Title: DISTRIBUTED CALL CENTER SYSTEM AND METHOD FOR VOLUNTEER MOBILIZATION

Abstract: A system and method to facilitate effective telephone calling campaigns that may be conducted by geographically dispersed individuals using inexpensive communications systems (fig. 1), such as the Internet (16) and a basic telephone service (28). The system manages lists of pre-qualified prospects divided up among a group of volunteers, including providing the volunteers with prepared scripts via web-browsers, customized to both the volunteer and the prospect and designed to solicit further information and support from the prospects (14). The system also processes prospect responses and oversees appropriate follow-up actions such as sending pre-prepared e-mail or direct mail packages. The system also manages and serves (18) information and links backgrounding campaign issues, strategies and tactics and providing volunteers with technical and motivational assistance. The system of this invention is also capable of monitoring volunteer productivity and effectiveness.
before the expiration of the time limit for amending the claims and to be republished in the event of receipt of amendments

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.

(88) Date of publication of the international search report:
26 May 2005
INTERNATIONAL SEARCH REPORT

A. CLASSIFICATION OF SUBJECT MATTER

IPC(7) : H04M 7/00; G06F 17/22, 17/60; H04N 3/00
US CL : 709/204, 205, 227; 348/14.11; 379/93.21, 201.01, 223, 265.01

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. : 709/204, 205, 227; 348/14.11; 379/93.21, 201.01, 223, 265.01

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

NONE

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

WEST

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>X</td>
<td>US 6,044,142 A (HAMMARSTROM et al) 28 March 2000 (28.03.2000), see entire</td>
<td>1, 3, 8, 10, and 15</td>
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<td>Y</td>
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<td>2, 9 and 16-17</td>
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Further documents are listed in the continuation of Box C. See patent family annex.

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Date of the actual completion of the international search

07 February 2005 (07.02.2005)

Date of mailing of the international search report

17 MAR 2005

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