#### 07/24/2019 505586410

# 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

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.

Phone: 2026544565

Email: ipdocketing@haynesboone.com

HAYNES AND BOONE LLP - JEFFREY A. WOLFSON **Correspondent Name:** 

2323 VICTORY AVENUE Address Line 1:

Address Line 2: SUITE 700

DALLAS, TEXAS 75219 Address Line 4:

ATTORNEY DOCKET NUMBER:	49310.9US02
NAME OF SUBMITTER:	YOLANDA M. HAZELL
SIGNATURE:	/Yolanda M. Hazell/
DATE SIGNED:	07/24/2019

# **Total Attachments: 15** source=49310 9US02 Assignment Inventors To eLoyalty#page1.tif source=49310 9US02 Assignment Inventors To eLoyalty#page2.tif source=49310 9US02 Assignment Inventors To eLoyalty#page3.tif source=49310\_9US02\_Assignment\_Inventors\_To\_eLoyalty#page4.tif source=49310\_9US02\_Assignment\_Inventors\_To\_eLoyalty#page5.tif source=49310\_9US02\_Assignment\_Inventors\_To\_eLoyalty#page6.tif source=49310\_9US02\_Assignment\_Inventors\_To\_eLoyalty#page7.tif source=49310\_9US02\_Assignment\_Inventors\_To\_eLoyalty#page8.tif source=49310 9US02 Assignment Inventors To eLoyalty#page9.tif source=49310 9US02 Assignment Inventors To eLoyalty#page10.tif source=49310\_9US02\_Assignment\_Inventors\_To\_eLoyalty#page11.tif source=49310 9US02 Assignment Inventors To eLoyalty#page12.tif source=49310 9US02 Assignment Inventors To eLoyalty#page13.tif source=49310 9US02 Assignment Inventors To eLoyalty#page14.tif source=49310\_9US02\_Assignment\_Inventors\_To\_eLoyalty#page15.tif

PATENT

Docket No.: 077145-0071

# **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

COUNTY OF LAKE

On this 300 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.

OFFICIAL SEAL
SHERYL A GRIFFIN
STARY PUBLIC - STATE OF ILLINOIS
MY COMMISSION EXPIRES:05/13/12

Notary Public Aller. Q. Glidy - My Commission Expires: 0 57/3/12.

.aic	Alan Yengoyan
STATE OF)	
STATE OF ) SS: COUNTY OF )	
COUNTY OF)	
person whose name is subscribed to	, 2008, before me, a Notary Public an Yengoyan, who is personally known to me to be the same of the foregoing assignment document, and acknowledged that ment as his/her free and voluntary act for the uses and purposes
	Notary Public
{SEAL}	Notary Public My Commission Expires:
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Date	Douglas Brown
	Douglas Brown
STATE OF)	
STATE OF ) SS: COUNTY OF )	
person whose name is subscribed to	, 2008, before me, a Notary Public buglas Brown, who is personally known to me to be the same of the foregoing assignment document, and acknowledged that ment as his/her free and voluntary act for the uses and purposes
(SEAL)	Notary Public My Commission Expires:
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Date	
	David Gustafson
STATE OF ) SS: COUNTY OF )	·
COUNTY OF)	
person whose name is subscribed to	, 2008, before me, a Notary Public vid Gustafson, who is personally known to me to be the same of the foregoing assignment document, and acknowledged that ment as his/her free and voluntary act for the uses and purposes
	Notary Public
{SEAL}	Notary Public My Commission Expires:

¿Date	<del></del> .	Christopher Danson
STATE OF	)	
COUNTY OF	) SS: )	
same person whose name	is subscribed to the livered the docum	, 2008, before me, a Notary Public er Danson, who is personally known to me to be the he foregoing assignment document, and acknowledged ent as his/her free and voluntary act for the uses and
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PATENT

Docket No.: 077145-0071

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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)	
STATE OF ) SS: COUNTY OF )	
person whose name is subscribed to	, 2008, before me, a Notary Public lly Conway, who is personally known to me to be the same the foregoing assignment document, and acknowledged that ment as his/her free and voluntary act for the uses and purposes
{SEAL}	Notary Public

CHI99 5037709-1.077145.0071

Date 10/15/2008	(Manga
	Alan Yengoyan
STATE OF Illinois)	
STATE OF <u>Thinois</u> ) ss:	
On this 15th day of 1	October, 2008, before me, a Notary Public
in and for said county, appeared A	lan Yengoyan, who is personally known to me to be the same
	to the foregoing assignment document, and acknowledged that ument as his/her free and voluntary act for the uses and purposes
therein set forth.	
	Notary Public 4/ada (DONCE)
OFFICIAL SEAL	My Commission Expires May 19, 2017
Nada J. Thompson Notary Public - State of Illinois	<del>=====================================</del>
My Commission Expires May 19, 2011	
Date	
	Douglas Brown
STATE OF) SS:	
COUNTY OF)	
On this day of	, 2008, before me, a Notary Public rouglas Brown, who is personally known to me to be the same
person whose name is subscribed	to the foregoing assignment document, and acknowledged that
	ument as his/her free and voluntary act for the uses and purposes
therein set forth.	
{SEAL}	Notary Public My Commission Expires:
(SEAL)	wry Commission Expires
	=======================================
Date	David Gustafson
STATE OF	
STATE OF )	
COUNTY OF)	
On this day of _	, 2008, before me, a Notary Public avid Gustafson, who is personally known to me to be the same
person whose name is subscribed	avid Gustafson, who is personally known to me to be the same to the foregoing assignment document, and acknowledged that
he/she signed and delivered the doc therein set forth.	ument as his/her free and voluntary act for the uses and purposes
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SEAL !	Notary Public
{SEAL}	Notary Public My Commission Expires:

, Date	Christopher Danson
STATE OF)	
STATE OF ) SS: COUNTY OF )	
same person whose name is subscrib	, 2008, before me, a Notary Public ristopher Danson, who is personally known to me to be the bed to the foregoing assignment document, and acknowledged document as his/her free and voluntary act for the uses and
{SEAL}	Notary Public My Commission Expires:

PATENT Docket No.: 077145-0071

# 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	Kelly Conway
	nony conway
STATE OF)	
STATE OF ) SS: COUNTY OF )	
person whose name is subscribed to	, 2008, before me, a Notary Public lly Conway, who is personally known to me to be the same the foregoing assignment document, and acknowledged that nent as his/her free and voluntary act for the uses and purposes
{SEAL}	Notary Public

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Date	Alex Verse
•	Alan Yengoyan
STATE OF ) SS:	
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person whose name is subscribed to	, 2008, before me, a Notary Public an Yengoyan, who is personally known to me to be the same of the foregoing assignment document, and acknowledged that ment as his/her free and voluntary act for the uses and purposes
{SEAL}	Notary Public My Commission Expires:
Date 10/17/08  STATE OF Texas  COUNTY OF Travis  SS:	Douglas Brown
person whose name is subscribed to	, 2008, before me, a Notary Public uglas Brown, who is personally known to me to be the same the foregoing assignment document, and acknowledged that ment as his/her free and voluntary act for the uses and purposes  Notary Public My Commission Expires: 11-14-2003
Date	David Gustafson
STATE OF ) SS: COUNTY OF )	
person whose name is subscribed to	, 2008, before me, a Notary Public vid Gustafson, who is personally known to me to be the same the foregoing assignment document, and acknowledged that ment as his/her free and voluntary act for the uses and purposes
{SEAL}	Notary Public My Commission Expires:

Date		Christopher Danson
STATE OF	_ )	
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same person whose name is	s subscribed to the	, 2008, before me, a Notary Public r Danson, who is personally known to me to be the foregoing assignment document, and acknowledged nt as his/her free and voluntary act for the uses and
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PATENT

Docket No.: 077145-0071

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Date		
		Kelly Conway
STATE OF	)	
COUNTY OF	) SS: )	
person whose name is	s subscribed to the	, 2008, before me, a Notary Public Conway, who is personally known to me to be the same foregoing assignment document, and acknowledged that as his/her free and voluntary act for the uses and purposes
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Date	
	Alan Yengoyan
STATE OF)	
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in and for said county, appeared Ala person whose name is subscribed to	, 2008, before me, a Notary Public an Yengoyan, who is personally known to me to be the same of the foregoing assignment document, and acknowledged that ment as his/her free and voluntary act for the uses and purposes
(CTAI)	Notary Public My Commission Expires:
{SEAL}	My Commission Expires:
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Date	Douglas Brown
	Douglas Blown
STATE OF	
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in and for said county, appeared Do person whose name is subscribed to	, 2008, before me, a Notary Public ruglas Brown, who is personally known to me to be the same of the foregoing assignment document, and acknowledged that ment as his/her free and voluntary act for the uses and purposes
{SEAL}	Notary Public My Commission Expires:
(OD/ID)	Wy Commission Expires.
Date 10/15/08	David Gustafson
STATE OF /LLINOIS )	
STATE OF /LLINOIS ) SS: COUNTY OF LAKE )	
person whose name is subscribed to	, 2008, before me, a Notary Public vid Gustafson, who is personally known to me to be the same of the foregoing assignment document, and acknowledged that ment as his/her free and voluntary act for the uses and purposes
<b>~~~~~</b>	Notary Public Sheryl a. Buff. My Commission Expires. 05/13/12
{SIDATICIAL SEAL SHERYLA GRIFFIN	My Commission Expires. 05/13/12
TARY PUBLIC - STATE OF ILLINOIS	=======================================

Date				
		Christopher Danson		
STATE OF	_ )			
COUNTY OF	) SS: _ )			
On this dain and for said county, app same person whose name is that he/she signed and deliver purposes therein set forth.	s subscribed to the	e foregoing assignme	ent document, and acknow	ledged
{SEAL}	Notary I My Con	Public nmission Expires:		

PATENT Docket No.: 077145-0071

# ASSIGNMENT OF INVENTION

Appln. No.:

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Date		
		Kelly Conway
STATE OF	)	
STATE OF	) SS: )	
person whose name	is subscribed to th	, 2008, before me, a Notary Public y Conway, who is personally known to me to be the same he foregoing assignment document, and acknowledged that ent as his/her free and voluntary act for the uses and purposes
{SEAL}	N	Notary Public

CHI99 5037709-1.077145.0071

Date	Alan Yengoyan
STATE OF)	
STATE OF ) SS: COUNTY OF )	
person whose name is subscribed to	, 2008, before me, a Notary Public n Yengoyan, who is personally known to me to be the same the foregoing assignment document, and acknowledged that ment as his/her free and voluntary act for the uses and purposes
{SEAL}	Notary Public My Commission Expires:
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Date	Douglas Brown
STATE OF ) SS: COUNTY OF )	
COUNTY OF )	
person whose name is subscribed to	, 2008, before me, a Notary Public uglas Brown, who is personally known to me to be the same the foregoing assignment document, and acknowledged that ment as his/her free and voluntary act for the uses and purposes
{SEAL}	Notary Public My Commission Expires:
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Date	David Gustafson
STATE OF)	
STATE OF ) SS: COUNTY OF )	
person whose name is subscribed to	, 2008, before me, a Notary Public rid Gustafson, who is personally known to me to be the same the foregoing assignment document, and acknowledged that ment as his/her free and voluntary act for the uses and purposes
{SEAL}	Notary Public My Commission Expires:
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Date 10/17/08	Christopher Danson
STATE OF TEXUS ) COUNTY OF TRAVIS ) SS:	
COUNTY OF ITAVIS ) SS:	
same person whose name is subscribthat he/she signed and delivered the	, 2008, before me, a Notary Public pristopher Danson, who is personally known to me to be the ped to the foregoing assignment document, and acknowledged a document as his/her free and voluntary act for the uses and
purposes therein set forth.	Notary Public Cla Stephens-Coppey
{SEAL}	My Commission Expires: 11-14-2008

UBA STEPHENS COFFEY
NOTARY PUBLIC
State of Texas
Comm. Exp. 11-14-2008

CHI99 5037709-1.077145.0071

**RECORDED: 07/24/2019**