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Martin, J.; 1304 Reagan Court, Jefferson, PA 19403 (US). MUDAMBI, Kasturi, S.; 231 E. Chelsea, Newtown Square, PA 19073 (US).

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(74) Agents: DEVAUL, William, D. et al.; Foley, Hoag & Eliot LLP, Patent Group, One Post Office Square, Boston, MA 02109 (US).

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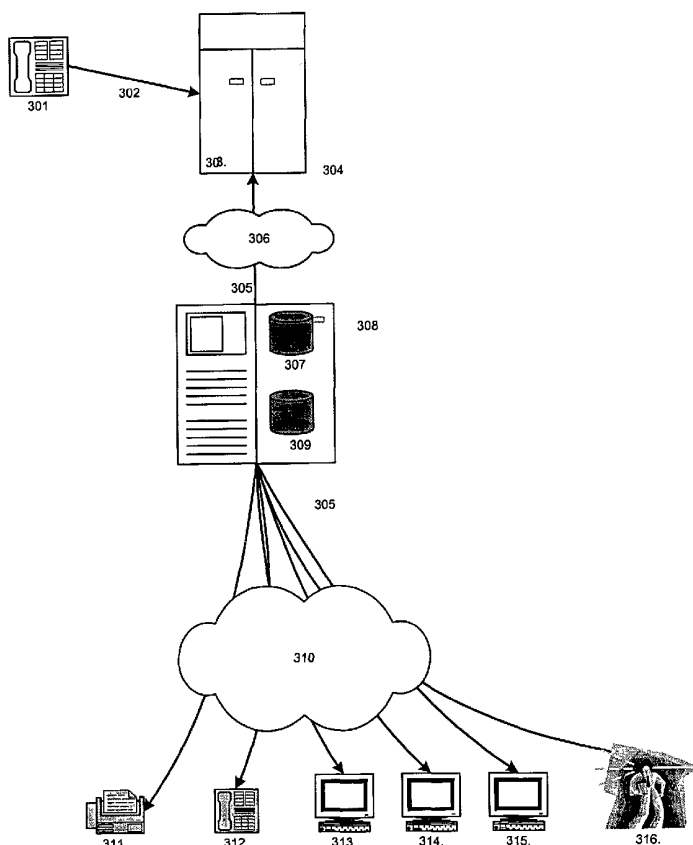
(71) Applicant: INFOACTIV, INC. [US/US]; 202 Union Wharf, Boston, MA 02109 (US).

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(72) Inventors: CANNAVO, Samuel; Apartment 718, 357 Commercial Street, Boston, MA 02109 (US). LE BRUN,

[Continued on next page]

(54) Title: AUTOMATED VOICE-BASED DIALOGUE WITH A VOICE MAIL SYSTEM BY IMITATION OF THE HUMAN VOICE



(57) Abstract: The present invention provides a subscriber with a single interface to access one or more voice mail systems (after "VMSs") (304). By employing automatic speech recognition and/or natural language understanding (hereinafter "ASR/NLU") technologies and capabilities, the system (308) can interact with a VMS account without direct human interaction. The system logs into a VMS account by generating voice commands (e.g., using text to speech technology or recorded voice commands) and/or DTMF, and then precedes to conduct an automated voice-based dialogue with the VMS in order to obtain notification, voice communications and/or other information. Since the system employs ASR/NLU technologies and capabilities, it can record any notifications and communications from the VMS, optionally convert them into other data signals (e.g., digital data) and then transmit them over and/or store them on other mediums.



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INTERNATIONAL SEARCH REPORT

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A. CLASSIFICATION OF SUBJECT MATTER  
IPC 7 H04M3/537 H04M3/533 H04M3/493

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

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)

EPO-Internal, WPI Data, PAJ, INSPEC, IBM-TDB, COMPENDEX

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category °	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	US 5 774 525 A (YUNG MARCEL MORDECHAY ET AL) 30 June 1998 (1998-06-30)	1-5, 10, 13-15
Y	abstract; figure 3 column 1, line 13 - line 30 column 2, line 4 - line 39 column 2, line 55 - column 3, line 15 column 3, line 48 - column 4, line 4 column 4, line 38 - line 58 column 9, line 41 - line 49	11
Y	WO 99 12324 A (BACK WILLIAM K ;HOLLINS JACK (US)) 11 March 1999 (1999-03-11) abstract page 3, line 8 - line 28 page 8, line 13 - line 20	11
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Patent family members are listed in annex.

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Name and mailing address of the ISA

European Patent Office, P.B. 5818 Patentlaan 2  
NL - 2280 HV Rijswijk  
Tel. (+31-70) 340-2040, Tx. 31 651 epo nl,  
Fax: (+31-70) 340-3016

Authorized officer

Willems, B

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C.(Continuation) DOCUMENTS CONSIDERED TO BE RELEVANT		
Category °	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
E	<p>US 6 263 051 B1 (SANTA ANA ALBERTO ET AL)                      17 July 2001 (2001-07-17)                      abstract; figures 6A,7                      column 19, line 55 -column 21, line 19                      column 22, line 17 - line 50                      column 23, line 41 - line 60                      -----</p>	<p>1-10, 13-16</p>

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
US 5774525	A	30-06-1998	NONE
WO 9912324	A	11-03-1999	US 6317486 B1 13-11-2001 WO 9912324 A1 11-03-1999
US 6263051	B1	17-07-2001	NONE