PATENT ASSIGNMENT

Electronic Version v1.1 Stylesheet Version v1.1

SUBMISSION TYPE:	NEW ASSIGNMENT
NATURE OF CONVEYANCE:	ASSIGNMENT

CONVEYING PARTY DATA

Name	Execution Date
Stephen A. EVANCHIK	12/28/2012
Alister D. LEWIS-BOWEN	12/29/2012
Louis M. WEITZMAN	12/27/2012

RECEIVING PARTY DATA

Name:	International Business Machines Corporation
Street Address:	New Orchard Road
City:	Armonk
State/Country:	NEW YORK
Postal Code:	10504

PROPERTY NUMBERS Total: 1

Property Type	Number
Application Number:	13731262

CORRESPONDENCE DATA

Fax Number: 5619899812

Correspondence will be sent via US Mail when the fax attempt is unsuccessful.

Phone: 561-989-9811 Email: ptoboca@fggbb.com

Correspondent Name: FLEIT GIBBONS GUTMAN BONGINI & BIANCO PL

Address Line 1: 551 NW 77TH STREET, SUITE 111 Address Line 4: BOCA RATON, FLORIDA 33487

ATTORNEY DOCKET NUMBER:	POU920070080US2	
NAME OF SUBMITTER:	Thomas Grzesik	
	This document serves as an Oath/Declaration (37 CFR 1.63).	

Total Attachments: 6

PATENT REEL: 029546 FRAME: 0275

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Itam Docket Namber growded above in the header of this document. Whereas international Business Machines Corporation, a opinoration of New York having a place of hysiness as Avaions New York therein referred to as (IBM), desires to acquire, and each undersigned inventor desires su destrice text, the entire worldwide right, thie, and interest in and to the thvention and in and to any and air patent ashicatoric anti patents directed merero.

way therefore for good and valuable consideration, the receipt and sufficiency thereof being hereby accountaged leads understained inventor (ASSIGNOR) hereby sells or has sold, assigns or has assigned and otherwise transfers or lies transferred to IBM (the "ASSIGNEE"), its successors, legal representatives, and assume the onure workfulde right fully and interest in and to the Invention, the above identified United States patent acquirecon, and any and at other patent applications and patents for the invention which may be applied for or grantes therefor in the United States and in all foreign countries and jurisitions, including all chasicos. communicus rescues, reexaminations renewals, extensions, counterparts, substitutes, and extensions thereof and all rights of pricing resulting from the flung of such applications and granting of such patents. In entation, each undersigned inventor hereby authorizes and requests the Director of the United States Patent and Trademark Office to issue any United States Patent, and foreign patent authorities to issue any foreign relient granect for the invertion to IBM. he successors, legal representatives, and assigns, the entire wondwide rott, tile, and interest in and to the same to be held and enjoyed by IBM, its successors, legal representatives and assisting to the full end of the terms for which any and all such parents may be granted, as tury and entroly. as would have been been and enjoyed by the undersigned had this Assignment not been made, and each undersound inventor agrees to execute any and all documents and instruments and perform all lawful subfrequently telated to recording this Assignment of perfecung title to the Invention and all related patents and epalcations, in IBM, its successors legal recresentatives, and assigns, whenever requested by IBM, its Ruccessors legal representatives, or assigns

Earth understaned inventor acknowledges their prior and ongoing obligations to sell, assign, and transfer the Fights show this Assignment to IBM and is unaware of any reason why they may not have the fish and unerocombelled light to sell-casign, and transfer the lights hereby sold, assigned, and transferred, and has not this lited, and will not execuse, any document or transporent in conflict herewith. Each underhopfed inventor alleb lerety grants HIM, its slucressors, legal representatives, and assigns, the right to insert in this Assignment arry

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(1) 1 see National Burning Stephen A. EVANCHIK

(2) 1935 Name of Dynasin Allisin D. LEWIS-BOWEN

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(1) Ingal Neve at loverion Louis M. WEITZMAN

Signature:

IBM DOCKET NUMBER: POU920070080US2

DECLARATION (37 C.F.R. 1.63) FOR UTILITY PATENT APPLICATION USING AN APPLICATION DATA SHEET (37 C.F.R. 1.76) AND ASSIGNMENT

Title of Invention: CATEGORY BASED ORGANIZATION AND MONITORING OF CUSTOMER SERVICE HELP SESSIONS

As a below named inventor, I hereby declare that:
This declaration is directed to the attached application, or (if following box is checked):
United States application or PCT international application numberfiled on
The above-identified application was made or authorized to be made by me.
I believe that I am the original inventor or an original joint inventor of a claimed invention in the application.
I have reviewed and understand the contents of the application, including the claims.
I am aware of the duty to disclose to the United States Patent and Trademark Office all information known to me to be material to patentability as defined in 37 CFR Section 1.56.
Whereas, the undersigned inventor(s) has/have made certain inventions, improvements, and discoveries (herein referred to as the "Invention") disclosed in the above-identified patent application and further identified by the

referred to as the "Invention") disclosed in the above-identified patent application and further identified by the IBM Docket Number provided above in the header of this document;

Whereas, International Business Machines Corporation, a corporation of New York having a place of business at Armonk, New York (herein referred to as "IBM"), desires to acquire, and each undersigned inventor desires to grant to IBM, the entire worldwide right, title, and interest in and to the Invention and in and to any and all patent applications and patents directed thereto;

Now, therefore, for good and valuable consideration, the receipt and sufficiency thereof being hereby acknowledged, each undersigned inventor ("ASSIGNOR") hereby sells or has sold, assigns or has assigned, and otherwise transfers or has transferred to IBM (the "ASSIGNEE"), its successors, legal representatives, and assigns, the entire worldwide right, title, and interest in and to the Invention, the above-identified United States patent application, and any and all other patent applications and patents for the Invention which may be applied for or granted therefor in the United States and in all foreign countries and jurisdictions, including all divisions, continuations, reissues, reexaminations, renewals, extensions, counterparts, substitutes, and extensions thereof, and all rights of priority resulting from the filing of such applications and granting of such patents. In addition, each undersigned inventor hereby authorizes and requests the Director of the United States Patent and Trademark Office to issue any United States Patent, and foreign patent authorities to issue any foreign patent, granted for the Invention, to IBM, its successors, legal representatives, and assigns, the entire worldwide right, title, and interest in and to the same to be held and enjoyed by IBM, its successors, legal representatives, and assigns to the full end of the terms for which any and all such patents may be granted, as fully and entirely as would have been held and enjoyed by the undersigned had this Assignment not been made; and each undersigned inventor agrees to execute any and all documents and instruments and perform all lawful acts reasonably related to recording this Assignment or perfecting title to the Invention and all related patents and applications, in IBM, its successors, legal representatives, and assigns, whenever requested by IBM, its successors, legal representatives, or assigns.

Each undersigned inventor acknowledges their prior and ongoing obligations to sell, assign, and transfer the rights under this Assignment to IBM and is unaware of any reason why they may not have the full and unencumbered right to sell, assign, and transfer the rights hereby sold, assigned, and transferred, and has not executed, and will not execute, any document or instrument in conflict herewith. Each undersigned inventor also hereby grants IBM, its successors, legal representatives, and assigns, the right to insert in this Assignment

any further identification (including, but not limited to, patent Application Number) which may be necessary or desirable for recordation of this Assignment. This Assignment is governed by the substantive laws of the State of New York, and any disputes will be resolved in a New York state court or federal court sited in New York.

I hereby acknowledge that any willful false statement made in this declaration is punishable under 18 U.S.C. 1001 by fine or imprisonment of not more than five (5) years, or both.

Signature:	Date:
(2) Legal Name of Inventor. At ster D. LEWIS-BOWEN	
Signature:	Date: 12/29/2012
(3) Legal Name of Inventor: Louis M. WEITZMAN	
Signature:	Date:

(1) Legal Name of Inventor: Stephen A. EVANCHIK

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The above-identified application was made or authorized to be made by me.
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Now, therefore, for good and valuable consideration, the receipt and sufficiency thereof being hereby acknowledged, each undersigned inventor ("ASSIGNOR") hereby sells or has sold, assigns or has assigned, and otherwise transfers or has transferred to IBM (the "ASSIGNEE"), its successors, legal representatives, and assigns, the entire worldwide right, title, and interest in and to the Invention, the above-identified United States patent application, and any and all other patent applications and patents for the Invention which may be applied for or granted therefor in the United States and in all foreign countries and jurisdictions, including all divisions, continuations, reissues, reexaminations, renewals, extensions, counterparts, substitutes, and extensions thereof, and all rights of priority resulting from the filing of such applications and granting of such patents. In addition, each undersigned inventor hereby authorizes and requests the Director of the United States Patent and Trademark Office to issue any United States Patent, and foreign patent authorities to issue any foreign patent, granted for the Invention, to IBM, its successors, legal representatives, and assigns, the entire worldwide right, title, and interest in and to the same to be held and enjoyed by IBM, its successors, legal representatives, and assigns to the full end of the terms for which any and all such patents may be granted, as fully and entirely as would have been held and enjoyed by the undersigned had this Assignment not been made; and each undersigned inventor agrees to execute any and all documents and instruments and perform all lawful acts reasonably related to recording this Assignment or perfecting title to the Invention and all related patents and applications, in fBM, its successors, legal representatives, and assigns, whenever requested by fBM, its successors, legal representatives, or assigns.

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(1) Legal Name of Inventor: Stephen A. EVANCHIK	
Signature:	Date:
(2) Legal Name of Inventor: Alister D. LEWIS-BOWEN	
Signature:	Date:
(3) Legal Name of Inventor: Louis M. WEITZMAN	
Signature:	Date: 12/27/12