Title: A SYSTEM AND METHOD FOR SCREENING AND RATING AGENTS TO ASSESS MULTIPLE SKILLS AS A PREDICTOR OF AGENT PERFORMANCE

Abstract: One version of a physical system disclosed in the application relates to predicting the expected retention of an agent based on skill assessment scores. In this version, an automated system for predicting a retention rate for an individual based upon a set of performance indicators, includes a testing device and a prediction subsystem. The testing device is encoded with computer-executable instructions to test the individual with regard to a chosen set of performance indicators. The testing device formulates a score which it sends to the prediction subsystem. The prediction subsystem compares the score with retention level data stored in a repository and issues a recommendation relating to the employment status of the individual.
before the expiration of the time limit for amending the claims and to be republished in the event of receipt of amendments.

(88) Date of publication of the international search report: 11 June 2009
### Further Documents

The following documents are listed in the continuation of Box C.

<table>
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<tr>
<th>Document Details</th>
<th>Category</th>
<th>Relevant to Claim No.</th>
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<td>B1. US 2000/0167</td>
<td>705/17</td>
<td>1-10</td>
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<td>C. US 2000/0167</td>
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**Note:** The documents are indexed in the continuation of Box C, which includes documents published after the international filing date but before the publication date of the invention document, and are relevant to the claims of the invention.

### Documents Considered to be Relevant

A list of documents considered to be relevant, which may form the basis of any subsequent actions, is provided in the continuation of Box C.

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<thead>
<tr>
<th>Document Details</th>
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<td>X. US 6,755,570 B1</td>
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**Note:** The list includes documents published after the international filing date but before the publication date of the invention document, and is intended to inform any subsequent actions.

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**Further notes:**
- Documents are indexed in the continuation of Box C, which includes documents published after the international filing date but before the publication date of the invention document.
- The list includes documents considered to be relevant, which may form the basis of any subsequent actions.
- The documents are indexed in the continuation of Box C, which includes documents published after the international filing date but before the publication date of the invention document, and are relevant to the claims of the invention.

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**International Search Report**

**IPC(8):**
- G06F 11/34 (2006.01)
- B08/11 (2006.01)

**USPC:**
- 7,05/17
- 7,05/17

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**International Classification**

- A01F 87/02
- A01F 87/02

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**Drawings:**

- Figures 1-10

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**References:**

- [Additional documents and references provided in the continuation of Box C.](http://example.com)

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**Author:**

- Lee W. Young

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**Date:**

- March 30, 2008