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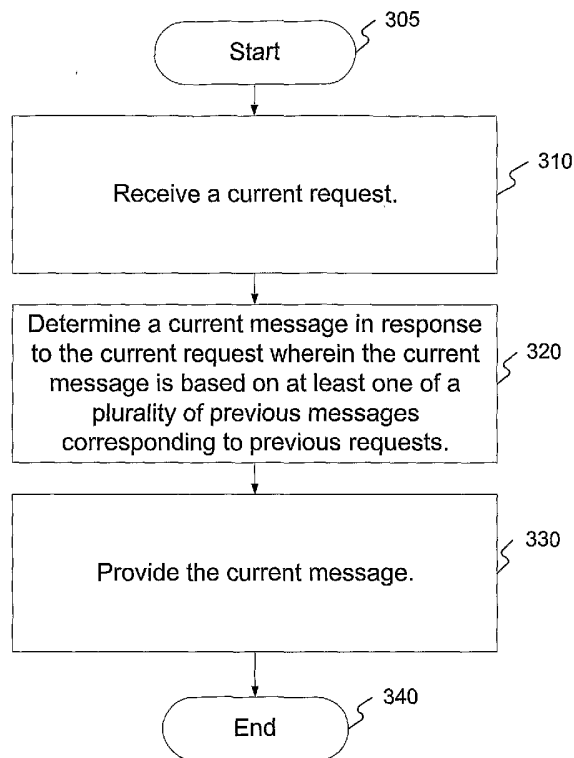
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[Continued on next page]

(54) Title: METHODS AND SYSTEMS FOR PROVIDING COMMUNICATIONS MANAGEMENT

300



(57) Abstract: Systems and methods for providing communications management may comprise receiving a current request (310). In addition, the systems and methods may comprise determining a current message in response to the current request wherein the current message is based on at least one of a plurality of previous messages corresponding to previous requests (320). In addition, the systems and methods may comprise providing the current message (340).

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B. FIELDS SEARCHED
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Electronic data base consulted during the international search (name of data base and, where practicable, search terms used)
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C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	US 2002/0138588 A1 (LEEDS) 26 September 2002 (26.09.2002), abstract, 0002-0053.	1-24
X	US 6,154,764 (NITA et al) 28 November 2002 (28.11.2000), col. 1, line 13 to col. 10, line 36.	1-24
Y	US 6,016,520 (FACQ et al) 18 January 2000 (18.01.2000), abstract, col. 1, line 16 to col. 16, line 25.	1-24
Y	US 6,256,663 (DAVIS) 03 July 2001 (03.07.2001), abstract, col. 1, line 15 to col. 9, line 19.	1-24

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