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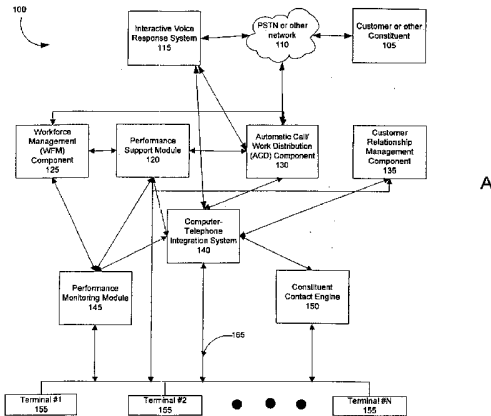
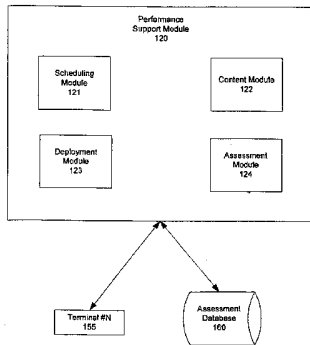
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(54) Title: METHOD AND SYSTEM FOR ASSESSING AND DEPLOYING PERSONNEL FOR ROLES IN A CONTACT CENTER



(57) Abstract: Improving the deployment of human resources in a work environment and particularly in a contact center (Fig. 1A, 100) environment. Agents (Fig. 1A, 155) working in a contact center are given different assignments based on their skills and proficiencies. Conventional contact centers typically use a static skills resume to evaluate their agents for particular roles. The present invention enables call centers to design customized assessment tools for evaluating their agents. By tailoring the attributes considered important for a particular role, a call center can more accurately, more efficiently, and more easily assess which agents are best-suited for a particular role.

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**INTERNATIONAL SEARCH REPORT**

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<p><b>A. CLASSIFICATION OF SUBJECT MATTER</b>                  IPC(7) : H04M 3/00                  US CL : 379265.02                  According to International Patent Classification (IPC) or to both national classification and IPC</p>												
<p><b>B. FIELDS SEARCHED</b>                  Minimum documentation searched (classification system followed by classification symbols)                  U.S. : 379265.02, 265.06, 265.12, 309.</p> <p>Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched                  NONE</p> <p>Electronic data base consulted during the international search (name of data base and, where practicable, search terms used)                  East; acd, call center, skills, training, resume.</p>												
<p><b>C. DOCUMENTS CONSIDERED TO BE RELEVANT</b></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</td> <td>US 6,163,607 (BOGART et al) 19 December 2000 (19.12.2000), see entire document,</td> <td>1-32, 34-36</td> </tr> <tr> <td>Y</td> <td>US 6,128,380 (SCHAFFER et al) 3 October 2000 (03.10.2000), see entire document</td> <td>33, 37-47</td> </tr> </tbody> </table>			Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.	X	US 6,163,607 (BOGART et al) 19 December 2000 (19.12.2000), see entire document,	1-32, 34-36	Y	US 6,128,380 (SCHAFFER et al) 3 October 2000 (03.10.2000), see entire document	33, 37-47	
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