

(19) World Intellectual Property Organization
International Bureau



(43) International Publication Date
15 November 2001 (15.11.2001)

PCT

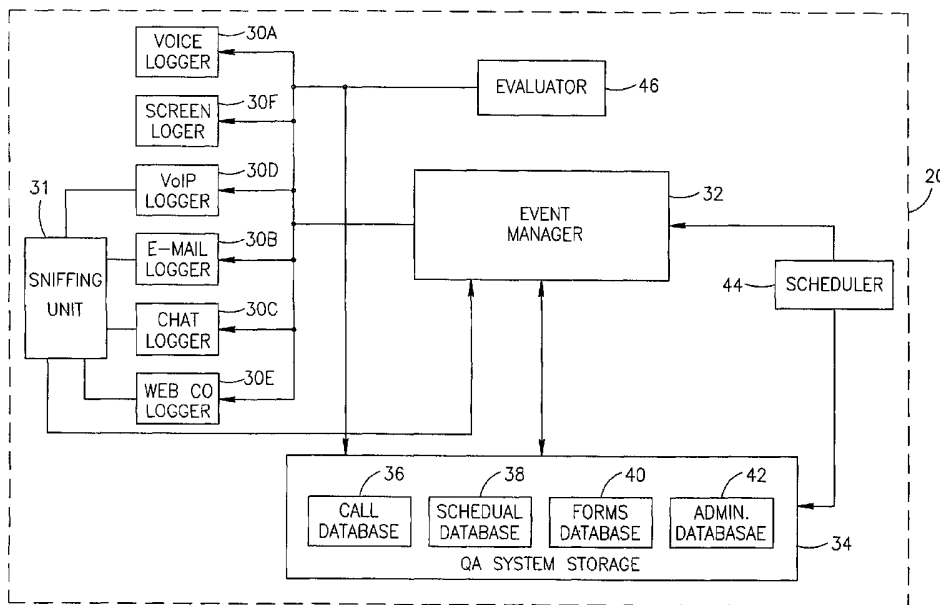
(10) International Publication Number
WO 01/086924 A3

- (51) International Patent Classification⁷: H04M 3/51, G06F 17/60
- (74) Agents: EITAN, PEARL, LATZER & COHEN-ZEDEK et al.; 2 Gav Yam Center, 7 Shenkar Street, 46725 Herzlia (IL).
- (21) International Application Number: PCT/IL01/00406
- (22) International Filing Date: 8 May 2001 (08.05.2001)
- (81) Designated States (national): AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG, BR, BY, BZ, CA, CH, CN, CO, CR, CU, CZ, DE, DK, DM, DZ, EC, EE, ES, FI, GB, GD, GE, GH, GM, HR, HU, ID, IL, IN, IS, JP, KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT, LU, LV, MA, MD, MG, MK, MN, MW, MX, MZ, NO, NZ, PL, PT, RO, RU, SD, SE, SG, SI, SK, SL, TJ, TM, TR, TT, TZ, UA, UG, US, UZ, VN, YU, ZA, ZW.
- (25) Filing Language: English
- (26) Publication Language: English
- (30) Priority Data: 60/202,977 9 May 2000 (09.05.2000) US
- (84) Designated States (regional): ARIPO patent (GH, GM, KE, LS, MW, MZ, SD, SL, SZ, TZ, UG, ZW), Eurasian patent (AM, AZ, BY, KG, KZ, MD, RU, TJ, TM), European patent (AT, BE, CH, CY, DE, DK, ES, FI, FR, GB, GR, IE, IT, LU, MC, NL, PT, SE, TR), OAPI patent (BF, BJ, CF, CG, CI, CM, GA, GN, GW, ML, MR, NE, SN, TD, TG).
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Published:
— with international search report

[Continued on next page]

(54) Title: METHOD AND APPARATUS FOR QUALITY ASSURANCE IN A MULTIMEDIA COMMUNICATIONS ENVIRONMENT



(57) Abstract: The present invention relates to a method and system for monitoring and evaluating multimedia telephonic and computer-communication interactions. The multimedia quality monitoring system may include an event manager, which may receive a notification associated with a communication between an agent and a customer and recording servers, which record data associated with the communication.

WO 01/086924 A3



(88) Date of publication of the international search report:
13 February 2003

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

Inte Application No
PCT/IL 01/00406

A. CLASSIFICATION OF SUBJECT MATTER
IPC 7 H04M3/51 G06F17/60

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)
IPC 7 H04M G06F

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 practical, search terms used)
EPO-Internal, WPI Data

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Y	US 5 533 103 A (JORGENSEN JACOB W ET AL) 2 July 1996 (1996-07-02) abstract column 1, line 34 -column 3, line 40 column 5, line 16-22 column 6, line 14-30 ---	1-12
A	US 5 982 857 A (BRADY PATRICK K) 9 November 1999 (1999-11-09) the whole document ---	1-12
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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 12 November 2002	Date of mailing of the international search report 25/11/2002
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Name and mailing address of the ISA European Patent Office, P.B. 5818 Patentlaan 2 NL - 2280 HV Rijswijk Tel. (+31-70) 340-2040, Tx. 31 651 epo nl, Fax: (+31-70) 340-3016	Authorized officer Tillgren, M
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INTERNATIONAL SEARCH REPORT

Inter: pplication No
PCT/IL 01/00406

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