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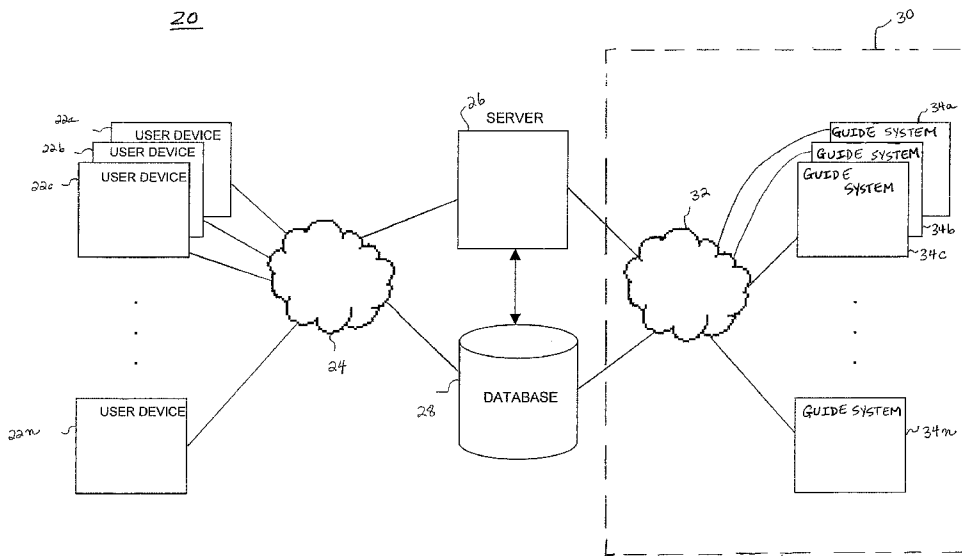
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(54) Title: A SEARCH TOOL PROVIDING OPTIONAL USE OF HUMAN SEARCH GUIDES



(57) Abstract: A method and system providing optional use of human search guides to allow a user to select between a human guide assisted search and an automated search. The user is provided with an option of submitting a query requesting assistance of one or more human guides, initiating a search without requesting assistance from human guide(s) using automated results, or a combination of both.

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INTERNATIONAL SEARCH REPORT

International application No.

PCT/US 07/60467

A. CLASSIFICATION OF SUBJECT MATTER

IPC(8) - G06F 17/30 (2007.01)

USPC - 707/3

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)

707/3

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

707/3,707/1,707/104.1

Electronic data base consulted during the international search (name of data base and, where practicable, search terms used)

Google Scholar; PubWest(PGPB,USPT,USOC,EPAB,JPAB);

Search Terms Used: search, query, human, assisted, automated, choose, select, telematics, call center, voice, educational

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 2005/0105712 A1 (WILLIAMS et al.) 19 May 2005 (19.05.2005), para [0007], para [0010]-[0011], para [0054], para [0066], para [0141], para [0322]	1, 3-14 and 17-24 ----- 2, 15-16 and 25
Y	US 2004/0203634 A1 (WANG et al.) 14 October 2004 (14.10.2004), para [0014]	2
Y	US 6,675,159 B1 (LIN et al.) 06 January 2004 (06.01.2004), col 12, ln 5-10	15-16 and 25

 Further documents are listed in the continuation of Box C.

* Special categories of cited documents:

"A" document defining the general state of the art which is not considered to be of particular relevance

"E" earlier application or patent but published on or after the international filing date

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"O" document referring to an oral disclosure, use, exhibition or other means

"P" document published prior to the international filing date but later than the priority date claimed

"T" later document published after the international filing date or priority date and not in conflict with the application but cited to understand the principle or theory underlying the invention

"X" document of particular relevance; the claimed invention cannot be considered novel or cannot be considered to involve an inventive step when the document is taken alone

"Y" document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art

"&" document member of the same patent family

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