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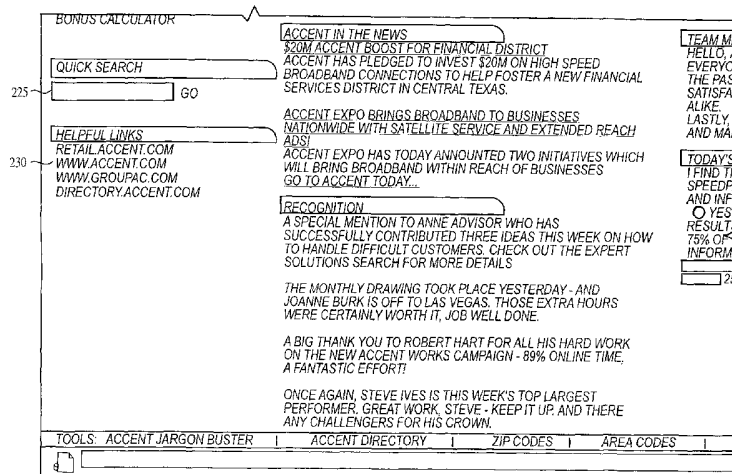
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(54) Title: SEARCHING WITHIN A CONTACT CENTER PORTAL



(57) Abstract: New functions for a contact center system include: testing user's comprehension of informational messages with a quiz; capturing insight of superior users having a KPI score above a threshold by having those users submit information on why they perform so well; dynamically ordering solutions to issues by re-ranking the solutions periodically based on recency and frequency; integrating information for use by a contact center representative while online with a customer and information for use when not online; storing content items in a telecommunications industry taxonomy; directing user feedback on a content item to the proper owner/manager of that content; communicating solution information using a solutions taxonomy; displaying a dual information system having a CRM application as well as reference material that is context-appropriate; enforcing completion of a group of templates when creating a content item to be published; ensuring a group of templates for a content item are complete before publishing them; and searching within a contact center system portal using a continuum of search functions.

WO 2004/049098 A3



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A. CLASSIFICATION OF SUBJECT MATTER
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B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)
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Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the international search (name of data base and, where practical, search terms used)

EPO-Internal, WPI Data, PAJ, INSPEC, COMPENDEX, IBM-TDB

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category °	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	US 2002/133392 A1 (KAY DAVID B ET AL) 19 September 2002 (2002-09-19) abstract; figure 7 paragraph '0003! - paragraph '0007! paragraph '0037! - paragraph '0040! -----	1-9
X	US 2002/143615 A1 (LEWIS GEORGE WALTER ET AL) 3 October 2002 (2002-10-03) abstract; figure 1 paragraph '0002! - paragraph '0006! paragraph '0012! paragraph '0017! - paragraph '0019! -----	1-9
A	WO 02/05508 A (SAP AG ; CHING PONG (US); MEERKAMP FRANK (US); MUTHER ANDREAS (US)) 17 January 2002 (2002-01-17) abstract; figure 3 page 12, line 10 - page 14, line 6 -----	1-9



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