



- (51) International Patent Classification:
G06F 7/00 (2006.01)
- (21) International Application Number:
PCT/US2013/046439
- (22) International Filing Date:
18 June 2013 (18.06.2013)
- (25) Filing Language: English
- (26) Publication Language: English
- (30) Priority Data:
- | | | |
|------------|----------------------------|----|
| 61/661,299 | 18 June 2012 (18.06.2012) | US |
| 13/841,681 | 15 March 2013 (15.03.2013) | US |
| 13/844,306 | 15 March 2013 (15.03.2013) | US |
| 13/844,002 | 15 March 2013 (15.03.2013) | US |
| 13/842,035 | 15 March 2013 (15.03.2013) | US |
| 13/842,398 | 15 March 2013 (15.03.2013) | US |
| 13/895,276 | 15 May 2013 (15.05.2013) | US |
| 13/895,302 | 15 May 2013 (15.05.2013) | US |
| 13/895,294 | 15 May 2013 (15.05.2013) | US |
- (71) Applicant: **SERVICSOURCE INTERNATIONAL, INC.** [US/US]; 634 2nd Street, San Francisco, CA 94107 (US).
- (72) Inventors: **OLSEN, Greg**; 634 2nd Street, San Francisco, CA 94107 (US). **THIRUNAVUKKARASU, Chellah**; 634 2nd Street, San Francisco, CA 94107 (US). **CRAFT, Riccardo**; 634 2nd Street, San Francisco, CA 94107 (US). **BELL, Ganesh**; 634 2nd Street, San Francisco, CA 94107 (US).
- (74) Agents: **CLEARY, James, P.** et al.; Mintz, Levin, Cohn, Ferris, Glovsky and Popeo, P.C, 3580 Carmel Mountain Road, Suite 300, San Diego, CA 92130 (US).
- (81) Designated States (*unless otherwise indicated, for every kind of national protection available*): AE, AG, AL, AM, AO, AT, AU, AZ, BA, BB, BG, BH, BN, BR, BW, BY, BZ, CA, CH, CL, CN, CO, CR, CU, CZ, DE, DK, DM, DO, DZ, EC, EE, EG, ES, FI, GB, GD, GE, GH, GM, GT, HN, HR, HU, ID, IL, IN, IS, JP, KE, KG, KN, KP, KR, KZ, LA, LC, LK, LR, LS, LT, LU, LY, MA, MD, ME, MG, MK, MN, MW, MX, MY, MZ, NA, NG, NI, NO, NZ,

[Continued on next page]

(54) Title: SERVICE ASSET MANAGEMENT SYSTEM AND METHOD

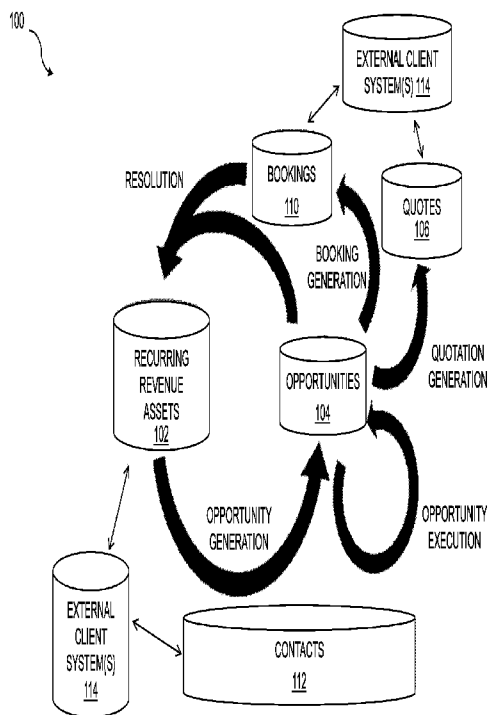


FIG. 1

(57) Abstract: Data relevant to a predefined data object of a set of predefined data objects can be extracted from a unit of data received at a recurring revenue management system. The extracted relevant data can be populated to an instance of the predefined data object. One or more relationships between the instance of the predefined data object and at least one other instance of the predefined data object or a second predefined data object. The defining occurs based on a set of parameters associated with the predefined data object and content of the extracted data. An opportunity can be generated for a sale or renewal of a recurring revenue asset based at least in part on the one or more relationships, and the generated opportunity can be presented to a user. Related methods, systems, and computer program products are also described.



OM, PA, PE, PG, PH, PL, PT, QA, RO, RS, RU, RW, SC, SD, SE, SG, SK, SL, SM, ST, SV, SY, TH, TJ, TM, TN, TR, TT, TZ, UA, UG, US, UZ, VC, VN, ZA, ZM, ZW.

SM, TR), OAPI (BF, BJ, CF, CG, CI, CM, GA, GN, GQ, GW, KM, ML, MR, NE, SN, TD, TG).

Published:

- with international search report (Art. 21(3))
- before the expiration of the time limit for amending the claims and to be republished in the event of receipt of amendments (Rule 48.2(h))

(84) Designated States (unless otherwise indicated, for every kind of regional protection available): ARIPO (BW, GH, GM, KE, LR, LS, MW, MZ, NA, RW, SD, SL, SZ, TZ, UG, ZM, ZW), Eurasian (AM, AZ, BY, KG, KZ, RU, TJ, TM), European (AL, AT, BE, BG, CH, CY, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HR, HU, IE, IS, IT, LT, LU, LV, MC, MK, MT, NL, NO, PL, PT, RO, RS, SE, SI, SK,

(88) Date of publication of the international search report:

3 April 2014

INTERNATIONAL SEARCH REPORT

International application No.

PCT/US2013/046439

A. CLASSIFICATION OF SUBJECT MATTER

IPC(8) - G06F 7/00 (2014.01)

USPC - 705/300

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(8) - G06F 7/00, 17/30, G06Q 10/00 (2014.01)

USPC - 705/300, 342, 707/805, 608

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

CPC - G06Q 10/06, 10/631 (2013.01)

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

Orbit, Google Patents, Google

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
Y	US 2011/0246254 A1 (JOHNSON et al) 06 October 2011 (06.10.2011) entire document	1-20
Y	US 2008/0133324 A1 (JACKSON et al) (pub. 5 June 2008)(05.06.2008) entire document	1-20
Y	US 8,046,362 B2 (BAYLISS) 25 October 2011 (25.10.2011) entire document	5, 11, 17
A		1-4, 6-10, 12-16, 18-20
A	US 8,176,083 B2 (VOSSEN et al) 08 May 2012 (08.05.2012) entire document	1-20

☐ Further documents are listed in the continuation of Box C.

* Special categories of cited documents:

"A" document defining the general state of the art which is not considered to be of particular relevance

"E" earlier application or patent but published on or after the international filing date

"L" document which may throw doubts on priority claim(s) or which is cited to establish the publication date of another citation or other special reason (as specified)

"O" document referring to an oral disclosure, use, exhibition or other means

"P" document published prior to the international filing date but later than the priority date claimed

"T" later document published after the international filing date or priority date and not in conflict with the application but cited to understand the principle or theory underlying the invention

"X" document of particular relevance; the claimed invention cannot be considered novel or cannot be considered to involve an inventive step when the document is taken alone

"Y" document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art

"&" document member of the same patent family

Date of the actual completion of the international search

22 January 2014

Date of mailing of the international search report

07 FEB 2014

Name and mailing address of the ISA/US

Mail Stop PCT, Attn: ISA/US, Commissioner for Patents
P.O. Box 1450, Alexandria, Virginia 22313-1450

Facsimile No. 571-273-3201

Authorized officer:

Blaine R. Copenheaver

PCT Helpdesk: 571-272-4300
PCT OSP: 571-272-7774