

## PATENT ASSIGNMENT

Electronic Version v1.1  
 Stylesheet Version v1.1

SUBMISSION TYPE:	NEW ASSIGNMENT								
NATURE OF CONVEYANCE:	ASSIGNMENT								
CONVEYING PARTY DATA									
<table border="1"> <thead> <tr> <th>Name</th> <th>Execution Date</th> </tr> </thead> <tbody> <tr> <td>Robert C. Steiner</td> <td>02/23/2012</td> </tr> <tr> <td>Andrew D. Flockhart</td> <td>02/15/2012</td> </tr> <tr> <td>Joylee Kohler</td> <td>02/27/2012</td> </tr> </tbody> </table>		Name	Execution Date	Robert C. Steiner	02/23/2012	Andrew D. Flockhart	02/15/2012	Joylee Kohler	02/27/2012
Name	Execution Date								
Robert C. Steiner	02/23/2012								
Andrew D. Flockhart	02/15/2012								
Joylee Kohler	02/27/2012								
RECEIVING PARTY DATA									
Name:	Avaya Inc.								
Street Address:	211 Mount Airy Road								
City:	Basking Ridge								
State/Country:	NEW JERSEY								
Postal Code:	07920								
PROPERTY NUMBERS Total: 1									
<table border="1"> <thead> <tr> <th>Property Type</th> <th>Number</th> </tr> </thead> <tbody> <tr> <td>Application Number:</td> <td>13407524</td> </tr> </tbody> </table>		Property Type	Number	Application Number:	13407524				
Property Type	Number								
Application Number:	13407524								
CORRESPONDENCE DATA									
Fax Number:	(303)863-0223								
Phone:	303-863-9700								
Email:	lroberts@sheridanross.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:	SHERIDAN ROSS P.C.								
Address Line 1:	1560 BROADWAY, SUITE 1200								
Address Line 4:	DENVER, COLORADO 80202								
ATTORNEY DOCKET NUMBER:	4366RWB-30								
NAME OF SUBMITTER:	Thaine Lennox-Gentle								
Total Attachments: 3 source=ASSIGNMENT#page1.tif source=ASSIGNMENT#page2.tif source=ASSIGNMENT#page3.tif									

CH \$40.00 13407524

Worldwide Assignment

WHEREAS, I/We, Robert C. Steiner of 1335 Marble Court, Broomfield, CO 80020, Andrew D. Flockhart of 1062 E. 133 Way, Thornton, CO 80241, and Joylee Kohler of 1585 Claire Lane, Northglenn, CO 80234, have made an invention entitled "CUSTOMER SERVICE TEAMING" for which an application for a patent of the United States on February 28, 2012, under Application No. 13/407,524 has been filed, or is filed concurrently herewith, and

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

**NOW, THEREFORE**, for good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, I/We have sold, assigned, transferred, and conveyed, and do hereby sell, assign, transfer, and convey unto ASSIGNEE, its successors, legal representatives, and assigns: (a) the entire right, title, and interest in and to the inventions covered by the application, the application, all applications claiming benefit of the application, including, but not limited to, all divisions and continuations of the application, and all patents that may be granted thereon in and throughout the United States and in all foreign countries, including without limitation utility models, design patents, certificates of invention and equivalent rights worldwide, and all reissues and reexaminations thereof; (b) all rights arising under or pursuant to any and all international agreements, treaties or laws, including the right to file applications for patents, design patents, utility models, certificates of invention or other governmental grants and equivalent rights worldwide, and to claim the same priority rights, under the patent laws of the United States, the applicable laws of the country in which any such application is filed, the International Convention for the Protection of Industrial Property and any other international union, convention, agreement and treaty; (c) all rights in and to causes of action and enforcement rights for the inventions and any resulting patents, including all rights to pursue damages, injunctive relief and other remedies for past, present and future infringement of the inventions and resulting patents, and to hold for ASSIGNEE'S sole use and benefit all recoveries, rights, and benefits arising from all such suits;

AND I/We authorize and request the Director of Patents of the United States, and any Official of any country or countries foreign to the United States, whose duty is to issue patents or other evidence or forms of industrial property to issue the same for the inventions 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, title, 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 assigns, and without further consideration, I/We (or my executors or administrators) will do all lawful acts that may be necessary or desirable to assist ASSIGNEE, its successors, legal representatives, and assigns to obtain and enforce patent protection for the inventions in the United States and in all foreign countries, including, but not limited to, communicate with ASSIGNEE, its successors, legal representatives, and assigns any facts known to I/We regarding the inventions, testify in any legal proceeding, sign all lawful papers, make all rightful oaths, and execute and deliver all papers that may be necessary or desirable to record and perfect the interest and title to the inventions in ASSIGNEE, its successors, legal representatives, and assigns, it being understood that any expense incident to the rendering of such assistance will be borne by ASSIGNEE, its successors, legal representatives, and 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 the date of my execution of this agreement.

IN WITNESS WHEREOF, I/We have executed this Assignment on the date indicated below.

Signature: Robert C. Steiner  
Date: 2/23/2012  
Full Name: Robert C. Steiner  
Address: 1335 Marble Court  
Broomfield, CO 80020  
U.S.

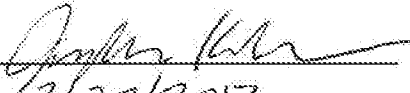
Signature: Andrew D. Flockhart  
Date: 2/15/2012  
Full Name: Andrew D. Flockhart  
Address: 1062 E. 133 Way  
Thornton, CO 80241  
U.S.

Signature: \_\_\_\_\_  
Date: \_\_\_\_\_  
Full Name: Joylee Kohler  
Address: 1585 Claire Lane  
Northglenn, CO 80234  
U.S.

IN WITNESS WHEREOF, I/We have executed this Assignment on the date indicated below.

Signature: \_\_\_\_\_  
Date: \_\_\_\_\_  
Full Name: Robert C. Steiner  
Address: 1335 Marble Court  
Broomfield, CO 80020  
U.S.

Signature: \_\_\_\_\_  
Date: \_\_\_\_\_  
Full Name: Andrew D. Flockhart  
Address: 1062 E. 133 Way  
Thornton, CO 80241  
U.S.

Signature:   
Date: 2/27/2012  
Full Name: Joylee Kohler  
Address: 1585 Claire Lane  
Northglenn, CO 80234  
U.S.