(57) Abstract: A system and method for monitoring the communication between customers and a company's customer service representatives, be they representatives responding to customer requests or telemarketing representatives who initiate contact with existing or potential customers and provide relevant information to the customer service representatives in the course of the conversation, wherein the method comprises determining whether a data stream contains audio data (Step 4, Fig. 2) and converting the audio data, if it exists to a textual stream output (Step 5, Fig 2) and adding a timestamp to the textual stream (Step 9, Fig. 2). The system and method monitors, via a data network, the conversations between customers and a company's customer service representatives, provides real time analysis of the questions and responses, and thus interpreting that material provides the company's customer service representative with specific information useful for a particular customer and for advising the company's customer service representative as to relevant information that needs to be provided to the customer.
(88) Date of publication of the international search report: 17 October 2002

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

A. CLASSIFICATION OF SUBJECT MATTER
   IPC(7) : H04M 3/00
   US CL. : 379/265.06
   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.: 379/265.06, 379.265.01 - 266.1, 69, 70
   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, distinguish, differentiate, agent, caller, customer, voice, audio, ACD, call center

C. DOCUMENTS CONSIDERED TO BE RELEVANT
<table>
<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>Y</td>
<td>US 6,058,163 A (PATTISON et al.) 02 May 2000 (02.05.2000), abstract, column 1, line 30 - column 8, column 9, line 27 - column 24, line 52.</td>
<td>1 - 11</td>
</tr>
</tbody>
</table>

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

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

Date of the actual completion of the international search

31 May 2002 (31.05.2002)

Date of mailing of the international search report

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