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(54) Title: SYSTEM AND METHODS FOR ROUTING COMMUNICATION REQUESTS TO DEDICATED AGENTS

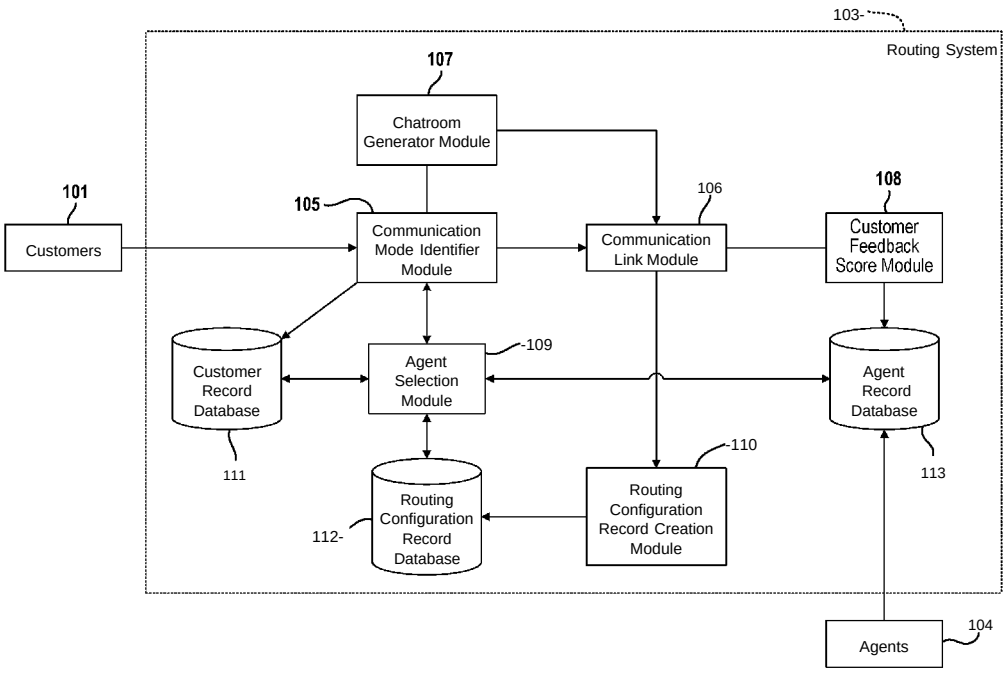

FIG. 1B

(57) Abstract: A method is presented for linking a requestor to an agent of an entity. The method includes receiving a request to connect to an agent of an entity from a given requestor, retrieving a pool of agents from a data store, and determining a first subset of agents from the pool of agents, where agents in the first subset of agents have highest rating amongst agents in the pool of agents. The method also includes determining a second subset of agents from the pool of agents, where the agents in the second subset of agents have lowest number of assigned customers amongst the agents in the pool of agents. The method also includes identifying an intersection between the first subset and second subset, and assigning a dedicated agent to the given requestor from the intersection. The method also includes establishing a communication link between the given requestor and the dedicated agent.

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[Continued on nextpage]

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A. CLASSIFICATION OF SUBJECT MATTER

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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)
H04L 12/825; G06F 19/00; H04M 3/523; H04M 3/51; G06F 9/46

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched
Korean utility models and applications for utility models
Japanese utility models and applications for utility models

Electronic data base consulted during the international search (name of data base and, where practicable, search terms used)
eKOMPASS(KIPO internal) & Keywords: agent, assign, rating, score, missed call, relationship, history, satisfaction, feedback

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
Y	US 2016-0119477 A1 (BRUCE A. SHARPE et al.) 28 April 2016 See paragraphs [0063], [0073], [0076], [0092], [0098], [0129], [0132], [0187], **[0209H0210]**, claims 1, 9 and figures 2, 10B, 11B.	1-17
Y	US 2016-0227035 A1 (ANGEL.COM INCORPORATED) 04 August 2016 See paragraphs [0201H0202], [0216], [0220], claim 1 and figure 6.	1-17
Y	US 2007-0074220 A1 (THOMAS J. EDWARDS et al.) 29 March 2007 See paragraphs [0003], [0057], claims 75-76 and figures 9B-10.	6,10-17
Y	US 2015-0237213 A1 (SATMAP INTERNATIONAL HOLDINGS LTD.) 20 August 2015 See paragraph [0076] and figure 1.	7
A	US 2014-0086402 A1 (THE RESOURCE GROUP INTERNATIONAL, LTD.) 27 March 2014 See claims 1-14 and figure 9.	1-17

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

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