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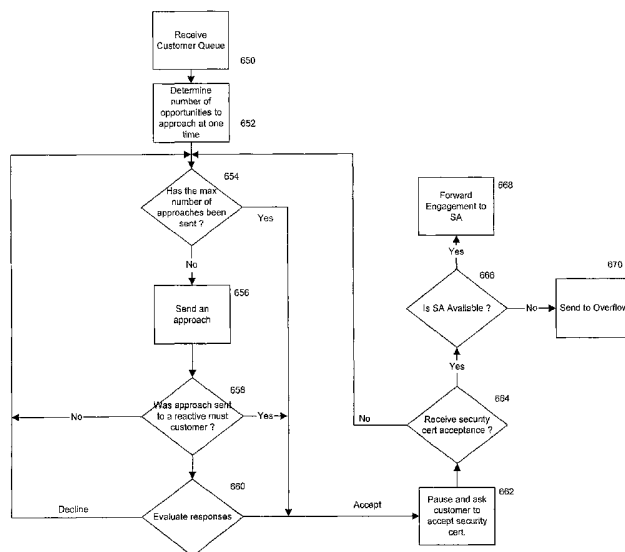
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(54) Title: SYSTEMS AND METHODS TO FACILITATE SELLING OF PRODUCTS AND SERVICES



(57) Abstract: The system of the present invention provides systems and methods for selling goods and services in conjunction with the Internet. The system receives session information on a customer's website session from the enterprise's website and may also receive customer information on the customer from the enterprise. The system determines from the received information whether the customer represents a sales opportunity, based on a set of rules of engagement for the enterprise and whether the customer wants or could use assistance from a sales associate. The system further produces a ranked list of sales associates matched for each sales opportunity. A customer queue is created for each sales associate that has the sales opportunities matched with the sales associate

WO 2004/059805 A3



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International application No.

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A. CLASSIFICATION OF SUBJECT MATTER

IPC(7) : G06F 17/60

US CL : 705/026

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. : 705/026, 027

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)

USPAT; US-PGPUB; DERWENT

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
Y	US 2002/0047859 A1 (SZLAM et al) 25 April 2002 (25.04.2002), see Figures 1-7.	1, 7-8
Y	US 6,381,640 B1 (BECK et al) 30 April 2002 (30.04.2002), see entire document.	1, 7-8
A	US 6,044,146 A (GISBY et al) 28 March 2000 (28.03.2000).	
A, P	US 6,665,395 B1 (BUSEY et al) 16 December 2003 (16.12.2003).	



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