

PATENT ASSIGNMENT COVER SHEET

Electronic Version v1.1
Stylesheet Version v1.2

EPAS ID: PAT2914506

SUBMISSION TYPE:	NEW ASSIGNMENT
NATURE OF CONVEYANCE:	ASSIGNMENT
CONVEYING PARTY DATA	
Name	Execution Date
BT GROUP PLC	04/30/2014
RECEIVING PARTY DATA	
Name:	BRITISH TELECOMMUNICATIONS PLC
Street Address:	81 NEWGATE STREET
City:	LONDON
State/Country:	UNITED KINGDOM
Postal Code:	EC1A 7AJ
PROPERTY NUMBERS Total: 7	
Property Type	Number
Patent Number:	7769622
Patent Number:	7418403
Patent Number:	8090624
Application Number:	13313316
Application Number:	10306564
Patent Number:	8572058
Patent Number:	7062505
CORRESPONDENCE DATA	
Fax Number:	
<i>Correspondence will be sent to the e-mail address first; if that is unsuccessful, it will be sent using a fax number, if provided; if that is unsuccessful, it will be sent via US Mail.</i>	
Phone:	7039474407
Email:	eden.u.stright@accenture.com
Correspondent Name:	EDEN STRIGHT
Address Line 1:	161 N. CLARK STREET
Address Line 4:	CHICAGO, ILLINOIS 60601
ATTORNEY DOCKET NUMBER:	BLACKPOOL-BT
NAME OF SUBMITTER:	EDEN STRIGHT
SIGNATURE:	/Eden Stright/
DATE SIGNED:	06/26/2014
Total Attachments: 4	

PATENT

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I, **Martin Emil BUCHNER**, Notary Public of the City of London, England,
by Royal Authority duly admitted and sworn, practising in the said City,

DO HEREBY CERTIFY AND ATTEST:

THAT the hereunto annexed Patent Assignment was this day signed in my presence and in that of **John Roderick Cecil HILLEN**, the subscribing witness thereto, for and on behalf of the Company styled "**BT GROUP PLC**", a public limited company duly incorporated and existing under the laws of England, registered at the Companies Registration Office for England and Wales under number **4190816** and having its Registered Office at 81 Newgate Street, London EC1A 7AJ, England, by **Timothy Guy Edwin LIDBETTER**, whose personal identity I attest, a Patent Attorney and Authorised Signatory of the said Company, acting under and by virtue of an Authority in Writing granted in his favour by the said Company on 25th April 2014, the original of which was produced to me, the undersigned Notary;

AND THAT the said annexed Patent Assignment was likewise this day signed in my presence and in that of the said **John Roderick Cecil HILLEN**, the subscribing witness thereto, for and on behalf of the Company styled "**BRITISH TELECOMMUNICATIONS PUBLIC LIMITED COMPANY**", a public limited company duly incorporated and existing under the laws of England, registered at the Companies Registration Office for England and Wales under number **1800000** and having its Registered Office at 81 Newgate Street, London EC1A 7AJ, England, by **Peter Anthony RATCLIFFE**, whose personal identity I likewise attest, a duly appointed Attorney-in-Fact of the said Company, acting under and by virtue of a Power of Attorney granted in his favour by the said Company on 4th November 2004, the original of which was produced to me, the undersigned Notary.

IN TESTIMONY WHEREOF I have hereunto set my hand and affixed my Seal of Office in the City of London aforesaid, this thirtieth day of April in the year Two thousand and fourteen.

Martin Emil BUCHNER
Notary Public of London, England



PATENT ASSIGNMENT

WHEREAS, **BT GROUP PLC**, an entity organized under the laws of England & Wales, having a place of business at **81 Newgate Street, London, EC1A 7AJ United Kingdom**, is the joint owner with **ACCENTURE GLOBAL SERVICES GMBH**, an entity organized under the laws of Switzerland, having now a place of business at **Rheinstrasse 36, 8212 Neuhausen, Switzerland** (formerly **Herrenacker 15, 8200 Schaffhausen, Switzerland**), of the entire right, title and interest in and to certain United States patents and patent applications, as well as certain worldwide patents and patent applications corresponding thereto, said patents and patent applications being identified in the attached Schedule A and being hereinafter referred to as "PATENTS AND PATENT APPLICATIONS;"

WHEREAS, **BRITISH TELECOMMUNICATIONS PLC**, an entity organized under the laws of England & Wales, having a place of business at **81 Newgate Street, London, EC1A 7AJ United Kingdom**, is in turn desirous of obtaining the entire right, title and interest of (only) **BT GROUP PLC** (but not **ACCENTURE GLOBAL SERVICES GMBH**) in and to the PATENTS AND PATENT APPLICATIONS.

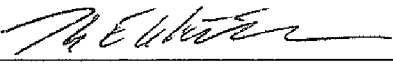
NOW, THEREFORE, in consideration of the premises set forth herein and for other good and valuable consideration including £1.00 (one British Pound) paid by **BRITISH TELECOMMUNICATIONS PLC** to **BT GROUP PLC**, the receipt and sufficiency of which are hereby acknowledged, **BT GROUP PLC** does hereby sell, assign and transfer to **BRITISH TELECOMMUNICATIONS PLC**, its successors and assignees, its entire right, title and interest in and to the PATENTS AND PATENT APPLICATIONS, including any right to claim priority; any continuation, divisional, substitute, renewal, reissue, reexamination, and other related applications thereto which have been or may be filed in the United States or elsewhere in the world; and the right to sue for past infringement thereof, whenever assigned.

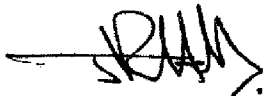
BT GROUP PLC agrees for itself and its successors, legal representatives and assigns, without further compensation, to perform such lawful acts and to sign such further applications, assignments, Preliminary Statements and other lawful documents as **BRITISH TELECOMMUNICATIONS PLC** may reasonably request to effectuate

fully the assignment by **BT GROUP PLC**, including any requests made by or on behalf of **BRITISH TELECOMMUNICATIONS PLC**.

IN TESTIMONY WHEREOF, **BT GROUP PLC** has caused this Assignment to be executed by its respective duly authorized officer.

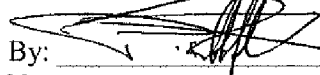
BT GROUP PLC

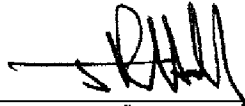
By: 
 Name: T. LIBBETTE
 Title: PATENT ATTORNEY - AUTHORIZED SIGNATORY
 Date: 30 APRIL 2014
 Place: LONDON


 Name: JRC HILLEN
 Address: 81 NEWGATE ST.
 Location: LONDON
 Date: 30/4/2014

BRITISH TELECOMMUNICATIONS PLC hereby acknowledges receipt of the entire right, title and interest of **BT GROUP PLC** in and to the PATENTS AND PATENT APPLICATIONS.

BRITISH TELECOMMUNICATIONS PLC

By: 
 Name: PETER A. RATCLIFFE
 Title: CHIEF COUNSEL and ATTORNEY
 Date: 30th April 2014
 Place: London


 Name: JRC HILLEN
 Address: 81 NEWGATE ST
 Location: LONDON
 Date: 30/4/2014

SCHEDULE A

APPLICATION TITLE	COUNTRY	APPLICATION FILING DATE	APPLICATION NUMBER	PATENT GRANT DATE	PATENT GRANT NUMBER
Capturing Insight of Superior Users of a Contact Center	Australia	Nov 26, 2003	2003295947	Sep 11, 2008	2003295947
Capturing Insight of Superior Users of a Contact Center	Canada	Nov 26, 2003	2,507,310		
Capturing Insight of Superior Users of a Contact Center	Japan	Nov 26, 2003	2004-557320	Jul 13, 2012	5037790
System and Method for Capturing and Publishing Insight of Contact Users Whoes Performance is Above a Reference Key Performance Indicator.	United States of America	Nov 27, 2002	10/305,858	Aug 3, 2010	7,769,622
Content Feedback in a Multiple-Owner Content Management System	Australia	Nov 26, 2003	2003302349	Dec 11, 2008	2003302349
Content Feedback in a Multiple-Owner Content Management System	Canada	Nov 26, 2003	2,507,633	Feb 12, 2013	2,507,633
Content Feedback in a Multiple-Owner Content Management System	European Patent Office	Nov 26, 2003	03808332.5		
Content Feedback in a Multiple-Owner Content Management System	Hong Kong	Nov 26, 2003	06100434.8		
Content Feedback in a Multiple-Owner Content Management System	India	Nov 26, 2003	2614/DELNP/2005	May 28, 2010	240753
Content Feedback in a Multiple-Owner Content Management System	Japan	Nov 26, 2003	2004-554864	Aug 17, 2012	5065573
Content Feedback in a Multiple-Owner Content Management System	United States of America	Nov 27, 2002	10/306,025	Aug 26, 2008	7,418,403
Content Feedback in a Multiple-Owner Content Management System	United States of America	Jul 24, 2008	12/179,429	Jan 3, 2012	8,090,624
Content Feedback in a Multiple-Owner Content Management System	United States of America	Dec 7, 2011	13/313,316		
Presenting Linked Information in a CRM System	United States of America	Nov 27, 2002	10/306,386	Oct 29, 2013	8,572,058
Searching Within a Contact Center Portal	Australia	Nov 26, 2003	2003302350	Oct 16, 2008	2003302350
Searching Within a Contact Center Portal	Canada	Nov 26, 2003	2,507,519		
Searching Within a Contact Center Portal	China	Nov 26, 2003	200380106314.X	Apr 28, 2010	200380106314.X
Searching Within a Contact Center Portal	European Patent Office	Nov 26, 2003	03808339.0		
Searching Within a Contact Center Portal	Hong Kong	Nov 26, 2003	06100427.7		
Searching Within a Contact Center Portal	United States of America	Nov 27, 2002	10/306,564		
Content Management System for the Telecommunications Industry	United States of America	Nov 27, 2002	10/305,835	Jun 13, 2006	7,062,505