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(54) Title: METHOD FOR INTEGRATING CLIENT WEB HISTORY AND CALL CENTER HISTORY INTO A SINGLE INTERACTION HISTORY ACCESSIBLE IN REAL TIME

(57) Abstract: A method is provided for creating a portable history data record for a customer by integrating Web cookie data and telephone history data. The method includes the acts (a) retrieving and interpreting the Web cookie data, (b) retrieving and interpreting the telephone history data, (c) combining the data sets into a single data record eliminating redundant data, (d) formatting the data record for human or for machine interpretation, and (e) presenting the formatted data record to a point of service during or just ahead of an associated interaction event.



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INTERNATIONAL SEARCH REPORT

International application No.

PCT/US07/88545

A. CLASSIFICATION OF SUBJECT MATTER

IPC: G06F 15/16(2006.01)

USPC: 709/228

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. : 709/228

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 practicable, search terms used)
EAST SEARCH

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X,P	US 20070060099 (RAMER et al) 15 March 2007 (15.03.2007) All	1-20
A	US 20070255702 (ORME) 01 November 2007 (11.01.2007) All	1-20
A	US 20070294096 (RANDALL et al) 20 December 2007 (20.12.2007) All	1-20

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