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(54) Title: ANALYTICS OF HISTORICAL CONVERSATIONS IN RELATION TO PRESENT COMMUNICATION

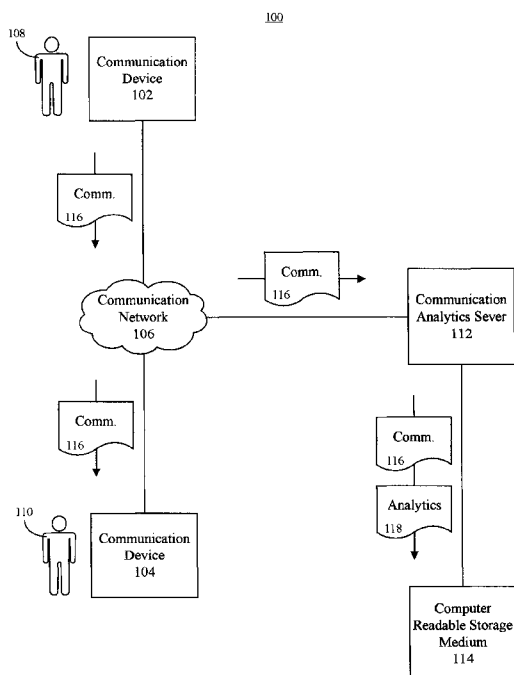


FIG. 1

(57) Abstract: A method of analyzing historical communications. During a first communication session between a first user and at least a second user, at least a first communication exchanged between the first user and the second user can be detected and stored. A second communication exchanged in a second communication session can be compared with the first communication to determine a degree of similarity between the first communication and the second communication. In one aspect, when the degree of similarity is at least a threshold value, an indication can be provided to at least one user participating in the second communication session that the first communication potentially is relevant to the second communication session and that the first communication is available to be reviewed. In another aspect, a report pertaining to hierarchical relationships between users and the context of the communications can be generated based on the first and second communications.



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B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)
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C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	EP 2 073 517 A1 (RESEARCH IN MOTION LTD [CA]) 24 June 2009 (2009-06-24) abstract paragraph [0001] - paragraph [0002] paragraph [0015] paragraph [0017] - paragraph [0020] paragraph [0027] - paragraph [0029] paragraph [0031] - paragraph [0037] paragraph [0049] ----- -/- .	1-15



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C(Continuation). DOCUMENTS CONSIDERED TO BE RELEVANT		
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INTERNATIONAL SEARCH REPORT

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