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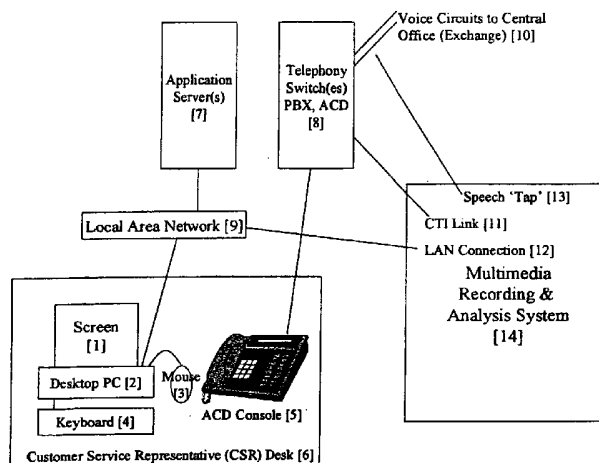
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[Continued on next page]

(54) Title: AUTOMATIC INTERACTION ANALYSIS BETWEEN AGENT AND CUSTOMER



(57) Abstract: The present invention provides for a method of monitoring sets of related communication signal streams comprising the steps of analysing the content or parameters associated with a component of one of the signal streams according to a first analysis criteria, analysing a second component of a related signal stream or parameter associated therewith, according to a second analysis criteria, providing results of the analysis of the said one of the signal streams and which is responsive to the said analysis according to the second criteria. Also, the analysis of the energy envelope (in particular identifying clipping, determining sound/silence ratios) representative of at least one communication signal can be provided for. The method of the present invention can further include steps of conducting speech recognition of the identification of words and/or phrases within a communications traffic stream and in which the scale and/or nature of recognition analysis applied to the speech recognition is varied responsive to the analysis of content or parameters associated with the communication stream. Furthermore an embodiment shows the monitoring of the usage of a user interface such as a keyboard or mouse action monitor.



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INTERNATIONAL SEARCH REPORT

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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)
IPC 7 H04M G10L

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)

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category °	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	EP 0 981 237 A (SIEMENS INF & COMM NETWORKS) 23 February 2000 (2000-02-23) abstract; figures 1-3 column 1, line 51 -column 4, line 28 column 8, line 35 -column 9, line 29 claims 1-5	1-8
X	EP 1 096 767 A (ROCKWELL ELECTRONIC COMMERCE C) 2 May 2001 (2001-05-02) column 4, line 19 -column 7, line 12 claims 1-22	1-8

☐ Further documents are listed in the continuation of box C.

☒ Patent family members are listed in annex.

° Special categories of cited documents :

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Date of the actual completion of the international search

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INTERNATIONAL SEARCH REPORT

ational application No.
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Box I Observations where certain claims were found unsearchable (Continuation of item 1 of first sheet)

This International Search Report has not been established in respect of certain claims under Article 17(2)(a) for the following reasons:

1. ☐ Claims Nos.:
because they relate to subject matter not required to be searched by this Authority, namely:
2. ☐ Claims Nos.:
because they relate to parts of the International Application that do not comply with the prescribed requirements to such an extent that no meaningful International Search can be carried out, specifically:
3. ☐ Claims Nos.:
because they are dependent claims and are not drafted in accordance with the second and third sentences of Rule 6.4(a).

Box II Observations where unity of invention is lacking (Continuation of item 2 of first sheet)

This International Searching Authority found multiple inventions in this international application, as follows:

1. ☐ As all required additional search fees were timely paid by the applicant, this International Search Report covers all searchable claims.
2. ☐ As all searchable claims could be searched without effort justifying an additional fee, this Authority did not invite payment of any additional fee.
3. ☐ As only some of the required additional search fees were timely paid by the applicant, this International Search Report covers only those claims for which fees were paid, specifically claims Nos.:
4. ☒ No required additional search fees were timely paid by the applicant. Consequently, this International Search Report is restricted to the invention first mentioned in the claims; it is covered by claims Nos.:

1-8

Remark on Protest

- ☐ The additional search fees were accompanied by the applicant's protest.
- ☐ No protest accompanied the payment of additional search fees.

INTERNATIONAL SEARCH REPORT

Information on patent family members

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Patent document cited in search report	Publication date	Patent family member(s)	Publication date
EP 0981237 A	23-02-2000	US 6363145 B	26-03-2002
EP 1096767 A	02-05-2001	AU 6658600 A	03-05-2001