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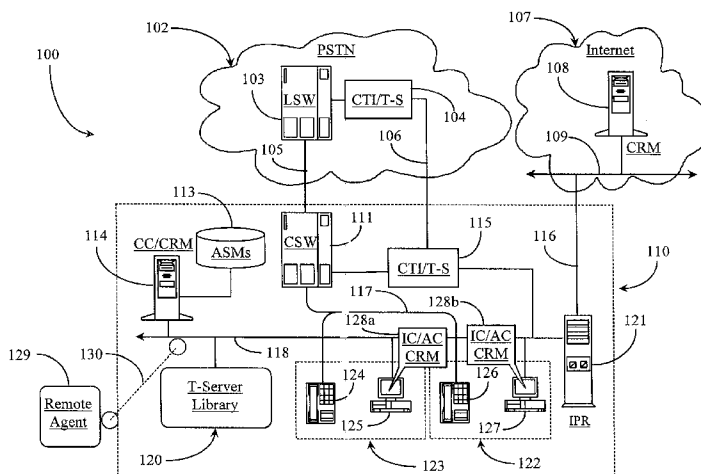
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(54) Title: METHOD AND APPARATUS FOR INTEGRATING AGENT STATUS BETWEEN A CUSTOMER RELATIONS MANAGEMENT SYSTEM AND A MULTIPLE CHANNEL COMMUNICATIONS CENTER



(57) Abstract: A system (100) for integrating a contact center (110), an agent station (122, 123), and a customer relation management server (128a, 128b) for communication includes a network adapter node (114) having port connection to the contact center (110), the agent station (122, 123), and the customer relation management server (128a, 128b); and one or more dynamic states running on the network adapter mode (114) wherein the one or more states described represent current agent activity and presence attributes according to model. In preferred application the customer relation management server (128a, 128b) is adapted to deliver data and or services or notification of availability thereof to the agent station (122, 123) based on the current state information for one or more events active or in queue for the agent station (122, 123).

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# INTERNATIONAL SEARCH REPORT

International application No.

PCT/US05/27544

**A. CLASSIFICATION OF SUBJECT MATTER**

IPC: **H04M 3/00**( 2006.01),**1/64**( 2006.01),**11/00**( 2006.01)

USPC: 379/88.17,93.09,265.02,265.09

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. : 379/88.17,93.09,265.02,265.09

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched  
None

Electronic data base consulted during the international search (name of data base and, where practicable, search terms used)  
Please See Continuation Sheet

**C. DOCUMENTS CONSIDERED TO BE RELEVANT**

Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	US 6,389,007 B1 (SHENKMAN et al) 14 May 2002, Figure 3, column 4, line 37 - column 5, line 22, and column 7, line 59 - column 8, line 32.	1-29
A	US 6,625,139 B2 (MILOSLAVSKY et al) 23 September 2003, figures 5-6, column 13, lines 3-60, and column 15, lines 1-33.	1-29

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

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"A" document defining the general state of the art which is not considered to be of particular relevance	"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
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"P" document published prior to the international filing date but later than the priority date claimed	

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Name and mailing address of the ISA/US Mail Stop PCT, Attn: ISA/US Commissioner of Patents P.O. Box 1450 Alexandria, Virginia 22313-1450 Facsimile No. (571) 273-3201	Authorized officer Bing Q. Bui <i>[Signature]</i> Telephone No. 571-272-7482

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