#### (12) INTERNATIONAL APPLICATION PUBLISHED UNDER THE PATENT COOPERATION TREATY (PCT)

## (19) World Intellectual Property Organization

International Bureau



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## (43) International Publication Date 31 August 2006 (31.08.2006)

## PC

# (10) International Publication Number WO 2006/091624 A3

(51) International Patent Classification: *G06F 17/00* (2006.01)

(21) International Application Number:

PCT/US2006/006177

(22) International Filing Date:

21 February 2006 (21.02.2006)

(25) Filing Language: English

(26) Publication Language: English

(30) Priority Data:

 60/655,611
 22 February 2005 (22.02.2005)
 US

 60/655,347
 22 February 2005 (22.02.2005)
 US

 60/707,838
 11 August 2005 (11.08.2005)
 US

 11/285,908
 23 November 2005 (23.11.2005)
 US

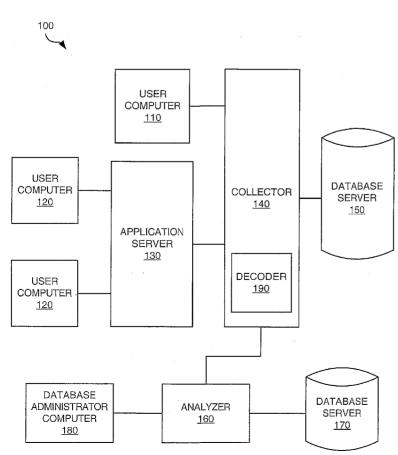
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- (81) Designated States (unless otherwise indicated, for every kind of national protection available): AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG, BR, BW, BY, BZ, CA, CH, CN, CO, CR, CU, CZ, DE, DK, DM, DZ, EC, EE, EG, ES, FI, GB, GD, GE, GH, GM, HR, HU, ID, IL, IN, IS, JP, KE, KG, KM, KN, KP, KR, KZ, LC, LK, LR, LS, LT, LU, LV, LY, MA, MD, MG, MK, MN, MW, MX, MZ, NA, NG, NI, NO, NZ, OM, PG, PH, PL, PT, RO, RU, SC, SD, SE, SG, SK, SL, SM, SY, TJ, TM, TN, TR, TT, TZ, UA, UG, US, UZ, VC, VN, YU, ZA, ZM, ZW.

[Continued on next page]

## (54) Title: SYSTEM AND METHOD FOR DETERMINING INFORMATION RELATED TO USER INTERACTIONS WITH AN APPLICATION



(57) Abstract: A system, method, and computer program product is disclosed for determining information related to user interactions with an application. The system comprises a collector, an analyzer, and a storage device. The collector inspects data sent from the application to a server in response to a user interacting with the application. The analyzer then determines, based on the data, a description of the interaction of the user with the application and the server. The system stores the description of the interaction of the user in the storage device.

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(84) Designated States (unless otherwise indicated, for every kind of regional protection available): ARIPO (BW, GH, GM, KE, LS, MW, MZ, NA, SD, SL, SZ, TZ, UG, ZM, ZW), Eurasian (AM, AZ, BY, KG, KZ, MD, RU, TJ, TM), European (AT, BE, BG, CH, CY, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HU, IE, IS, IT, LT, LU, LV, MC, NL, PL, PT, RO, SE, SI, SK, TR), OAPI (BF, BJ, CF, CG, CI, CM, GA, GN, GQ, GW, ML, MR, NE, SN, TD, TG).

#### **Published:**

— with international search report

- before the expiration of the time limit for amending the claims and to be republished in the event of receipt of amendments
- (88) Date of publication of the international search report: 15 November 2007

For two-letter codes and other abbreviations, refer to the "Guidance Notes on Codes and Abbreviations" appearing at the beginning of each regular issue of the PCT Gazette.

### INTERNATIONAL SEARCH REPORT

International application No. PCT/US 06/06177

A.	CLASSIFICATION OF SUBJECT MATTER
	IPC(8): G06F 17/00 (2007.01)
	USPC: 707/104.1
Acc	cording to International Patent Classification (IPC) or to both national classification and IPC
R	EIEL DO SEADCHED

Minimum documentation searched (classification system followed by classification symbols)

IPC(8): G06F 17/00 (2007.01) USPC: 707/104.1

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched USPC: 707/100, 104.1 (text search)

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

EAST(USPT,PGPB,EPO,JPO,DERWENT); DialogPRO(Engineering); Google Search terms: tracking, history, monitoring, user, customer, interaction, usage, user, access, application, service, management, profile, customer, administration, accounting, gateway, protocol, conversion, analyzing, profiling, action, interaction, transaction

## C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.					
х	US 2002/0194504 A1 (LESKUSKI et al.) 19 December 2002 (19.12.2002), Fig 3, 5, 8, 10-13; para [0028]-[0082].	1-24					
Α	US 2002/0021665 A1 (BHAGAVATH et al.) 21 February 2002 (21.02.2002), fig 3; para [0026], [0065]-[0067].	1, 9, 17					
Α	US 2002/0019764 A1 (MASACARENHAS) 14 February 2002 (14.02.2002), para [0003], [0023]- [0027], [0034], [0045], [0086]-[0087].	1, 9, 17					

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"p"		nt published prior to the international filing date but later than ity date claimed	"&"	document member of the same patent family		
Date of the actual completion of the international search			Date of mailing of the international search report			
22 June 2007 (22.06.2007)			2 8 SEP 2007			
Name and mailing address of the ISA/US			Authorized officer:			
Mail Stop PCT, Attn: ISA/US, Commissioner for Patents			Lee W. Young			
P.O. Box 1450, Alexandria, Virginia 22313-1450				PCT Helpdesk: 571-272-4300		
Facsimile No. 571-273-3201			PCT OSP: 571-272-7774			

Form PCT/ISA/210 (second sheet) (April 2005)