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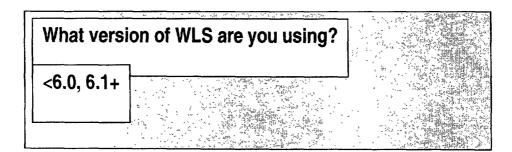
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(54) Title: INTERVIEW AUTOMATION SYSTEM FOR PROVIDING TECHNICAL SUPPORT



(57) Abstract: A new and improved system for providing highly automated technical support to the customer (Fig. 1) while simultaneously capturing the knowledge base associated with recurring customer questions.

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C. DOCUMENTS CONSIDERED TO BE RELEVANT			
Category *	Citation of document, with indication, where a	ppropriate, of the relevant passages	Relevant to claim No.
A	US 6,035,283 (ROFRANO) 07 March 2000	•	1-32
A	US 6,421,706 B1 (McNEILL et al) 16 July 2002		1-32
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