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(71) Applicants (for all designated States except US): **POWERPHONE** [US/US]; P.O. Box 1911, 1321 Boston Post Road, Madison, Connecticut 06443-0900 (US). **SALAFIA, Philip M.** [US/US]; 44 Flagler Avenue, Old Lyme, CT 06371 (US).

(72) Inventors; and

(75) Inventors/Applicants (for US only): **SALAFIA, Christopher Michael** [US/US]; 3 Rebecca Lane, Killingworth, Connecticut 06419 (US). **TURK, Jeremy Edward** [GB/US]; 806 Durham Road, Guilford, Connecticut 06437 (US).

(74) Agent: **MARSH FISCHMANN & BREYFOGLE LLP**; Gregory T. Fettig, 3151 S. Vaughn Way, Suite 411, Aurora, Colorado 80014 (US).

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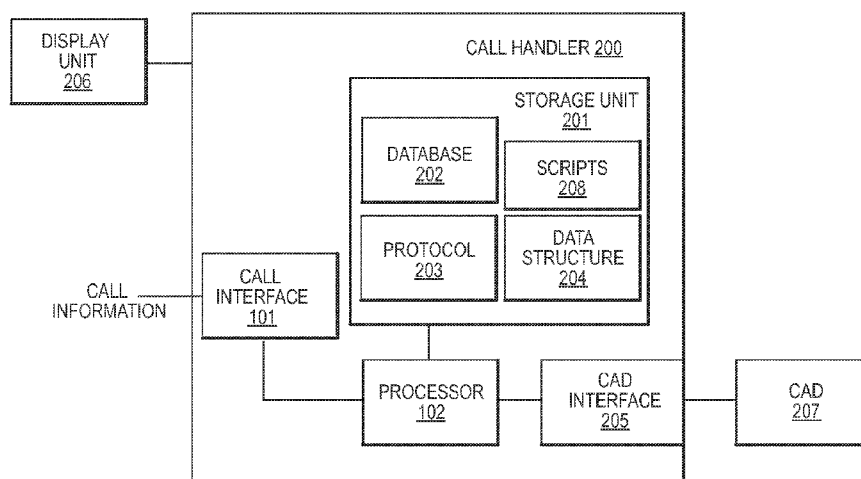


FIG.2

(57) Abstract: A call handling system 100 includes a call handler 200 having a processor 102 which generates data for use with a CAD 207. The call handling system 100 also includes an advisory component 826 that recommends a type of dispatch and a risk assessment.

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INTERNATIONAL SEARCH REPORT

International application No.

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A. CLASSIFICATION OF SUBJECT MATTER

IPC: H04M 1/56, 3/00, 5/00 (2006.01)

USPC: 379/142.01, 265.01 - 265.14

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. : 379/142.01, 265.01 - 265.14

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)
East - CAD, advisor, call handling

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X --- Y	US 2003/0195394 (SAALSAA) 16 October 2003, the entire document	1-3, 5-10, 18-20, 22-23, 26-27, 30, 34-37, 40, 42-46, 52 and 58 ----- 4, 11-17, 21, 24-25, 28- 29, 31, 33, 38-41, 47-51 and 53-57

☐ Further documents are listed in the continuation of Box C. ☐ See patent family annex.

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"O" document referring to an oral disclosure, use, exhibition or other means	"&" document member of the same patent family
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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. (571) 273-3201

Authorized officer
William Deane
Telephone No. (571) 272-7484