

PATENT ASSIGNMENT

Electronic Version v1.1
Stylesheet Version v1.1

SUBMISSION TYPE:	CORRECTIVE ASSIGNMENT														
NATURE OF CONVEYANCE:	Corrective Assignment to correct the date of execution for Gregoire Gerard previously recorded on Reel 027312 Frame 0219. Assignor(s) hereby confirms the execution date to be 11/30/2011.														
CONVEYING PARTY DATA															
<table border="1"><thead><tr><th>Name</th><th>Execution Date</th></tr></thead><tbody><tr><td>Maria Antonietta Grasso</td><td>12/01/2011</td></tr><tr><td>Stefania Castellani</td><td>12/01/2011</td></tr><tr><td>Tommaso Colombino</td><td>12/01/2011</td></tr><tr><td>David S. Martin</td><td>12/01/2011</td></tr><tr><td>Jutta K. Willamowski</td><td>12/01/2011</td></tr><tr><td>Gregoire Gerard</td><td>12/01/2011</td></tr></tbody></table>		Name	Execution Date	Maria Antonietta Grasso	12/01/2011	Stefania Castellani	12/01/2011	Tommaso Colombino	12/01/2011	David S. Martin	12/01/2011	Jutta K. Willamowski	12/01/2011	Gregoire Gerard	12/01/2011
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<table border="1"><tr><td>Name:</td><td>Xerox Corporation</td></tr><tr><td>Street Address:</td><td>45 Glover Avenue, P.O. Box 4505</td></tr><tr><td>City:</td><td>Norwalk</td></tr><tr><td>State/Country:</td><td>CONNECTICUT</td></tr><tr><td>Postal Code:</td><td>06856-4505</td></tr></table>		Name:	Xerox Corporation	Street Address:	45 Glover Avenue, P.O. Box 4505	City:	Norwalk	State/Country:	CONNECTICUT	Postal Code:	06856-4505				
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CORRESPONDENCE DATA															
Fax Number: (216)363-9001															
Phone: 216-363-9000															
Email: uspto@faysharpe.com															
<i>Correspondence will be sent to the e-mail address first; if that is unsuccessful, it will be sent via US Mail.</i>															
Correspondent Name: Fay Sharpe LLP															
Address Line 1: 1228 Euclid Avenue, Ste 500															
Address Line 4: Cleveland, OHIO 44115-1843															

OP \$40.00 13308859

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PATENT
REEL: 027389 FRAME: 0593

ATTORNEY DOCKET NUMBER:	20110628USNP-XER2809US01
NAME OF SUBMITTER:	Patrick R. Roche
Total Attachments: 4 source=20110628-US-NP#page1.tif source=20110628-US-NP#page2.tif source=20110628-US-NP#page3.tif source=20110628-US-NP#page4.tif	



UNITED STATES PATENT AND TRADEMARK OFFICE

UNDER SECRETARY OF COMMERCE FOR INTELLECTUAL PROPERTY AND
DIRECTOR OF THE UNITED STATES PATENT AND TRADEMARK OFFICE

DECEMBER 2, 2011

PTAS

FAY SHARPE / XEROX - ROCHESTER
1228 EUCLID AVENUE, 5TH FLOOR
THE HALLE BUILDING
CLEVELAND, OH 44115

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UNITED STATES PATENT AND TRADEMARK OFFICE NOTICE OF RECORDATION OF ASSIGNMENT DOCUMENT

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RECORDATION DATE: 12/01/2011

REEL/FRAME: 027312/0219
NUMBER OF PAGES: 4

BRIEF: ASSIGNMENT OF ASSIGNORS INTEREST (SEE DOCUMENT FOR DETAILS).

DOCKET NUMBER: 20110628USNP-XER2809US01 ✓

ASSIGNOR:

GRASSO, MARIA ANTONIETTA ✓

DOC DATE: 12/01/2011 ✓

ASSIGNOR:

CASTELLANI, STEFANIA ✓

DOC DATE: 12/01/2011 ✓

ASSIGNOR:

COLOMBINO, TOMMASO ✓

DOC DATE: 12/01/2011 ✓

ASSIGNOR:

MARTIN, DAVID S. ✓

DOC DATE: 12/01/2011 ✓

ASSIGNOR:

WILLAMOWSKI, JUTTA K. ✓

DOC DATE: 12/01/2011 ✓

ASSIGNOR:

GERARD, GREGOIRE ✓

DOC DATE: 12/01/2011 ✓

ASSIGNEE:

XEROX CORPORATION
45 GLOVER AVENUE
P.O. BOX 4505
NORWALK, CONNECTICUT 06856-4505

APPLICATION NUMBER: 13308859

FILING DATE:

PATENT NUMBER:

ISSUE DATE:

TITLE: SYSTEM AND METHOD FOR ENHANCING CALL CENTER PERFORMANCE

ASSIGNMENT RECORDATION BRANCH
PUBLIC RECORDS DIVISION

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CH \$40.00 13308859

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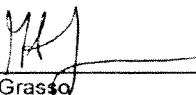
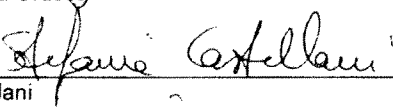

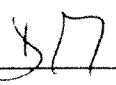
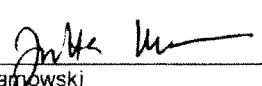
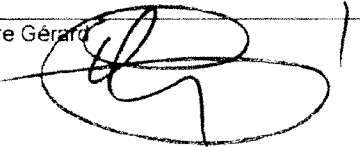
The undersigned is/are the named inventor(s) (the "Inventor(s)") on a United States patent application entitled SYSTEM AND METHOD FOR ENHANCING CALL CENTER PERFORMANCE (the "Application") for inventions disclosed or claimed therein (the "Invention(s)"), which Application:

- ☒ is being executed concurrently herewith,
☐ was first executed on _____
☐ was filed on _____ as Application Number _____
☐ claims the benefit of U.S. Provisional Application(s) No(s). _____ filed _____

Xerox Corporation, a New York Corporation, on behalf of itself, its successors and assigns, and its legal representatives ("Xerox"), is entitled to all rights in the Application and the Invention(s), and the full cooperation of the Inventor(s).

For valuable consideration, the receipt of which is hereby acknowledged, the Inventor(s) hereby sell(s), assign(s), and transfer(s) to Xerox the entire and exclusive right, title and interest in the Application and the Invention(s), in and for the United States, its territories, and all foreign countries, including all applications, patents, design registrations and publications obtained or derived therefrom, world wide, and all priority rights under all present or future conventions and treaties, and any provisional applications for which priority is claimed in the Application; and

- (1) request the U.S. Commissioner of Patents to issue all U.S. Letters Patent granted thereon to Xerox;
- (2) agree that Xerox may apply for and receive all foreign Letters Patent thereon;
- (3) agree to execute all papers and take all actions necessary or desirable in connection therewith requested by Xerox; and
- (4) authorize Xerox to subsequently enter the Application Number on this Assignment, if not already entered above.

 _____ Maria Antonietta Grasso	_____ DATE 1/12/2011
 _____ Stefania Castellani	_____ DATE 1/12/2011
 _____ Tommaso Colombino	_____ DATE 1/12/2011
 _____ David S. Martin	_____ DATE 1/12/11
 _____ Jutta K. Willamowski	_____ DATE 1/12/2011
 _____ Grégoire Gérard	_____ DATE 2011 Nov 30