

PATENT ASSIGNMENT COVER SHEET

Electronic Version v1.1
 Stylesheet Version v1.2

EPAS ID: PAT5633209

SUBMISSION TYPE:	NEW ASSIGNMENT
NATURE OF CONVEYANCE:	ASSIGNMENT
CONVEYING PARTY DATA	
Name	Execution Date
KELLY CONWAY	11/03/2008
ALAN YENGOYAN	10/15/2008
DOUGLAS BROWN	10/17/2008
DAVID GUSTAFSON	10/15/2008
CHRISTOPHER DANSON	10/17/2008
RECEIVING PARTY DATA	
Name:	ELOYALTY CORPORATION
Street Address:	150 FIELD DRIVE
Internal Address:	SUITE 250
City:	LAKE FOREST
State/Country:	ILLINOIS
Postal Code:	60045
PROPERTY NUMBERS Total: 1	
Property Type	Number
Application Number:	16519970
CORRESPONDENCE DATA	
Fax Number:	(202)654-4501
<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:	2026544565
Email:	ipdocketing@haynesboone.com
Correspondent Name:	HAYNES AND BOONE LLP - JEFFREY A. WOLFSON
Address Line 1:	2323 VICTORY AVENUE
Address Line 2:	SUITE 700
Address Line 4:	DALLAS, TEXAS 75219
ATTORNEY DOCKET NUMBER:	49310.9US02
NAME OF SUBMITTER:	YOLANDA M. HAZELL
SIGNATURE:	/Yolanda M. Hazell/
DATE SIGNED:	07/24/2019

Total Attachments: 15

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ASSIGNMENT OF INVENTION

Appln. No.:
Filed: September 29, 2008

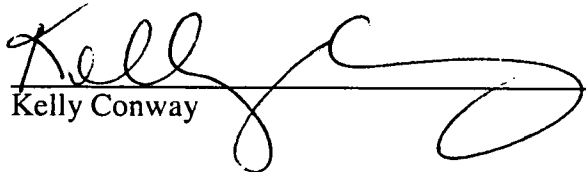
In consideration of good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the undersigned have assigned and hereby assign to **eLoyalty Corporation** at 150 Field Drive, Suite 250, Lake Forest, Illinois 60045 US, its successors, assigns and legal representatives (hereinafter called "said assignee") the entire right, title and interest in the invention or improvements of the undersigned disclosed in an application for United States Patent, titled, **METHODS AND SYSTEMS FOR DETERMINING AND DISPLAYING BUSINESS RELEVANCE OF TELEPHONIC COMMUNICATIONS BETWEEN CUSTOMERS AND A CONTACT CENTER** and in said application and any and all other applications for United States Patent, which the undersigned may file, either solely or jointly with others, on said invention or improvements, and in any and all United States Patents, which may be obtained on any of said applications, and in any reissue, reexamination or extension thereof.

The undersigned hereby authorize(s) and request(s) the Commissioner of Patents and Trademarks to issue said Letters Patent to said assignee and authorize(s) and request(s) the attorney(s) of record in said application to insert in this assignment the date and serial number of said application.

For said consideration, the undersigned hereby agree(s) upon the request and at the expense of said assignee or its assignees, to execute any divisional, continuation or substitute application for said invention or improvements, and any oath or affidavit relating thereto, and any application for the reissue, reexamination or extension of any Patent that may be granted upon said application, and, in the event of any application or Patent assigned herein becoming involved in Interference, to co-operate to the best of the ability of the undersigned in the matters of preparing and executing the preliminary statement and giving and producing evidence in support thereof. The undersigned agree(s) to perform, upon request, any affirmative acts to obtain said United States Patent and vest in said assignee and its assignees all rights therein, whereby said Patent will be held and enjoyed by said assignee and its assignees, to the full end of the term for which said Patent may be granted as fully and entirely as the same would have been held and enjoyed by the undersigned if this assignment had not been made.

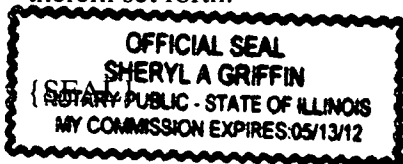
And for said consideration, the undersigned hereby assign(s) to said assignee the entire right, title and interest in said invention or improvements for all foreign countries, including all priority rights under the International Convention, and agree(s) to execute, at the request of said assignee or its assignees, all documents in connection with any application for foreign letters patent therefore.

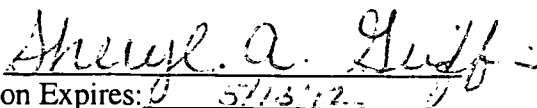
Date November 3, 2008


Kelly Conway

STATE OF ILLINOIS)
) SS:
COUNTY OF LAKE)

On this 3RD day of NOVEMBER, 2008, before me, a Notary Public in and for said county, appeared Kelly Conway, who is personally known to me to be the same person whose name is subscribed to the foregoing assignment document, and acknowledged that he/she signed and delivered the document as his/her free and voluntary act for the uses and purposes therein set forth.



Notary Public 
My Commission Expires: 05/13/12

ate _____

Alan Yengoyan

STATE OF _____)
) SS:
COUNTY OF _____)

On this _____ day of _____, 2008, before me, a Notary Public in and for said county, appeared Alan Yengoyan, who is personally known to me to be the same person whose name is subscribed to the foregoing assignment document, and acknowledged that he/she signed and delivered the document as his/her free and voluntary act for the uses and purposes therein set forth.

{SEAL}

Notary Public _____
My Commission Expires: _____

=====

Date _____

Douglas Brown

STATE OF _____)
) SS:
COUNTY OF _____)

On this _____ day of _____, 2008, before me, a Notary Public in and for said county, appeared Douglas Brown, who is personally known to me to be the same person whose name is subscribed to the foregoing assignment document, and acknowledged that he/she signed and delivered the document as his/her free and voluntary act for the uses and purposes therein set forth.

{SEAL}

Notary Public _____
My Commission Expires: _____

=====

Date _____

David Gustafson

STATE OF _____)
) SS:
COUNTY OF _____)

On this _____ day of _____, 2008, before me, a Notary Public in and for said county, appeared David Gustafson, who is personally known to me to be the same person whose name is subscribed to the foregoing assignment document, and acknowledged that he/she signed and delivered the document as his/her free and voluntary act for the uses and purposes therein set forth.

{SEAL}

Notary Public _____
My Commission Expires: _____

=====

Date _____ Christopher Danson

STATE OF _____)
) SS:
COUNTY OF _____)

On this _____ day of _____, 2008, before me, a Notary Public in and for said county, appeared Christopher Danson, who is personally known to me to be the same person whose name is subscribed to the foregoing assignment document, and acknowledged that he/she signed and delivered the document as his/her free and voluntary act for the uses and purposes therein set forth.

{SEAL}

Notary Public _____
My Commission Expires: _____

=====

Appln. No.:
Filed: September 29, 2008

In consideration of good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the undersigned have assigned and hereby assign to **eLoyalty Corporation** at 150 Field Drive, Suite 250, Lake Forest, Illinois 60045 US, its successors, assigns and legal representatives (hereinafter called "said assignee") the entire right, title and interest in the invention or improvements of the undersigned disclosed in an application for United States Patent, titled, METHODS AND SYSTEMS FOR DETERMINING AND DISPLAYING BUSINESS RELEVANCE OF TELEPHONIC COMMUNICATIONS BETWEEN CUSTOMERS AND A CONTACT CENTER and in said application and any and all other applications for United States Patent, which the undersigned may file, either solely or jointly with others, on said invention or improvements, and in any and all United States Patents, which may be obtained on any of said applications, and in any reissue, reexamination or extension thereof.

The undersigned hereby authorize(s) and request(s) the Commissioner of Patents and Trademarks to issue said Letters Patent to said assignee and authorize(s) and request(s) the attorney(s) of record in said application to insert in this assignment the date and serial number of said application.

For said consideration, the undersigned hereby agree(s) upon the request and at the expense of said assignee or its assignees, to execute any divisional, continuation or substitute application for said invention or improvements, and any oath or affidavit relating thereto, and any application for the reissue, reexamination or extension of any Patent that may be granted upon said application, and, in the event of any application or Patent assigned herein becoming involved in Interference, to co-operate to the best of the ability of the undersigned in the matters of preparing and executing the preliminary statement and giving and producing evidence in support thereof. The undersigned agree(s) to perform, upon request, any affirmative acts to obtain said United States Patent and vest in said assignee and its assignees all rights therein, whereby said Patent will be held and enjoyed by said assignee and its assignees, to the full end of the term for which said Patent may be granted as fully and entirely as the same would have been held and enjoyed by the undersigned if this assignment had not been made.

And for said consideration, the undersigned hereby assign(s) to said assignee the entire right, title and interest in said invention or improvements for all foreign countries, including all priority rights under the International Convention, and agree(s) to execute, at the request of said assignee or its assignees, all documents in connection with any application for foreign letters patent therefore.

Date _____ Kelly Conway _____

STATE OF _____)
) SS:
COUNTY OF _____)

On this _____ day of _____, 2008, before me, a Notary Public in and for said county, appeared Kelly Conway, who is personally known to me to be the same person whose name is subscribed to the foregoing assignment document, and acknowledged that he/she signed and delivered the document as his/her free and voluntary act for the uses and purposes therein set forth.

{SEAL}

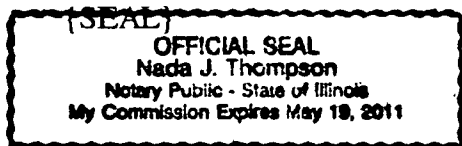
Notary Public _____
My Commission Expires: _____

Date 10/15/2008

Alan Yengoyan
Alan Yengoyan

STATE OF Illinois)
COUNTY OF Cook) SS:

On this 15th day of October, 2008, before me, a Notary Public in and for said county, appeared Alan Yengoyan, who is personally known to me to be the same person whose name is subscribed to the foregoing assignment document, and acknowledged that he/she signed and delivered the document as his/her free and voluntary act for the uses and purposes therein set forth.



Notary Public Nada J. Thompson
My Commission Expires May 18, 2011

Date _____

Douglas Brown

STATE OF _____)
COUNTY OF _____) SS:

On this _____ day of _____, 2008, before me, a Notary Public in and for said county, appeared Douglas Brown, who is personally known to me to be the same person whose name is subscribed to the foregoing assignment document, and acknowledged that he/she signed and delivered the document as his/her free and voluntary act for the uses and purposes therein set forth.

{SEAL}

Notary Public _____
My Commission Expires: _____

Date _____

David Gustafson

STATE OF _____)
COUNTY OF _____) SS:

On this _____ day of _____, 2008, before me, a Notary Public in and for said county, appeared David Gustafson, who is personally known to me to be the same person whose name is subscribed to the foregoing assignment document, and acknowledged that he/she signed and delivered the document as his/her free and voluntary act for the uses and purposes therein set forth.

{SEAL}

Notary Public _____
My Commission Expires: _____

Date _____

Christopher Danson

STATE OF _____)
) SS:
COUNTY OF _____)

On this _____ day of _____, 2008, before me, a Notary Public in and for said county, appeared Christopher Danson, who is personally known to me to be the same person whose name is subscribed to the foregoing assignment document, and acknowledged that he/she signed and delivered the document as his/her free and voluntary act for the uses and purposes therein set forth.

{SEAL}

Notary Public _____
My Commission Expires: _____

=====

ASSIGNMENT OF INVENTION

Appln. No.:
Filed: September 29, 2008

In consideration of good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the undersigned have assigned and hereby assign to **eLoyalty Corporation** at 150 Field Drive, Suite 250, Lake Forest, Illinois 60045 US, its successors, assigns and legal representatives (hereinafter called "said assignee") the entire right, title and interest in the invention or improvements of the undersigned disclosed in an application for United States Patent, titled, METHODS AND SYSTEMS FOR DETERMINING AND DISPLAYING BUSINESS RELEVANCE OF TELEPHONIC COMMUNICATIONS BETWEEN CUSTOMERS AND A CONTACT CENTER and in said application and any and all other applications for United States Patent, which the undersigned may file, either solely or jointly with others, on said invention or improvements, and in any and all United States Patents, which may be obtained on any of said applications, and in any reissue, reexamination or extension thereof.

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For said consideration, the undersigned hereby agree(s) upon the request and at the expense of said assignee or its assignees, to execute any divisional, continuation or substitute application for said invention or improvements, and any oath or affidavit relating thereto, and any application for the reissue, reexamination or extension of any Patent that may be granted upon said application, and, in the event of any application or Patent assigned herein becoming involved in Interference, to co-operate to the best of the ability of the undersigned in the matters of preparing and executing the preliminary statement and giving and producing evidence in support thereof. The undersigned agree(s) to perform, upon request, any affirmative acts to obtain said United States Patent and vest in said assignee and its assignees all rights therein, whereby said Patent will be held and enjoyed by said assignee and its assignees, to the full end of the term for which said Patent may be granted as fully and entirely as the same would have been held and enjoyed by the undersigned if this assignment had not been made.

And for said consideration, the undersigned hereby assign(s) to said assignee the entire right, title and interest in said invention or improvements for all foreign countries, including all priority rights under the International Convention, and agree(s) to execute, at the request of said assignee or its assignees, all documents in connection with any application for foreign letters patent therefore.

Date _____

Kelly Conway

STATE OF _____)
) SS:
COUNTY OF _____)

On this _____ day of _____, 2008, before me, a Notary Public in and for said county, appeared Kelly Conway, who is personally known to me to be the same person whose name is subscribed to the foregoing assignment document, and acknowledged that he/she signed and delivered the document as his/her free and voluntary act for the uses and purposes therein set forth.

{SEAL}

Notary Public _____
My Commission Expires: _____

Date _____

Alan Yengoyan

STATE OF _____)
) SS:
COUNTY OF _____)

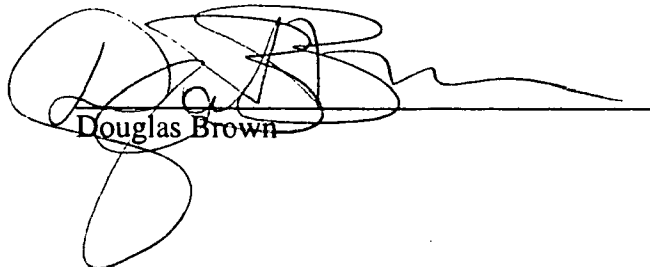
On this _____ day of _____, 2008, before me, a Notary Public in and for said county, appeared Alan Yengoyan, who is personally known to me to be the same person whose name is subscribed to the foregoing assignment document, and acknowledged that he/she signed and delivered the document as his/her free and voluntary act for the uses and purposes therein set forth.

{SEAL}

Notary Public _____
My Commission Expires: _____

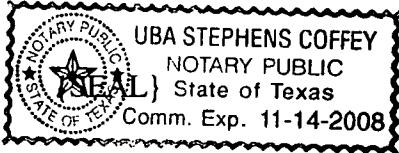
Date 10/17/08

=====


Douglas Brown

STATE OF Texas)
) SS:
COUNTY OF Travis)

On this 17th day of October, 2008, before me, a Notary Public in and for said county, appeared Douglas Brown, who is personally known to me to be the same person whose name is subscribed to the foregoing assignment document, and acknowledged that he/she signed and delivered the document as his/her free and voluntary act for the uses and purposes therein set forth.



Notary Public UBA Stephens Coffey
My Commission Expires: 11-14-2008

Date _____

David Gustafson

STATE OF _____)
) SS:
COUNTY OF _____)

On this _____ day of _____, 2008, before me, a Notary Public in and for said county, appeared David Gustafson, who is personally known to me to be the same person whose name is subscribed to the foregoing assignment document, and acknowledged that he/she signed and delivered the document as his/her free and voluntary act for the uses and purposes therein set forth.

{SEAL}

Notary Public _____
My Commission Expires: _____

Date _____

Christopher Danson

STATE OF _____)
) SS:
COUNTY OF _____)

On this _____ day of _____, 2008, before me, a Notary Public in and for said county, appeared Christopher Danson, who is personally known to me to be the same person whose name is subscribed to the foregoing assignment document, and acknowledged that he/she signed and delivered the document as his/her free and voluntary act for the uses and purposes therein set forth.

{SEAL}

Notary Public _____
My Commission Expires: _____

=====

ASSIGNMENT OF INVENTION

Appln. No.:
Filed: September 29, 2008

In consideration of good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the undersigned have assigned and hereby assign to **eLoyalty Corporation** at 150 Field Drive, Suite 250, Lake Forest, Illinois 60045 US, its successors, assigns and legal representatives (hereinafter called "said assignee") the entire right, title and interest in the invention or improvements of the undersigned disclosed in an application for United States Patent, titled, METHODS AND SYSTEMS FOR DETERMINING AND DISPLAYING BUSINESS RELEVANCE OF TELEPHONIC COMMUNICATIONS BETWEEN CUSTOMERS AND A CONTACT CENTER and in said application and any and all other applications for United States Patent, which the undersigned may file, either solely or jointly with others, on said invention or improvements, and in any and all United States Patents, which may be obtained on any of said applications, and in any reissue, reexamination or extension thereof.

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And for said consideration, the undersigned hereby assign(s) to said assignee the entire right, title and interest in said invention or improvements for all foreign countries, including all priority rights under the International Convention, and agree(s) to execute, at the request of said assignee or its assignees, all documents in connection with any application for foreign letters patent therefore.

Date _____

Kelly Conway

STATE OF _____)
) SS:
COUNTY OF _____)

On this _____ day of _____, 2008, before me, a Notary Public in and for said county, appeared Kelly Conway, who is personally known to me to be the same person whose name is subscribed to the foregoing assignment document, and acknowledged that he/she signed and delivered the document as his/her free and voluntary act for the uses and purposes therein set forth.

{ SEAL }

Notary Public _____
My Commission Expires: _____

Date _____

Alan Yengoyan

STATE OF _____)
) SS:
COUNTY OF _____)

On this _____ day of _____, 2008, before me, a Notary Public in and for said county, appeared Alan Yengoyan, who is personally known to me to be the same person whose name is subscribed to the foregoing assignment document, and acknowledged that he/she signed and delivered the document as his/her free and voluntary act for the uses and purposes therein set forth.

{SEAL}

Notary Public _____
My Commission Expires: _____
=====

Date _____

Douglas Brown

STATE OF _____)
) SS:
COUNTY OF _____)

On this _____ day of _____, 2008, before me, a Notary Public in and for said county, appeared Douglas Brown, who is personally known to me to be the same person whose name is subscribed to the foregoing assignment document, and acknowledged that he/she signed and delivered the document as his/her free and voluntary act for the uses and purposes therein set forth.

{SEAL}

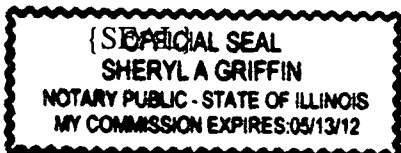
Notary Public _____
My Commission Expires: _____
=====

Date 10/15/08


David Gustafson

STATE OF ILLINOIS)
) SS:
COUNTY OF LAKE)

On this 15th day of OCTOBER, 2008, before me, a Notary Public in and for said county, appeared David Gustafson, who is personally known to me to be the same person whose name is subscribed to the foregoing assignment document, and acknowledged that he/she signed and delivered the document as his/her free and voluntary act for the uses and purposes therein set forth.



CHI99 5037709-1.077145.0071

Notary Public Sheryl A. Griffin
My Commission Expires: 05/13/12
=====

Date _____

Christopher Danson

STATE OF _____)
COUNTY OF _____) SS:

On this _____ day of _____, 2008, before me, a Notary Public in and for said county, appeared Christopher Danson, who is personally known to me to be the same person whose name is subscribed to the foregoing assignment document, and acknowledged that he/she signed and delivered the document as his/her free and voluntary act for the uses and purposes therein set forth.

{SEAL}

Notary Public _____
My Commission Expires: _____

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ASSIGNMENT OF INVENTION

Appln. No.:
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Date _____ Kelly Conway _____

STATE OF _____)
) SS:
COUNTY OF _____)

On this _____ day of _____, 2008, before me, a Notary Public in and for said county, appeared Kelly Conway, who is personally known to me to be the same person whose name is subscribed to the foregoing assignment document, and acknowledged that he/she signed and delivered the document as his/her free and voluntary act for the uses and purposes therein set forth.

{SEAL}

Notary Public _____
My Commission Expires: _____

Date _____

Alan Yengoyan

STATE OF _____)
) SS:
COUNTY OF _____)

On this _____ day of _____, 2008, before me, a Notary Public in and for said county, appeared Alan Yengoyan, who is personally known to me to be the same person whose name is subscribed to the foregoing assignment document, and acknowledged that he/she signed and delivered the document as his/her free and voluntary act for the uses and purposes therein set forth.

{SEAL}

Notary Public _____
My Commission Expires: _____
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Date _____

Douglas Brown

STATE OF _____)
) SS:
COUNTY OF _____)

On this _____ day of _____, 2008, before me, a Notary Public in and for said county, appeared Douglas Brown, who is personally known to me to be the same person whose name is subscribed to the foregoing assignment document, and acknowledged that he/she signed and delivered the document as his/her free and voluntary act for the uses and purposes therein set forth.

{SEAL}

Notary Public _____
My Commission Expires: _____
=====

Date _____

David Gustafson

STATE OF _____)
) SS:
COUNTY OF _____)

On this _____ day of _____, 2008, before me, a Notary Public in and for said county, appeared David Gustafson, who is personally known to me to be the same person whose name is subscribed to the foregoing assignment document, and acknowledged that he/she signed and delivered the document as his/her free and voluntary act for the uses and purposes therein set forth.

{SEAL}

Notary Public _____
My Commission Expires: _____
=====

Date 10/17/08

Christopher Danson
Christopher Danson

STATE OF Texas)
COUNTY OF Travis) SS:

On this 17th day of October, 2008, before me, a Notary Public in and for said county, appeared Christopher Danson, who is personally known to me to be the same person whose name is subscribed to the foregoing assignment document, and acknowledged that he/she signed and delivered the document as his/her free and voluntary act for the uses and purposes therein set forth.

{SEAL}

Notary Public Uba Stephens-Coffey
My Commission Expires: 11-14-2008

