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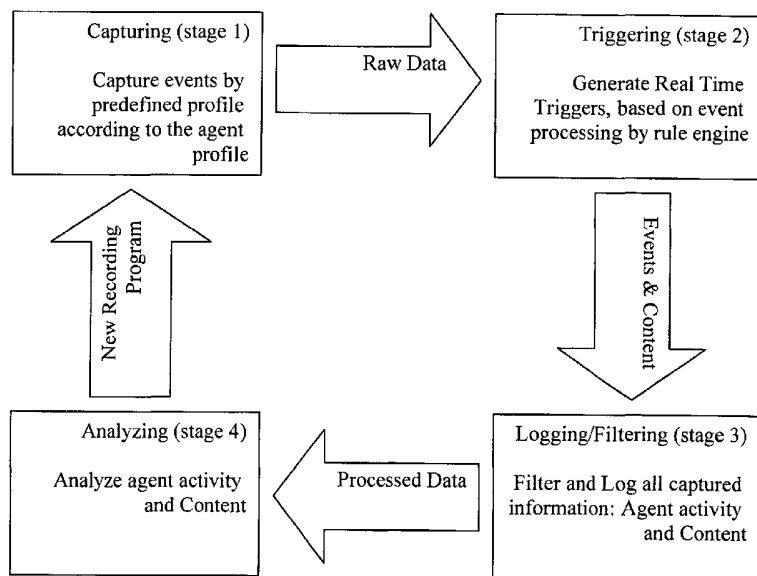
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(54) Title: SYSTEM AND METHOD FOR CAPTURING, ANALYZING AND RECORDING SCREEN EVENTS



(57) Abstract: A system and method for capturing screen events, and processing these events to form data in a data format which is susceptible to analysis. Preferably, the method also comprises analyzing the data in order to extract useful information about the user of the screen and computational device which generated these screen events. More preferably, the method of the present invention is able to assess the quality of the performance of the user whose interaction with the computational device caused the screen events to be generated.



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INTERNATIONAL SEARCH REPORT

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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, INSPEC, PAJ

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category °	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	US 5 333 302 A (HENSLEY ET AL) 26 July 1994 (1994-07-26) the whole document ---	1-15, 17-21, 24-29, 31, 32, 36
X	US 6 185 514 B1 (SKINNER GARY R ET AL) 6 February 2001 (2001-02-06) abstract column 1, line 16 - line 38 column 2, line 62 - column 5, line 61 column 8, line 5 - line 11 column 9, line 27 - column 10, line 41 column 14, line 49 - column 18, line 60; claims 1-9 --- -/--	1, 3-24, 28, 31, 32, 34, 36

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C.(Continuation) DOCUMENTS CONSIDERED TO BE RELEVANT		
Category °	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X : :	US 5 793 948 A (ASAHI TOSHIYUKI ET AL) 11 August 1998 (1998-08-11)	1, 3, 5-9, 11-24, 26-30, 36 31
A	column 1, line 45 -column 4, line 43 column 5, line 33 - line 58 column 6, line 31 - line 54 column 7, line 11 -column 8, line 16 column 9, line 8 -column 10, line 29 ----	
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A	CEM SOLUTIONS FOR WEB ENABLED CONTACT CENTERS - A WHITE PAPER, 'Online! March 2001 (2001-03), pages 1-11, XP002251448 Retrieved from the Internet: <URL:www.locus.com/about/overview/file/NIC E.pdf> 'retrieved on 2003-08-11! -----	

INTERNATIONAL SEARCH REPORT
Information on patent family members

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