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ning of each regular issue of the PCT Gazette.*

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

What version of WLS are you using?

<6.0, 6.1+

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

INTERNATIONAL SEARCH REPORT

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A. CLASSIFICATION OF SUBJECT MATTER

IPC(7) : G06F 15/16; G06F 19/00

US CL : 709/204, 206; 705/27; 434/322

According to International Patent Classification (IPC) or to both national classification and IPC

B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)

U.S. : 709/204, 206; 705/27; 434/322

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 practicable, search terms used)

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category *	Citation of document, with indication, where appropriate, 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
A,P	US 6,498,921 B1 (Ho et al) 24 December 2002	1-32
A,E	US 6,721,756 B2 (YAGIHASHI et al) 13 April 2004	1-32
A,E	US 6,676,149 B1 (RUFFIN et al) 06 January 2004	1-32

☐ Further documents are listed in the continuation of Box C.

☐ See patent family annex.

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