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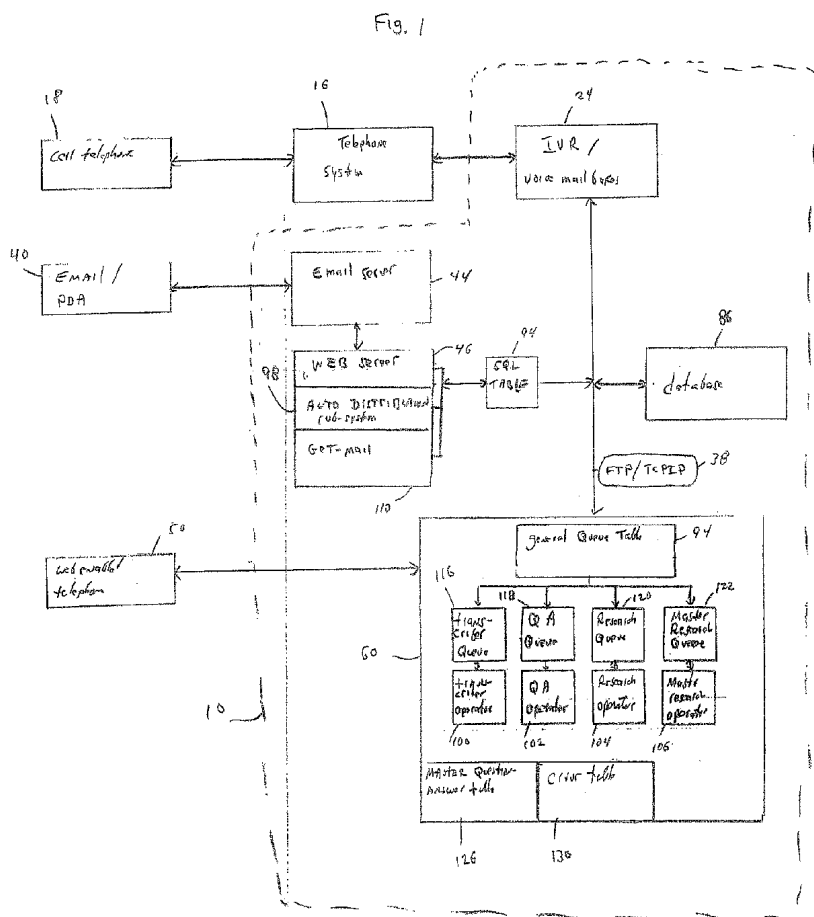
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[Continued on next page]

(54) Title: METHOD FOR RESPONDING TO CUSTOMER QUERIES



(57) Abstract: A method for responding to customer queries using a communication network includes receiving one or more verbal queries from a customer via a customer communication device, digitizing and storing the verbal query, retrieving the stored query and transcribing the query by a human transcriber, spot-checking by a quality assurance operator of the transcribed query, and routing the transcribed query to a human researcher. The researcher then performs research using search engines, databases, and/or knowledge-bases to obtain an answer to the query. The researcher's answer may also be spot-checked by a quality assurance operator. The answer is then transmitted to the customer communication device in text format.



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A. CLASSIFICATION OF SUBJECT MATTER

IPC: G06F 7/00(2006.01);G06F 17/30(2006.01)

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)

U.S. : 707/3

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)

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	US 20030028448 (Joseph et al) 29 Nov 2001 (27.11.2001)	1-3
X	US 2001/0047270 (Gusick et al) 06 Feb 2003 (06.02.2003)	1-17 and 21-25
X, P	US 2003/0177009 (Odinak et al) 18 Sep 2003 (18.09.2003)	1-7 and 12-25

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☐ See patent family annex.

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"O" document referring to an oral disclosure, use, exhibition or other means	"&" document member of the same patent family
"P" document published prior to the international filing date but later than the priority date claimed	

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