patent applications in foreign countries, in regional jurisdictions, and/or pursuant to the Patent Cooperation Treaty for any of the Inventions;
- (d) all applications for extension filed or to be filed for any of the Inventions or for any letters patent, invention registration, utility model, reissue, or other patent rights granted for any of the Inventions;
- (e) all continuation, division, continuation-in-part, renewal, and/or substitute for any of the foregoing applications;
- (f) all rights to claim priority with respect to any of the foregoing applications;
- (g) all the rights and privileges in any and all of the foregoing applications and under any and all letters patent, invention registration, utility model, extension, reissue, or other patent rights that may be granted with respect to any of the foregoing applications or obtained for any of the Inventions, and any reissue or re-examination thereof; and
- (h) any right, title, or interest in and to any of the Inventions which has not already been transferred to Assignee.

Each Assignor authorizes and requests his/her attorney and/or Assignee to insert here in parentheses (January 21, 2011, Serial No. 13/011,518) filing dates and application numbers of said applications for Letters Patent when known.

Each Assignor warrants that such Assignor has made no assignment of any of the Invention and Rights to a party other than Assignee, and that such Assignor is under no obligation to make any assignment of any of the Invention and Rights to any other party.

Each Assignor agrees that, upon Assignee's request from time to time, such Assignor will:

- (a) promptly provide Assignee with all pertinent facts and documents relating to the Invention and Rights as may be known and accessible to Assignor,
- (b) testify as to the same in any interference, litigation or proceeding related thereto, and
- (c) promptly execute and deliver to Assignee or its legal representatives any and all papers, instruments or affidavits required to apply for, obtain, maintain, issue and enforce any of the Invention and Rights which may be necessary or desirable to carry out the purposes of this agreement.

Each Assignor authorizes Assignee:

- (a) in all countries foreign to the United States of America, to make application in its own name for protection of any of the Inventions and to maintain such protection, and
- (b) for any application for patent or other form of protection for the Inventions, to invoke and claim without further authorization from such Assignor, any and all benefits, including the right of priority provided by any an all treaties, conventions, or agreements.

A copy of this instrument shall be deemed to be a full legal and formal equivalent to any document that may be required in any country in proof of the right of the Assignee to apply for patent or other form of protection for any of the Inventions and to claim the aforesaid benefit of the right of priority.

The Commissioner of Patents is hereby authorized and requested to issue any and all patents granted with respect to the Letters Patent of the United States of America mentioned above solely in accordance with the terms of this agreement to the Assignee identified above, its successors, legal representatives, and assigns, as the assignee of the entire right, title, and interest therein.

Date: 1-20-11

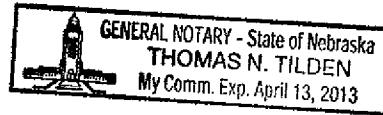
*Chad David Hendren*  
Chad David Hendren

United States of America )  
State of Nebraska ) ss:  
County of Douglas )

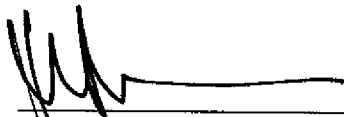
On this 20<sup>th</sup> day of January, 2011, before me personally came Chad David Hendren, to me known to be the individual described in and who executed the foregoing instrument, and acknowledged execution of the same.

*Thomas N. Tilden*  
Notary Public

My commission expires: April 13, 2013



Date: 1-20-11



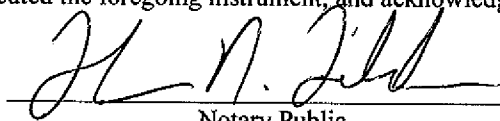
Michelle Mason Winston

United States of America )

State of Nebraska ) ss:

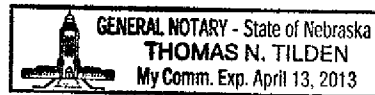
County of Douglas )

On this 20th day of January, 2011, before me personally came Michelle Mason Winston, to me known to be the individual described in and who executed the foregoing instrument, and acknowledged execution of the same.



Notary Public

My commission expires: April 13, 2013



Date: 1-20-2011

Kevin Todd Welch

Kevin Todd Welch

United States of America )

State of Nebraska ) ss:

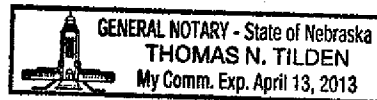
County of Douglas )

On this 20<sup>th</sup> day of January, 2011, before me personally came Kevin Todd Welch, to me known to be the individual described in and who executed the foregoing instrument, and acknowledged execution of the same.

Thomas N. Tilden

Notary Public

My commission expires: April 13, 2013



Date: 1/20/2011

Jerry Ehrenberg  
Jerry Ehrenberg

United States of America )  
State of Nebraska ) ss:  
County of Douglas )

On this 20<sup>th</sup> day of January, 2011, before me personally came Jerry Ehrenberg, to me known to be the individual described in and who executed the foregoing instrument, and acknowledged execution of the same.

Thomas N. Tilden  
Notary Public

My commission expires: April 13, 2013.

