

PATENT ASSIGNMENT

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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>Dhananjay Bansal</td> <td>01/27/2009</td> </tr> <tr> <td>Nancy Gardner</td> <td>01/28/2009</td> </tr> <tr> <td>John C. Georgesen</td> <td>01/22/2009</td> </tr> <tr> <td>James H. Lythgoe Jr.</td> <td>01/22/2009</td> </tr> <tr> <td>Scott D. Spera</td> <td>01/22/2009</td> </tr> </tbody> </table>		Name	Execution Date	Dhananjay Bansal	01/27/2009	Nancy Gardner	01/28/2009	John C. Georgesen	01/22/2009	James H. Lythgoe Jr.	01/22/2009	Scott D. Spera	01/22/2009
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John C. Georgesen	01/22/2009												
James H. Lythgoe Jr.	01/22/2009												
Scott D. Spera	01/22/2009												
RECEIVING PARTY DATA													
Name:	Convergys CMG Utah, Inc.												
Street Address:	1065 West Levoy Drive												
City:	Salt Lake City												
State/Country:	UTAH												
Postal Code:	84123												
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>13352499</td> </tr> </tbody> </table>		Property Type	Number	Application Number:	13352499								
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Application Number:	13352499												
CORRESPONDENCE DATA													
Fax Number:	(513)651-6981												
Email:	lloar@fbtlaw.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:	Frost Brown Todd LLC												
Address Line 1:	3300 Great American Tower												
Address Line 2:	301 East Fourth Street												
Address Line 4:	Cincinnati, OHIO 45202												
ATTORNEY DOCKET NUMBER:	1160215.0554470												
NAME OF SUBMITTER:	Linda Loar												

OP \$40.00 13352499

Total Attachments: 5

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ASSIGNMENT

The undersigned inventors (hereinafter "Assignor") of the residences indicated below have invented a SYSTEM AND METHOD FOR IMPROVING TUNING USING CALLER PROVIDED SATISFACTION SCORES (hereinafter the "Invention"). Preferred embodiments of the Invention are disclosed in United States Patent Application Number 12/338,064 filed on the 18th day of December, 2008, under the same title (hereinafter the "Application").

Convergys CMG Utah, Inc., a Utah corporation having a principal place of business at 1065 West Levoy Drive, Salt Lake City, Utah 84123, and its successors, assigns, and legal representatives (hereinafter "Assignee") desires to secure the entire right, title and interest in and to the Invention.

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

1. Sells, assigns and transfers to Assignee the entire right, title, and interest in and to the Invention, the Application, any other patent applications to which the Application claims priority benefit, including but not limited to related provisional applications, any other patent applications based in whole or in part upon the Invention or Application in any country (including divisional, renewal, substitute, continuation, and continuation-in-part applications), and all patents which may be granted thereon (including all reissues, reexaminations, and extensions thereof);

2. Authorizes Assignee to file patent applications on the Invention in any country in the name of Assignee, or otherwise as Assignee may deem advisable;

3. Authorizes and requests the Director of the United States Patent & Trademark Office, and such patent office officials in foreign countries as are duly authorized by their laws to issue patents, to issue any patents on the Invention to Assignee as the owner of the entire right, title, and interest therein or otherwise as Assignee may direct;

4. Agrees, without expense to Assignor but without further consideration, to carry out in good faith the intent and purpose of this Assignment by executing all divisional, renewal, substitute, continuation, continuation-in-part, reissue, and all other patent applications based on the Invention; executing all rightful oaths, assignments, powers of attorney and other papers; communicating to Assignee all facts known to Assignor relating to the Invention and the history thereof; and generally, doing everything reasonably possible which Assignee shall consider desirable for aiding in securing, maintaining, and enforcing proper protection for the Invention and for vesting title in Assignee to the Invention and all patent applications and patents based on the Invention;

5. Represents and warrants that Assignor has the full right to convey to Assignee the entire interest to the Invention, and that Assignor has not executed, and will not execute, any agreement in conflict herewith;

6. Agrees to transfer a like interest upon request of Assignee, and without further remuneration, in and to any improvements growing out of or relating to the Invention or any patent applications or patents based thereon;

7. Authorizes Assignee to insert in this Assignment the serial number and filing date of the Application or any other information which may be necessary or desirable in order to comply with the rules of the United States Patent and Trademark Office for recordation of this Assignment; and

8. Covenants that this Assignment shall be binding upon Assignor's heirs, successors, and legal representatives.

Sole or first inventor:

Signature: [Signature] Date: 01/27/2009
Full Name: Dhananjay Bansal
Residence: 2203 Coppersmith Square
Reston, VA, 20191, USA
Citizenship: India

STATE OF VIRGINIA)
COUNTY OF Fairfax) SS:

On this 27 day of January, 2009, personally appeared before me Dhananjay Bansal, who proved to me on the basis of satisfactory evidence to be the person whose name is subscribed to on this Assignment, and acknowledged that he executed the same.

Notary Public: [Signature]
My Commission Expires: November 30, 2009

WALTER DURAN
NOTARY PUBLIC
COMMONWEALTH OF VIRGINIA
MY COMMISSION EXPIRES NOV. 30, 2009
COMMISSION NUMBER 365067

Second inventor:

Signature: Nancy Gardner Date: Jan 28, 2009
Full Name: Nancy Gardner
Residence: 5 Church St.
Rockport, ME 04856
Citizenship: United States of America

STATE OF Maine)
) SS:
COUNTY OF Knox)

On this 28th day of Jan, 2009, personally appeared before me Nancy Gardner, who proved to me on the basis of satisfactory evidence to be the person whose name is subscribed to on this Assignment, and acknowledged that he executed the same.

Notary Public: Tena M. Wallace
My Commission Expires: TENA M. WALLACE
Notary Public • State of Maine
My Commission Expires January 14, 2013

Third inventor:

Signature: _____ Date: _____
Full Name: John C. Georgesen
Residence: 3496 Arbor Hill Lane
Maineville, OH 45039
Citizenship: United States of America

STATE OF _____)
) SS:
COUNTY OF _____)

On this ____ day of _____, 20__, personally appeared before me _____, who proved to me on the basis of satisfactory evidence to be the person whose name is subscribed to on this Assignment, and acknowledged that he executed the same.

Notary Public: _____

My Commission Expires: _____

Second inventor:

Signature: _____ Date: _____
Full Name: Nancy Gardner
Residence: 5 Church St.
Rockport, ME 04856
Citizenship: United States of America

STATE OF _____)
COUNTY OF _____) SS:

On this ____ day of _____, 20____, personally appeared before me _____, who proved to me on the basis of satisfactory evidence to be the person whose name is subscribed to on this Assignment, and acknowledged that he executed the same.

Notary Public: _____
My Commission Expires: _____

Third inventor:

Signature: _____ Date: 1/22/09
Full Name: John C. Georgesen
Residence: 3496 Arbor Hill Lane
Maineville, OH 45039
Citizenship: United States of America

STATE OF Ohio)
COUNTY OF Hamilton) SS: 3

On this 22 day of Jan., 2009, personally appeared before me John C. Georgesen who proved to me on the basis of satisfactory evidence to be the person whose name is subscribed to on this Assignment, and acknowledged that he executed the same.

Notary Public: Barry M. Visconti
My Commission Expires: n/a



Barry Matthew Visconti, Attorney At Law
NOTARY PUBLIC - STATE OF OHIO
My commission has no expiration date
Sec. 147.03 R.C.

Fourth inventor:

Signature: [Signature]
Full Name: James H. Lythgoe, Jr.
Residence: 4266 Gentlewind Dr.
Mason, OH 45040
Citizenship: United States of America

Date: 1/22/09

STATE OF Ohio)
COUNTY OF Hamilton) SS:

On this 22 day of Jan., 2009, personally appeared before me James H. Lythgoe, Jr. who proved to me on the basis of satisfactory evidence to be the person whose name is subscribed to on this Assignment, and acknowledged that he executed the same.

Notary Public: Barry M. Vicorite

My Commission Expires: n/a



Barry Matthew Vicorite, Attorney At Law
NOTARY PUBLIC - STATE OF OHIO
My commission has no expiration date
Sec. 147.03 R.C.

Fifth inventor:

Signature: [Signature]
Full Name: Scott D. Spera
Residence: 75 Oliver Rd.
Cincinnati, OH. 45215
Citizenship: United States of America

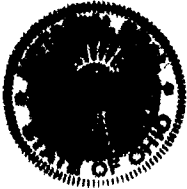
Date: 1/22/09

STATE OF Ohio)
COUNTY OF Hamilton) SS:

On this 22 day of Jan., 2009, personally appeared before me Scott D. Spera, who proved to me on the basis of satisfactory evidence to be the person whose name is subscribed to on this Assignment, and acknowledged that he executed the same.

Notary Public: Barry M. Vicorite

My Commission Expires: n/a



Barry Matthew Vicorite, Attorney At Law
NOTARY PUBLIC - STATE OF OHIO
My commission has no expiration date
Sec. 147.03 R.C.