Title: IMPROVEMENTS IN OR RELATING TO CALL PRIORITISATION METHODS IN A CALL CENTER

Abstract: According to one aspect of the invention, there is provided a method of allocating calls coming into a call center from a caller location remote from the call center, receiving a call from a caller which includes information from an RFID chip located in close proximity to the caller location; decoding the information from the RFID chip to determine one or more parameters relating to the information; using said one or more parameters to allocate the call from the caller at the call center to ensure calls are handled in accordance with the parameters. This has the advantage of much more efficient management of the of the calls within the call center and ensures that the calls are sent to the agent with the most appropriate skill set.
**INTERNATIONAL SEARCH REPORT**

**A. CLASSIFICATION OF SUBJECT MATTER**

**INV.** H04M3/523

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)

H04M

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, PAJ, INSPEC, IBM-TDB, COMPENDEX

**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>
</table>

Further documents are listed in the continuation of Box C.

See patent family annex.

**Date of the actual completion of the international search**

23 January 2006

**Date of mailing of the international search report**

27.04.2006

Name and mailing address of the ISA/

European Patent Office, P.B. 5818 Patentlaan 2 NL - 2280 HT Rijswijk
Tel: (+31-70) 340-0240, Tx: 31 651 epo nl, Fax: (+31-70) 340-0016

Authorized officer

Willems, B
INTERNATIONAL SEARCH REPORT

Box II  Observations where certain claims were found unsearchable (Continuation of item 2 of first sheet)

This International Search Report has not been established in respect of certain claims under Article 17(2)(a) for the following reasons:

1.☐ Claims Nos.:
because they relate to subject matter not required to be searched by this Authority, namely:

2.☐ Claims Nos.:
because they relate to parts of the International Application that do not comply with the prescribed requirements to such an extent that no meaningful International Search can be carried out, specifically:

3.☐ Claims Nos.:
because they are dependent claims and are not drafted in accordance with the second and third sentences of Rule 6.4(a).

Box III  Observations where unity of invention is lacking (Continuation of item 3 of first sheet)

This International Searching Authority found multiple inventions in this international application, as follows:

see additional sheet

1.☐ As all required additional search fees were timely paid by the applicant, this International Search Report covers all searchable claims.

2.☐ As all searchable claims could be searched without effort justifying an additional fee, this Authority did not invite payment of any additional fee.

3.☐ As only some of the required additional search fees were timely paid by the applicant, this International Search Report covers only those claims for which fees were paid, specifically claims Nos.:

4.☒ No required additional search fees were timely paid by the applicant. Consequently, this International Search Report is restricted to the invention first mentioned in the claims; it is covered by claims Nos.:

1-18

Remark on Protest
☐ The additional search fees were accompanied by the applicant's protest.
☐ No protest accompanied the payment of additional search fees.

Form PCT/ISA/210 (continuation of first sheet (2)) (January 2004)
This International Searching Authority found multiple (groups of) inventions in this international application, as follows:

1. claims: 1-18
   A method (claim 1), an apparatus (claim 8), a computer program (claim 15), a RFID chip (claim 16), an RFID reader (claim 17) and a terminal (claim 18) for allocating calls coming into a call center from a caller location remote from the call center
   ---

2. claim: 19
   A method (claim 19) of reprogramming information on an RFID chip at a remote location
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<table>
<thead>
<tr>
<th>Patent document cited in search report</th>
<th>Publication date</th>
<th>Patent family member(s)</th>
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<tr>
<td>WO 03013043 A2</td>
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