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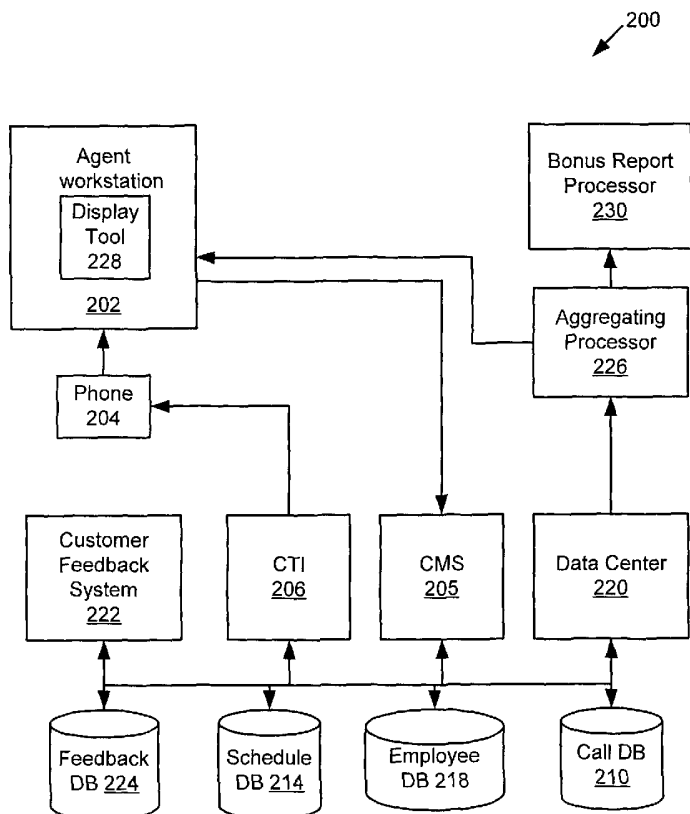
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[Continued on next page]

(54) Title: VARIABLE COMPENSATION TOOL AND SYSTEM FOR CUSTOMER SERVICE AGENTS



(57) Abstract: A software tool for determining variable compensation for customer service agents is provided. The current variable compensation level is presented to agents in real time, based on each agent's performance relative to a cohort including the agent. The agents may also easily determine variable compensation levels based on hypothetical performance levels by direct manipulation of the user interface of the software tool.

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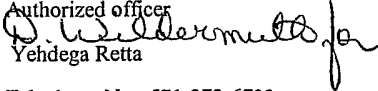
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INTERNATIONAL SEARCH REPORT

International application No.

PCT/US03/37260

<p>A. CLASSIFICATION OF SUBJECT MATTER IPC(7) : G06F 17/00, 17/60, 17/30, 9/00; H04M 11/00, 3/22 US CL : 705/14, 1; 345/327, 379/265, 34; 707/9 According to International Patent Classification (IPC) or to both national classification and IPC</p>																										
<p>B. FIELDS SEARCHED</p> <p>Minimum documentation searched (classification system followed by classification symbols) U.S. : 705/14, 345/327, 705/1, 379/265, 707/9, 379/34</p> <p>Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched</p> <p>Electronic data base consulted during the international search (name of data base and, where practicable, search terms used) Please See Continuation Sheet</p>																										
<p>C. DOCUMENTS CONSIDERED TO BE RELEVANT</p> <table border="1"> <thead> <tr> <th>Category *</th> <th>Citation of document, with indication, where appropriate, of the relevant passages</th> <th>Relevant to claim No.</th> </tr> </thead> <tbody> <tr> <td>Y</td> <td>US 6,049,779 B1 (BERKSON) 11 April 2000 (11.04.2000), column 3, lines 2-9, 41-49 and 56-column 4, lines 4, column 4, lines 52-65, column 6, lines 62-67, and Figures 1-3.</td> <td>1-26</td> </tr> <tr> <td>Y, P</td> <td>US 6,636,852 B2 (GOZDECK et al) 21 October 2003 (21.10.2003), column 2, lines 19-56, column 5, lines 17-51, column 6 lines 12-54, and Figures 1 and 3.</td> <td>1, 10, 20</td> </tr> <tr> <td>Y</td> <td>US 5,943,416 B1 (GISBY) 24 August 1999 (24.08.1999), column 2, lines 55-column 3, lines 3, column 3, lines 27-31, and Figures 1 and 2.</td> <td>2, 11, 21, 5, 14, 24, 6, 15, 25, 19, 20</td> </tr> <tr> <td>Y</td> <td>US 5,956,024 B1 (STRICKLAND et al) 21 September 1999 (21.09.1999), column 6 lines 45-51 and Figure 1.</td> <td>1, 10, 3, 12, 22, 4, 13, 23, 5, 14, 24, 7, 16, 26, 8, 17, 9, 18, 19, 20</td> </tr> <tr> <td>Y</td> <td>Witness Systems announces new "mid-market" channel offering; Witness drives to attract the UK channel with customer interaction and performance evaluation software aimed at the small to medium sized contact centre market. M2 Presswire. May 7, 2002, page 2.</td> <td>1, 10, 5, 14, 24, 7, 16, 26, 20</td> </tr> <tr> <td>Y</td> <td>US 5,535,256 B1 (MALONEY et al) 9 July 1996 (09.07.1996), column 3, lines 24-column 5 lines 40, and Figures 1-3.</td> <td>2, 11, 21, 4, 13, 23, 19, 20</td> </tr> <tr> <td>Y, P</td> <td>US 2003/0182135 A1 (SONE) 25 September 2003 (25.09.2003), page 1, paragraphs 9-11, page 2, paragraphs 19, 22 and 27-29, and page 3, paragraph 31, 32, 39 and 40.</td> <td>2, 11, 21, 5, 14, 24, 6, 15, 25, 19, 20</td> </tr> </tbody> </table>			Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.	Y	US 6,049,779 B1 (BERKSON) 11 April 2000 (11.04.2000), column 3, lines 2-9, 41-49 and 56-column 4, lines 4, column 4, lines 52-65, column 6, lines 62-67, and Figures 1-3.	1-26	Y, P	US 6,636,852 B2 (GOZDECK et al) 21 October 2003 (21.10.2003), column 2, lines 19-56, column 5, lines 17-51, column 6 lines 12-54, and Figures 1 and 3.	1, 10, 20	Y	US 5,943,416 B1 (GISBY) 24 August 1999 (24.08.1999), column 2, lines 55-column 3, lines 3, column 3, lines 27-31, and Figures 1 and 2.	2, 11, 21, 5, 14, 24, 6, 15, 25, 19, 20	Y	US 5,956,024 B1 (STRICKLAND et al) 21 September 1999 (21.09.1999), column 6 lines 45-51 and Figure 1.	1, 10, 3, 12, 22, 4, 13, 23, 5, 14, 24, 7, 16, 26, 8, 17, 9, 18, 19, 20	Y	Witness Systems announces new "mid-market" channel offering; Witness drives to attract the UK channel with customer interaction and performance evaluation software aimed at the small to medium sized contact centre market. M2 Presswire. May 7, 2002, page 2.	1, 10, 5, 14, 24, 7, 16, 26, 20	Y	US 5,535,256 B1 (MALONEY et al) 9 July 1996 (09.07.1996), column 3, lines 24-column 5 lines 40, and Figures 1-3.	2, 11, 21, 4, 13, 23, 19, 20	Y, P	US 2003/0182135 A1 (SONE) 25 September 2003 (25.09.2003), page 1, paragraphs 9-11, page 2, paragraphs 19, 22 and 27-29, and page 3, paragraph 31, 32, 39 and 40.	2, 11, 21, 5, 14, 24, 6, 15, 25, 19, 20
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<p><input checked="" type="checkbox"/> Further documents are listed in the continuation of Box C. <input type="checkbox"/> See patent family annex.</p>																										
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<p>Name and mailing address of the ISA/US Mail Stop PCT, Attn: ISA/US Commissioner for Patents P.O. Box 1450 Alexandria, Virginia 22313-1450 Facsimile No. (703) 305-3230</p>		<p>Authorized officer  Yehdega Retta Telephone No. 571-272-6723</p>																								

INTERNATIONAL SEARCH REPORT

International application No.
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C. (Continuation) DOCUMENTS CONSIDERED TO BE RELEVANT

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Y	Business Editors/high-Tech Writers. First Tennessee Bank Selects Motiva to Manage Incentive Compensation. May 14, 2002, pages 1 and 2.	1, 10, 5, 14, 24, 7, 16, 26, 9, 18, 20