Title: VIRTUALIZATION OF ONE OR MORE SETS OF PHYSICAL CONTACT CENTER RESOURCES FOR USE BY ONE OR MORE VIRTUAL CONTACT CENTERS

Abstract: A system for virtual representation of physical contact center resources includes a server coupled to a wide-area-network (WAN), a digital medium accessible to the server, and a resource virtualization application executable from the digital medium to run on the server, characterized in that at least one physical contact center having physical resources has access to the server over the network wherein the resource virtualization application categorizes and represents the physical resources in an abstract way for access by customers of one or more virtual contact centers.
**INTERNATIONAL SEARCH REPORT**

**International application No**
PCT/US2010/025000

**A. CLASSIFICATION OF SUBJECT MATTER**

INV. H04M3/51 H04M3/523 H04L12/24

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)

H04M H04L

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

**C. DOCUMENTS CONSIDERED TO BE RELEVANT**

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<th>Citation of document, with indication, where appropriate, of the relevant passages</th>
<th>Relevant to claim No</th>
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Further documents are listed in the continuation of Box C

**Date of the actual completion of the international search**
1 September 2010

**Date of mailing of the international search report**
22/09/2010

**Name and mailing address of the ISA/Authorized officer**

European Patent Office P B 5818 Patentlaan 2 NL - 2280 HV Rijswijk
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Krause, Sven

Form PCT/ISA/210 (second sheet) (April 2005)
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