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(54) Title: ASSIGNMENT MANAGER

The screenshot displays the 'Assignment Rules' window in the Siebel Call Center application. The window contains a table of rules and a detailed view of the selected 'Service Request Assignment' rule.

Name	Type	Object	Activation Date
> Service Request Assignment ~ 11a	One, Best Fit	Service Request...	10/12/1998
California ~ 11b	Multiple	Account...	11/01/1998
United States ~ 11c	Multiple	Account...	11/01/1998
Eastern United States ~ 11d	Multiple	Account...	11/01/1998
Western United States ~ 11e	Multiple	Account...	11/01/1998
Finance/Banking ~ 11f	One, Random	Account...	11/01/1998
Europe ~ 11g	Multiple	Account...	11/01/1998
Asia ~ 11h	Multiple	Account...	11/01/1998
Test Report ~ 11i		Opportunity...	11/18/1998

Details for 'Service Request Assignment':

- Name: Service Request Assignment
- Object: Service Request
- Activation: 10/12/1998 12:00
- Expiration: 12/31/1999 11:59
- Comments: (empty)
- All People: ~ 13a
- Primary Employee: ~ 13b
- Primary Position: ~ 13c
- Minimum Score: ~ 14
- Assignees from: One, Best Fit
- Exclusive: ~ 15

(57) Abstract

A method, program product, and system for assigning resources to tasks in a rule based, resource constrained system receives as inputs tasks and task attributes; resources and resource attributes, and assignment rules (11, 12). These inputs are used to search a database of tasks, task attributes, and assignment rules; resources and resource attributes; and to retrieve resources based upon the resource attributes. Resources are assigned to tasks based on matches and scores of the attributes and rules.

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EE	Estonia						

INTERNATIONAL SEARCH REPORT

International application No.
PCT/US99/28426

A. CLASSIFICATION OF SUBJECT MATTER

IPC(7) :G06F 17/00
US CL :705/9

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. : 705/9, 8

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)

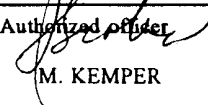
C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
Y,E	US 6,101,480 A (CONMY ET AL) 08 AUGUST 2000, abstract, summary	1-56
X	US 5,797,129 A (ROHAN) 18 AUGUST 1998, whole document	1-56
A	US 5,440,681 A (KUDO) 08 AUGUST 1995, whole document	1-56
X,P	US 5,963,911 A (WALKER ET AL.) 05 OCTOBER 1999, whole document	1-56

Further documents are listed in the continuation of Box C. See patent family annex.

<p>* Special categories of cited documents:</p> <p>*A* document defining the general state of the art which is not considered to be of particular relevance</p> <p>*E* earlier document published on or after the international filing date</p> <p>*L* document which may throw doubts on priority claim(s) or which is cited to establish the publication date of another citation or other special reason (as specified)</p> <p>*O* document referring to an oral disclosure, use, exhibition or other means</p> <p>*P* document published prior to the international filing date but later than the priority date claimed</p>	<p>*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</p> <p>*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</p> <p>*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</p> <p>*Z* document member of the same patent family</p>
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Date of the actual completion of the international search 13 AUGUST 2000	Date of mailing of the international search report 28 AUG 2000
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