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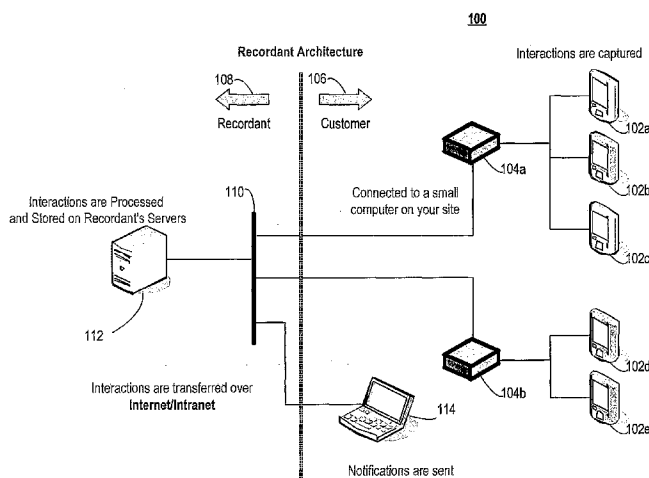
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Declarations under Rule 4.17:

— as to applicant's entitlement to apply for and be granted a patent (Rule 4.17(ii))

[Continued on next page]

(54) Title: RECORDED CUSTOMER INTERACTIONS AND TRAINING SYSTEM, METHOD AND COMPUTER PROGRAM PRODUCT



(57) Abstract: A system, method and computer program product for recording customer interactions, analyzing recordings and/or providing quality assessment and/or training is set forth. In an exemplary embodiment of the present invention, a system may include a customer interaction recordation application service provider system, which may include, in an exemplary embodiment, an ambulatory capture device adapted to record at least one audio (and/or video) face-to-face interaction between two parties such as, e.g., between an employee and a customer; an aggregation device which may include a cradle adapted to receive said capture device; an application service provider (ASP) server system adapted for user interactive access and analysis of the at least one captured interaction; and a network coupling the aggregation device to the ASP server system adapted to transmit the at least one captured interaction to the ASP server system upon receipt of the capture device in the cradle.

WO 2007/037832 A3



- *as to the applicant's entitlement to claim the priority of the earlier application (Rule 4.17(iii))*
- *of inventorship (Rule 4.17(iv))*

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<p>A. CLASSIFICATION OF SUBJECT MATTER                  IPC(8): G06F 9/46 (2007.01)                  IPC(8): USPC: 705/8                  According to International Patent Classification (IPC) or to both national classification and IPC</p>														
<p>B. FIELDS SEARCHED</p> <p>Minimum documentation searched (classification system followed by classification symbols)                  IPC(8): G06F 9/46 (2007.01)                  USPC: 705/8</p> <p>Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched                  USPC: 705/7, 8, 11, 21; 700/90, 91, 99</p> <p>Electronic data base consulted during the international search (name of data base and, where practicable, search terms used)                  Electronic databases: Public West (PGPB,USPT,USOC,EPAB,JPAB); DIALOG PRO                  Search Terms Used: analysis system, customer interaction, wireless transmitter, wideband receiver, recording, recording audio, docking station etc.</p>														
<p>C. DOCUMENTS CONSIDERED TO BE RELEVANT</p> <table border="1"> <thead> <tr> <th>Category*</th> <th>Citation of document, with indication, where appropriate, of the relevant passages</th> <th>Relevant to claim No.</th> </tr> </thead> <tbody> <tr> <td>X - Y</td> <td>US 2005/0015286 A1 (Rudnik et al.) 20 January 2005 (20.01.2005), entire document, especially Abstract, para [0002]-[0003], [0005], [0008]-[0011], [0014]-[0015], [0029]-[0030] and [0053].</td> <td>1-8, 11, 13-22, and 25-32 ----- 9-10, 12, and 23-24</td> </tr> <tr> <td>Y</td> <td>US 2005/0003831 A1 (Anderson) 06 January 2005 (06.01.2005), para [0074] to [0076].</td> <td>9-10, and 12</td> </tr> <tr> <td>Y</td> <td>US 2003/0078782 A1 (Blair et al.) 24 April 2003 (24.04.2003), para [0016] and [0051].</td> <td>23-24</td> </tr> </tbody> </table> <p><input type="checkbox"/> Further documents are listed in the continuation of Box C. <input type="checkbox"/></p> <p>* 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                  "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)                  "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                  "&amp;" document member of the same patent family</p>			Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.	X - Y	US 2005/0015286 A1 (Rudnik et al.) 20 January 2005 (20.01.2005), entire document, especially Abstract, para [0002]-[0003], [0005], [0008]-[0011], [0014]-[0015], [0029]-[0030] and [0053].	1-8, 11, 13-22, and 25-32 ----- 9-10, 12, and 23-24	Y	US 2005/0003831 A1 (Anderson) 06 January 2005 (06.01.2005), para [0074] to [0076].	9-10, and 12	Y	US 2003/0078782 A1 (Blair et al.) 24 April 2003 (24.04.2003), para [0016] and [0051].	23-24
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