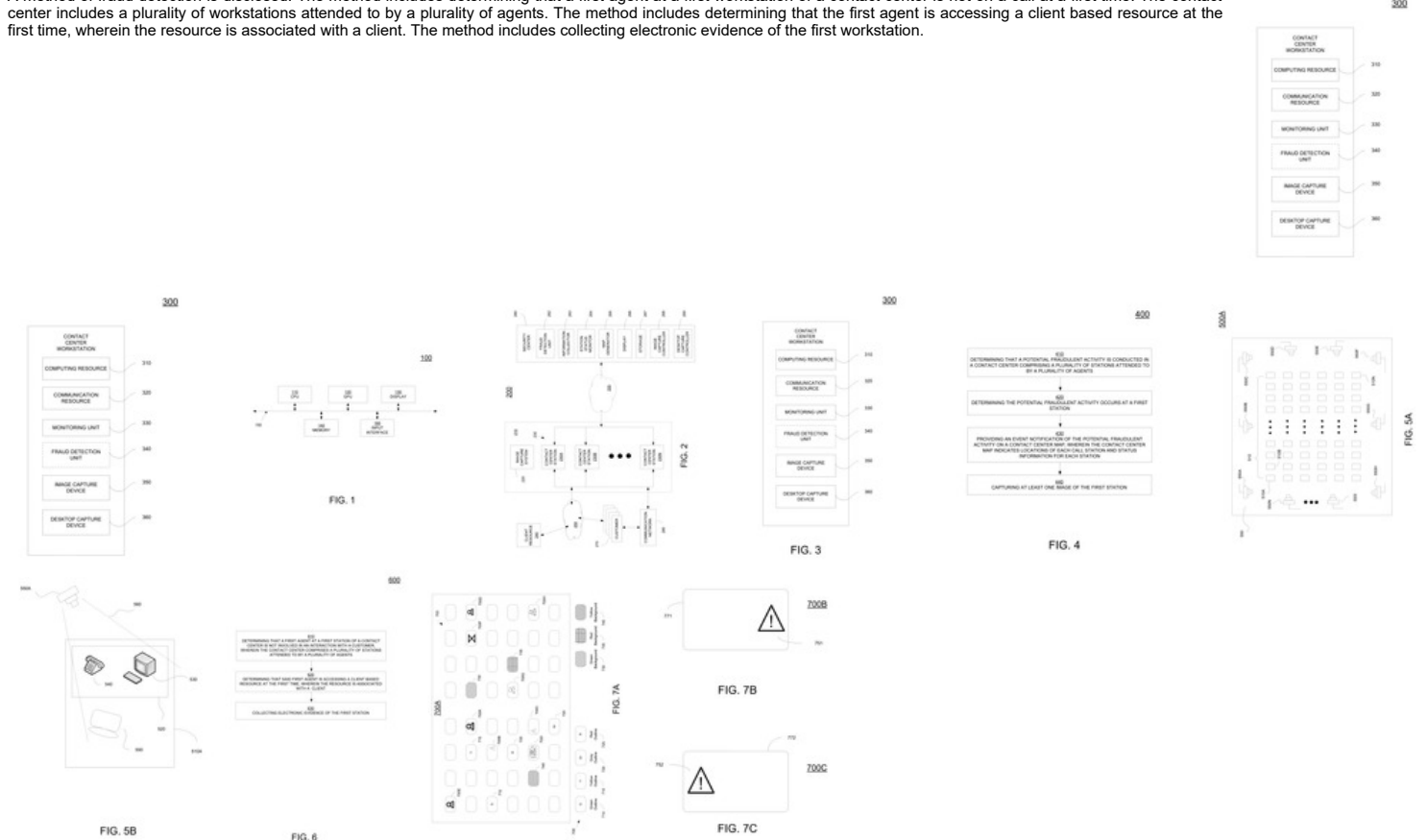


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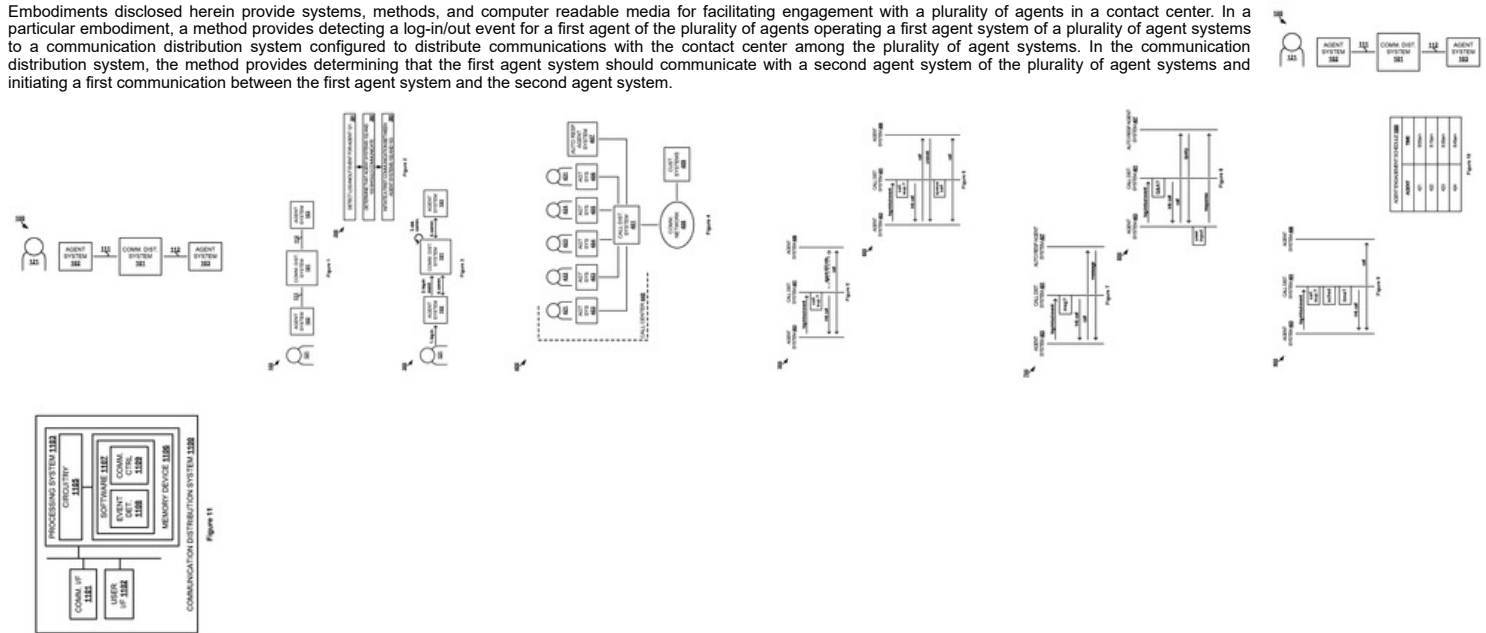
#	Title	Publication number	1st app. date	Applicant/Assignee	1st publ. date	Publ. date
1.	Contact center anti-fraud monitoring, detection and prevention solution	US20160065732	2015-06-25	TELEPERFORMANCE*	2016-03-03	2016-03-03

A method of fraud detection is disclosed. The method includes determining that a first agent at a first workstation of a contact center is not on a call at a first time. The contact center includes a plurality of workstations attended to by a plurality of agents. The method includes determining that the first agent is accessing a client based resource at the first time, wherein the resource is associated with a client. The method includes collecting electronic evidence of the first workstation.



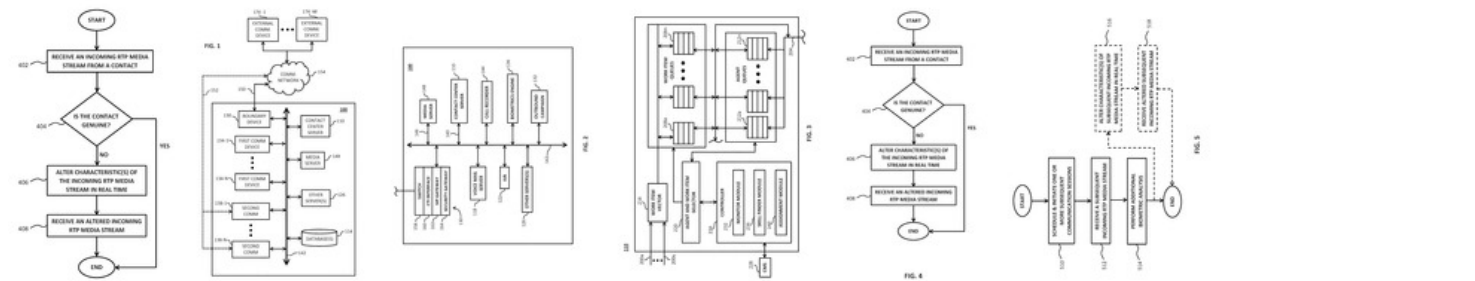
2.	Communications between contact center agent systems to facilitate agent engagement	US20170034349	2015-07-31	AVAYA* AVAYA INTEGRATED CABINET SOLUTIONS* OCTEL COMMUNICATIONS* ZANG*	2017-02-02	2017-02-02
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Embodiments disclosed herein provide systems, methods, and computer readable media for facilitating engagement with a plurality of agents in a contact center. In a particular embodiment, a method provides detecting a log-in/out event for a first agent of the plurality of agents operating a first agent system of a plurality of agent systems to a communication distribution system configured to distribute communications with the contact center among the plurality of agent systems. In the communication distribution system, the method provides determining that the first agent system should communicate with a second agent system of the plurality of agent systems and initiating a first communication between the first agent system and the second agent system.



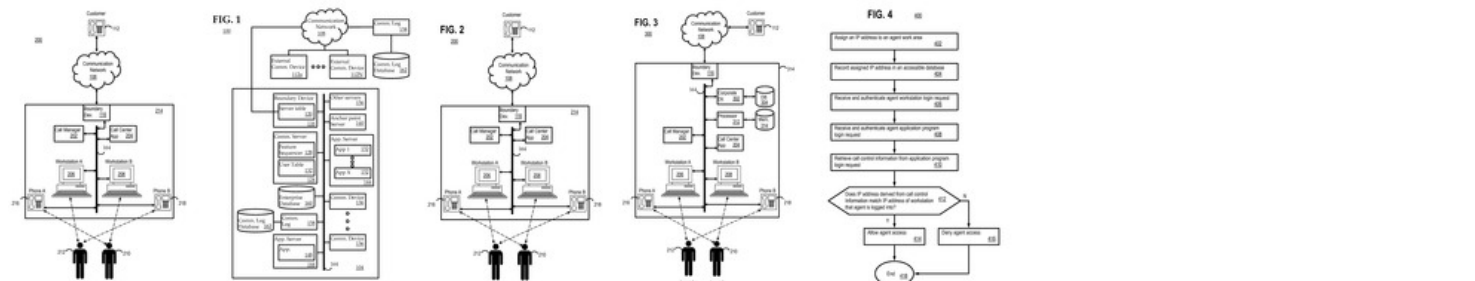
3.	Systems and methods for detecting and reducing fraud in a contact center	US9716791	2016-05-27	AVAYA* AVAYA INTEGRATED CABINET SOLUTIONS* OCTEL COMMUNICATIONS* ZANG*	2017-07-25	2017-07-25
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Detecting fraud in a contact center including receiving an incoming Real-Time Transport Protocol (RTP) media stream associated with a contact, and determining, based on a real-time biometric analysis of the incoming RTP media stream, that the contact is a potential fraudulent contact. The incoming RTP media stream comprises at least one of an audio stream or a video stream. At least one characteristic related to one or more of an audio quality or a video quality of the incoming RTP media stream is altered without altering any characteristics of an outgoing RTP media stream from the contact center to the potential fraudulent contact, and an altered incoming RTP media stream associated with the potential fraudulent contact is received. In some embodiments, at least one subsequent communications session is automatically scheduled and initiated and a subsequent incoming RTP media stream is received during each subsequent communications session.



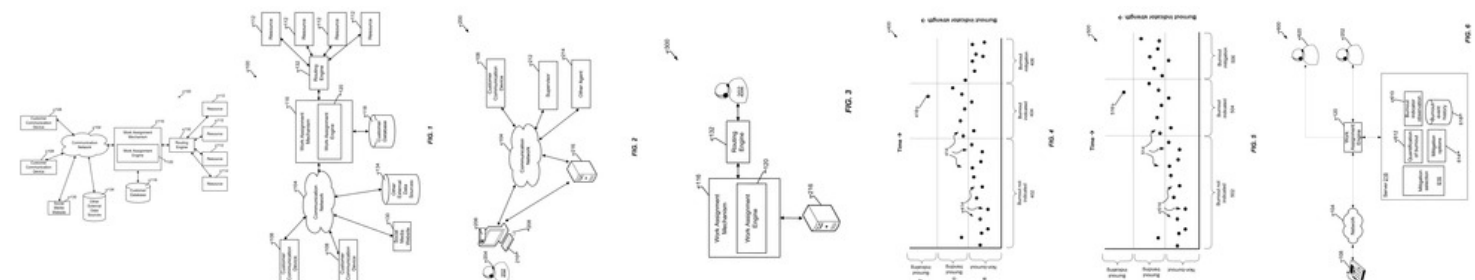
4.	System and method to detect and correct ip phone mismatch in a contact center	US20150281451	2014-03-31	AVAYA* AVAYA INTEGRATED CABINET SOLUTIONS* OCTEL COMMUNICATIONS* ZANG*	2015-10-01	2015-10-01
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Detecting an IP address mismatch in a contact center includes receiving a workstation login request from a workstation of the center that include login credentials associated with an agent of the center for logging into the workstation. The method also includes retrieving from a database a predetermined first IP address assigned to the agent; receiving an application login request related to an application from a workstation of the center on which the application is executing; extracting a second IP address from the application login request; and comparing the predetermined first IP address with the second IP address and granting the agent access if the addresses match.



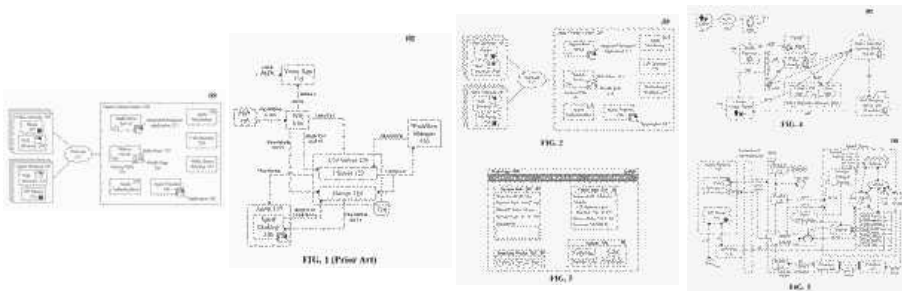
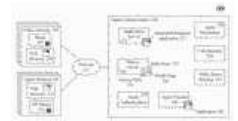
5.	Automated responses to projected contact center agent fatigue and burnout	US20160180277	2014-12-17	AVAYA* AVAYA INTEGRATED CABINET SOLUTIONS* OCTEL COMMUNICATIONS* ZANG*	2016-06-23	2016-06-23
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Agents of a contact center process work items for clients of the contact center. Agents may, at some point, experience "burnout." Detecting early signs, and automatically mitigating the burnout allows agents to maintain interest in their work and avoid expensive training of new agents and lost experience of burnt-out agents. Agents may be monitored for single events and/or a pattern of events indicating burnout. Automatic detection and response to the burnout provides agents indicating burnout to have more interesting, less difficult, or otherwise more favorable working conditions. Feedback monitoring determines if the mitigation efforts are successful. If not, and an agent is burnt out and likely to quit, measures may be automatically launched to prevent the burnt-out agent from "infecting" other agents.



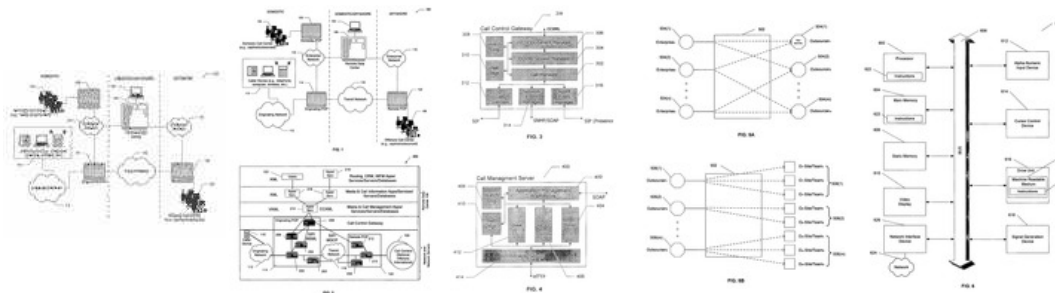
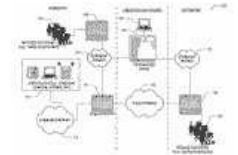
6. [Identifying contact center agents based upon biometric characteristics of an agent's speech](#) US20080205626 2007-02-28 IBM* 2008-08-28 2008-08-28

The present invention discloses a contact center with speaker identification and verification (SIV) capabilities. In the invention, a set of contact center components can provide automated interactive communications with callers, can provide queue management for callers waiting to communicate with live agents, and can provide skills based routing for assigning live agents to callers. The SIV component can analyze speech utterances to determine a speaker identify based upon biometric characteristics of the analyzed speech utterances. Additionally, the SIV component can process speech from contact center sessions. In one embodiment, the SIV component can prevent agent substitutions from occurring of which the call center is unaware. The SIV component can also be used to distinguish whether communication session content was spoken by a contact center agent or a caller.



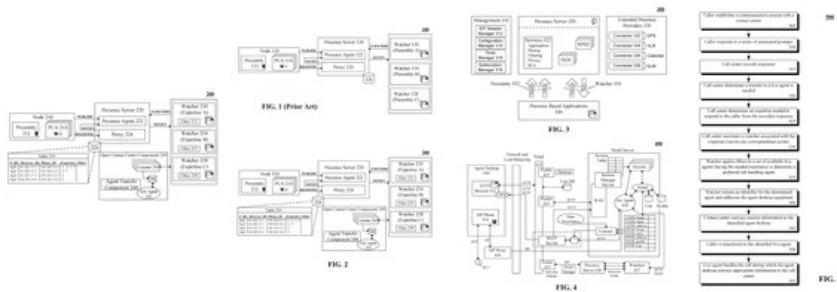
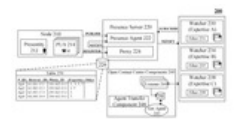
7. [A method and system for monitoring and managing multi-sourced call centers](#) US20060109976 2005-11-22 BROADSOFT* TRANSERA COMM 2006-05-25 2006-05-25

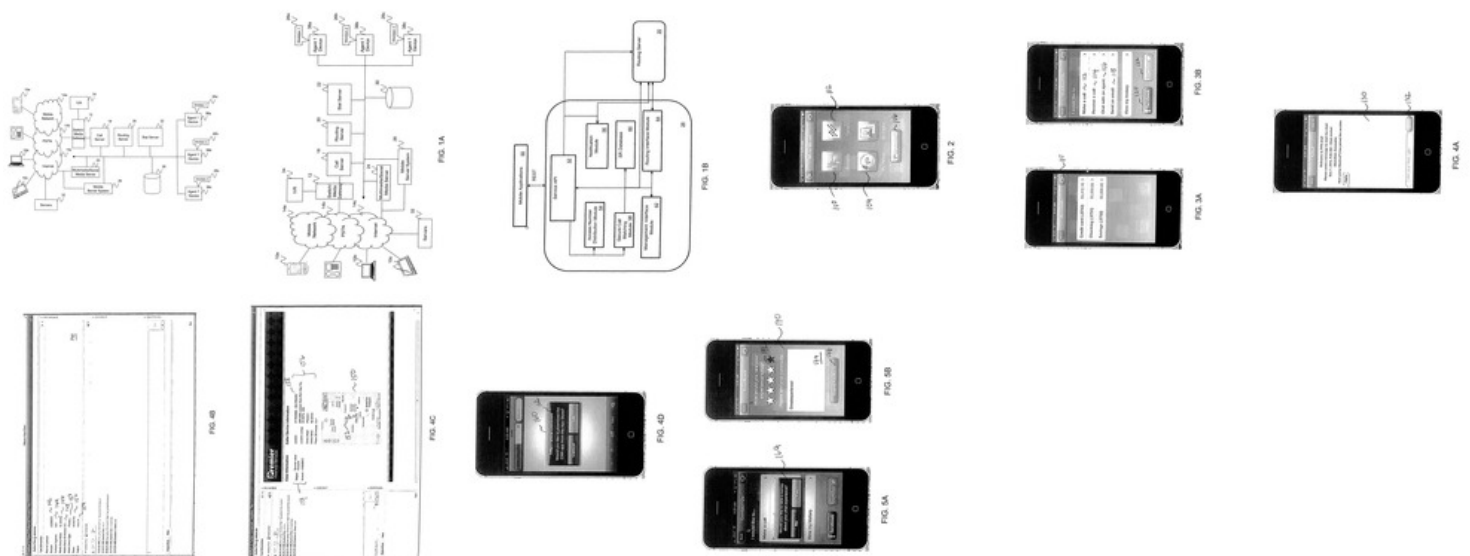
A mid-point call management node subject to monitoring through a workstation communicatively coupled thereto, provides call services (e.g., through extensible markup language (XML), and in particular call control extensible markup language (CCXML) and/or voice extensible markup language (VXML), instructions) for an inbound call received from an originating network at an originating point-of-presence (POP) associated with multiple, disparate call centers, the call services being provided in response to call management application instructions issued according to enterprisespecific strategies for optimizing call handling between the originating POP and domestic and/or international ones of the disparate call centers communicatively coupled thereto. Call center information (e.g., call load information) received at the management node from the multiple call centers may be used in connection with providing the call services. The enterprise-specific strategies may be instantiated as processes for: call routing, load balancing, work force management, and/or customer relationship management.



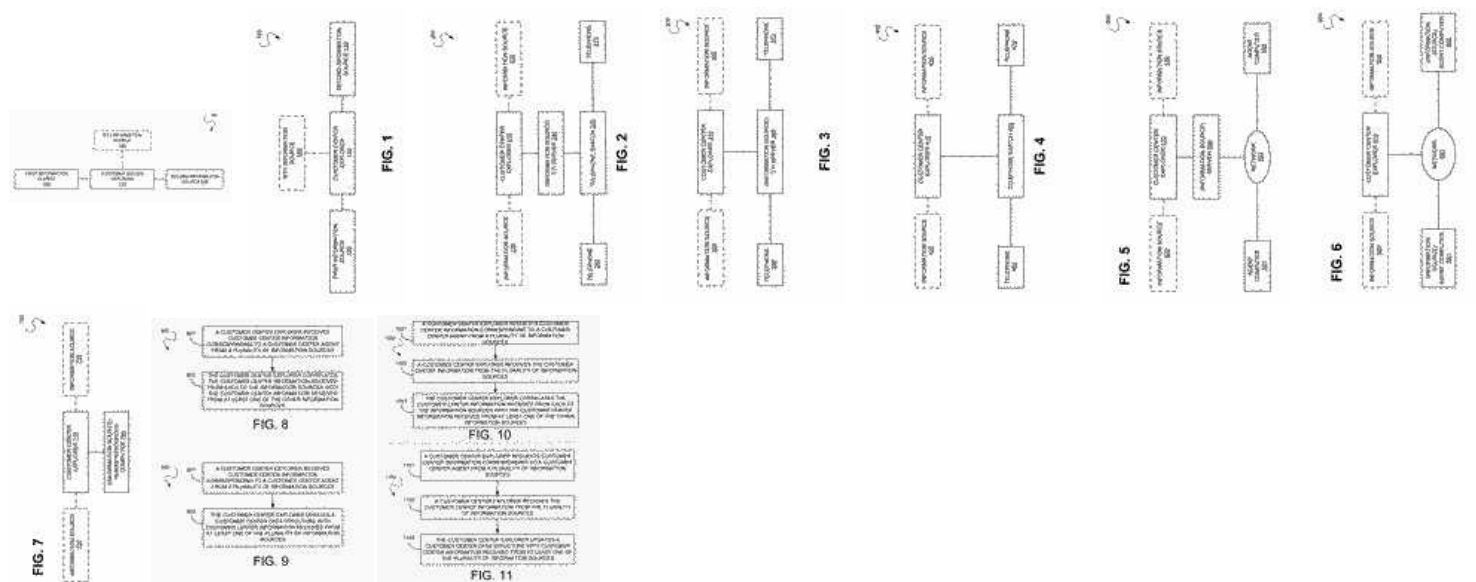
8. [Skills based routing in a standards based contact center using a presence server and expertise specific watchers](#) US20080205628 2007-03-01 IBM* 2008-08-28 2008-08-28

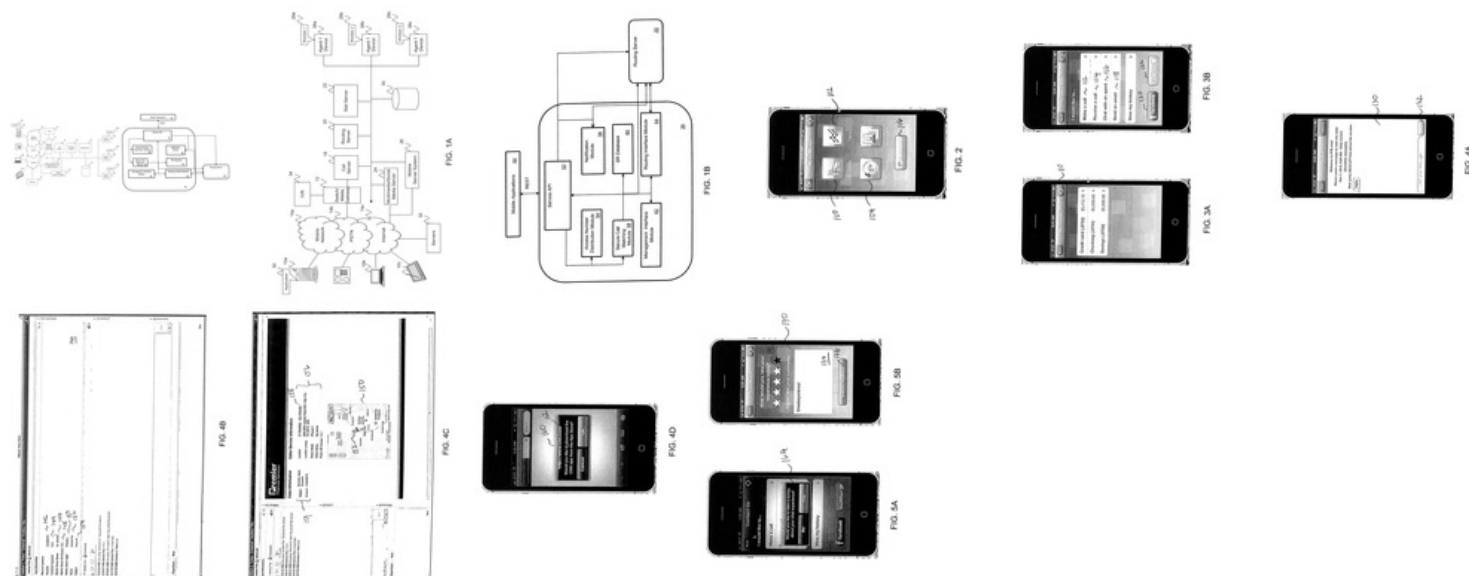
The present invention discloses a presence management system for a contact center including a presence server (220), a data store (226), and one or more watchers (230, 234, 238). The presence server can accept, manage, and distribute presence information using Session Initiation Protocol (SIP) based messages in conformance with an open standard, such as an Internet Engineering Task Force (IETF) based standard. The data store can be communicatively linked to the presence server and can be configured to store the presence information. The stored presence information can include presence information for multiple contact center agents (210), wherein for each agent the stored presence information includes an element for expertise of the associated agent. The watchers (230, 234, 238) can subscribe to the presence information managed by the presence server. Each of the watchers can correspond to a unique expertise. The watcher associated with an expertise can watch presence information for all of the contact center agents having that expertise.



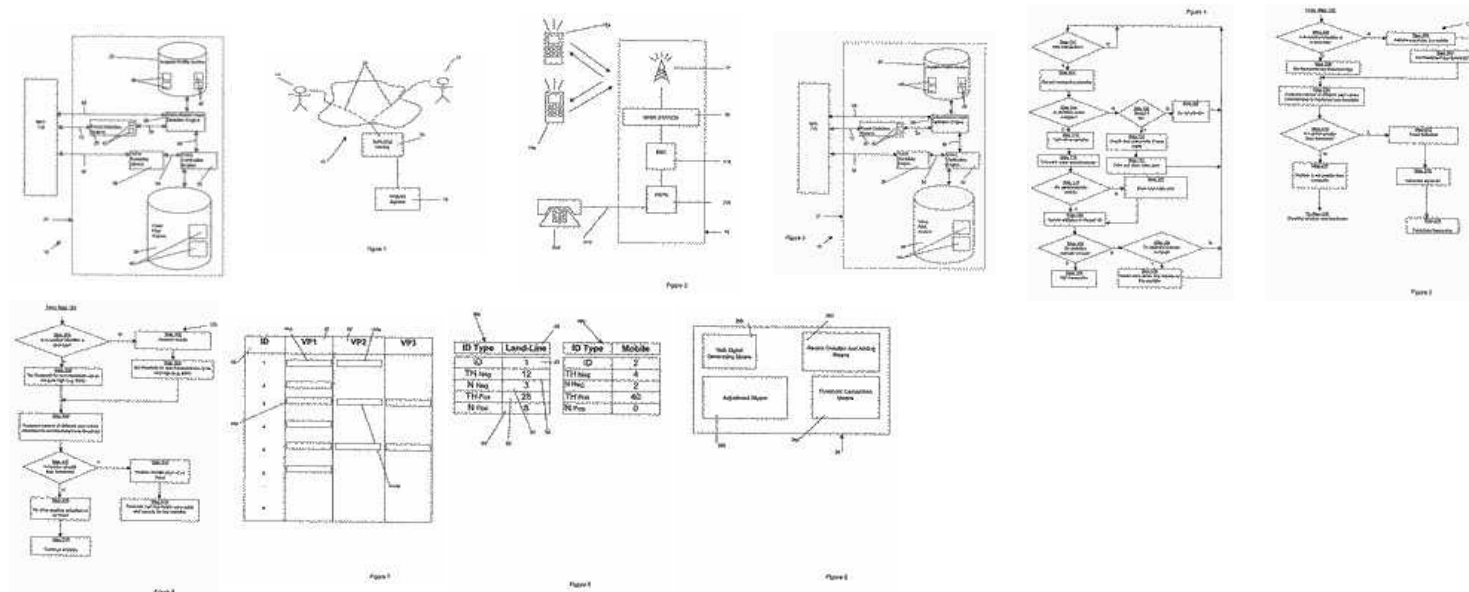


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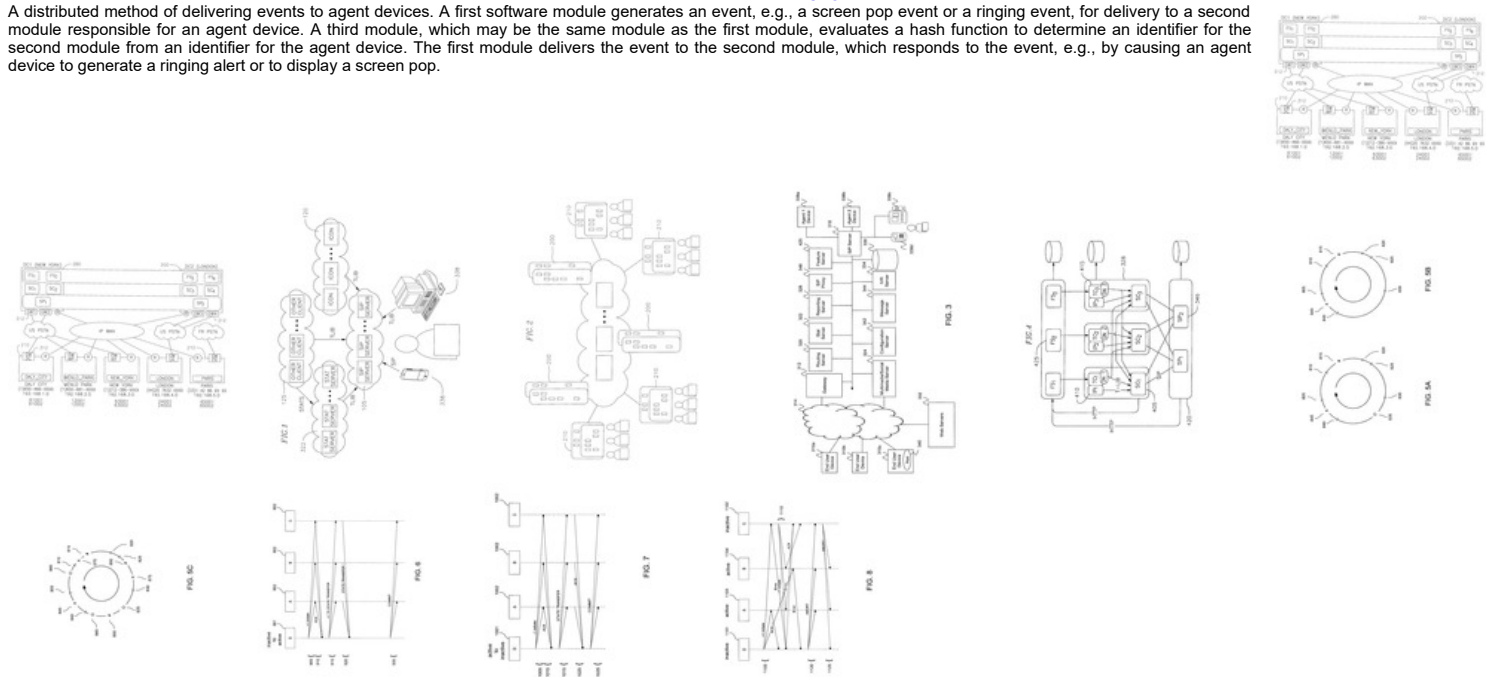


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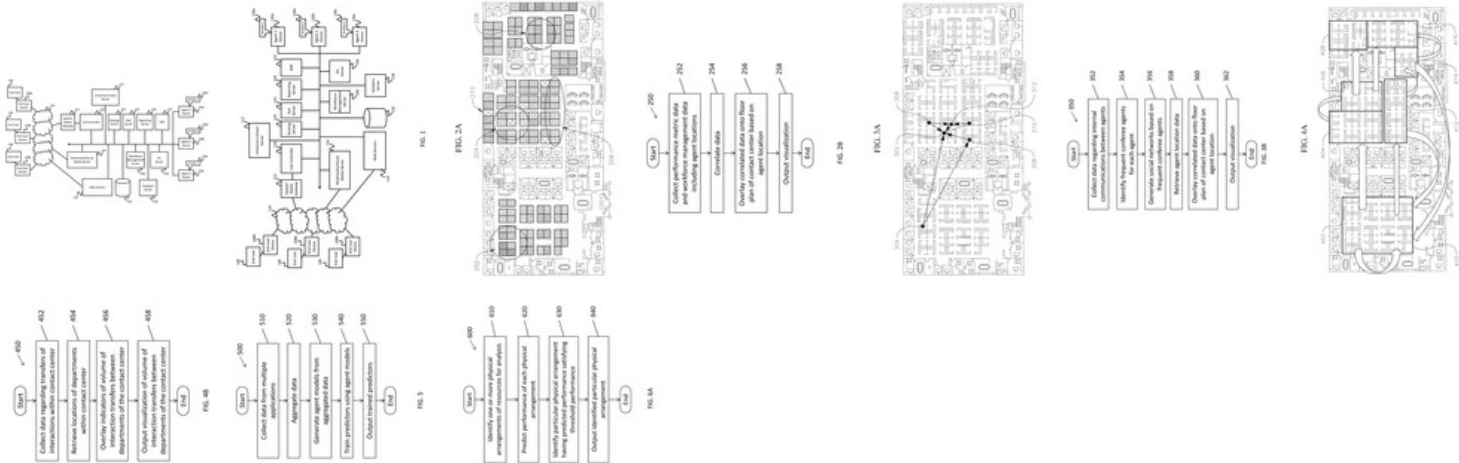
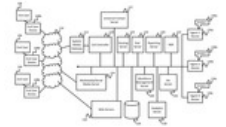


13.	System and method for addition and removal of servers in server cluster	US20140156789	2013-03-15	BAY BRIDGE DECISION TECHNOLOGIES ECHOPASS GENESYS CLOUD GENESYS TELECO MMUNICATIONS LABORATORIES GENESYS TELECOMMUNICATIONS LABORATORIES GREENEDEN US HOLDINGS II* INTERACTIVE INTELLIGENCE INDIANAPOLIS TEXT100 UTOPY	2014-06-05	2014-06-05
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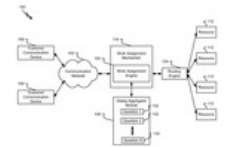
A distributed method of delivering events to agent devices. A first software module generates an event, e.g., a screen pop event or a ringing event, for delivery to a second module responsible for an agent device. A third module, which may be the same module as the first module, evaluates a hash function to determine an identifier for the second module from an identifier for the agent device. The first module delivers the event to the second module, which responds to the event, e.g., by causing an agent device to generate a ringing alert or to display a screen pop.



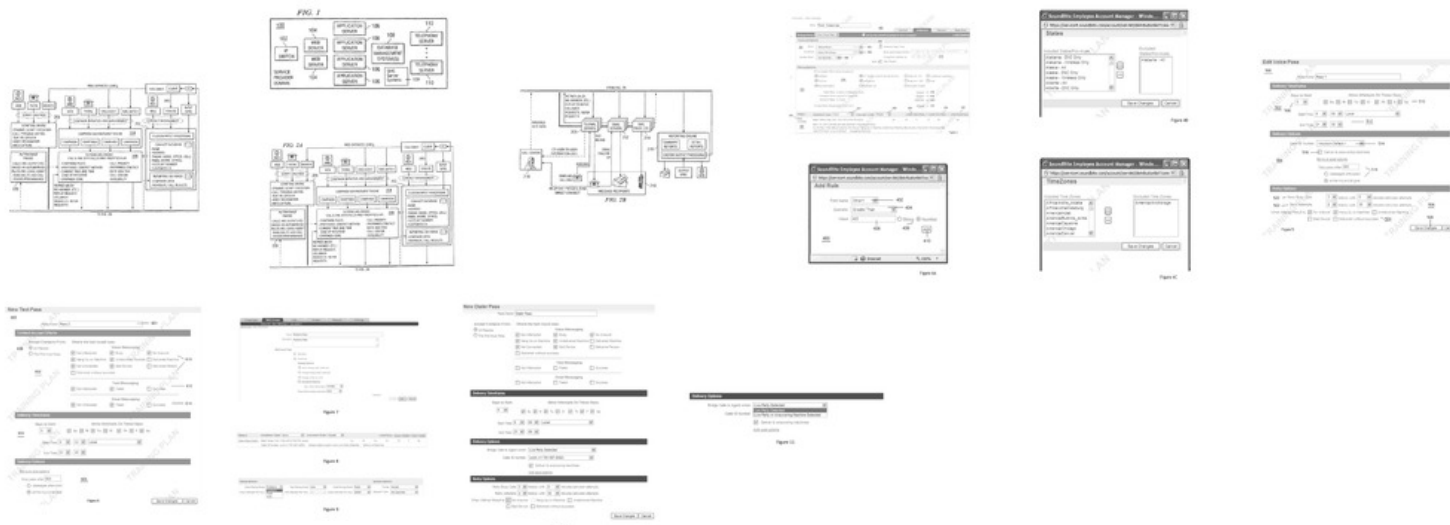
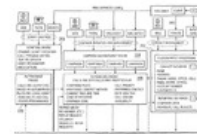
A method for automatically generating a grouping of resources of a customer contact center includes: identifying, by a processor, one or more resource groups, each of the resource groups including a plurality of customer contact center resources; predicting, by the processor, for each of the one or more resource groups, a predicted performance metric of the resource group in accordance with the one or more customer contact center resources of the resource group; identifying, by the processor, a particular resource group of the one or more resource groups having a corresponding predicted performance satisfying a threshold performance among the one or more resource groups; and outputting, by the processor, the particular resource group.



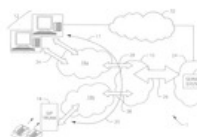
A dialog aggregator provided by a contact center communication system for text-based interaction chains is described along with various methods and mechanisms for administering the same. The dialog aggregator produces a summary, in real-time, of questions posed and existing answers in the interaction chain while identifying outstanding questions that have not been answered for display to an agent. The display includes any current answer the agent is working on as well as completed items and additionally executes rules based on the status of the remaining questions. The display in canonical form of the summary and outstanding question set enables a contact center agent or other observer of the interaction to quickly and efficiently assess the interaction history.

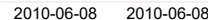


A campaign strategy manager (CSM) component for a hosted communications campaign system allows users to define more granular and specific campaign strategies, including pass escalation for alternative channels (e.g., text and email) and/or based upon attempt results, contact attributes and response group data. The campaign strategy manager allows users to define pass strategies statically and dynamically, to manage lists across multiple campaigns, and to view results in real-time. A defined strategy is a static strategy created by a user for a particular campaign that, once created, typically is not modified. A dynamic strategy is one where, during the course of a day (e.g., as a sub-campaign is running), a user may alter the defined strategy, preferably just for that day (or portion thereof). The CSM may be used to implement a recovery strategy using a dialer pass.



A system that supports multiple contact centers includes a communications network that is coupled between a private network (e.g. MPLS network) and a remote computing environment (e.g. cloud environment). A server system in the remote computing environment monitors health of different network segments (e.g. bandwidth of the connection between the communications network and the remote computing environment, bandwidth of a link used by a tenant to access the private network, etc.). When it is determined that quality of service for voice conversations for one or more contact centers is at risk due to a health status parameter of a network segment reaching a threshold, an appropriate system reaction is triggered. The system reaction may be to offload future calls to a peer remote computing environment to service future calls. The system reaction may also be to cancel outbound campaigns, provide pre-determined "sorry" messages, and the like.

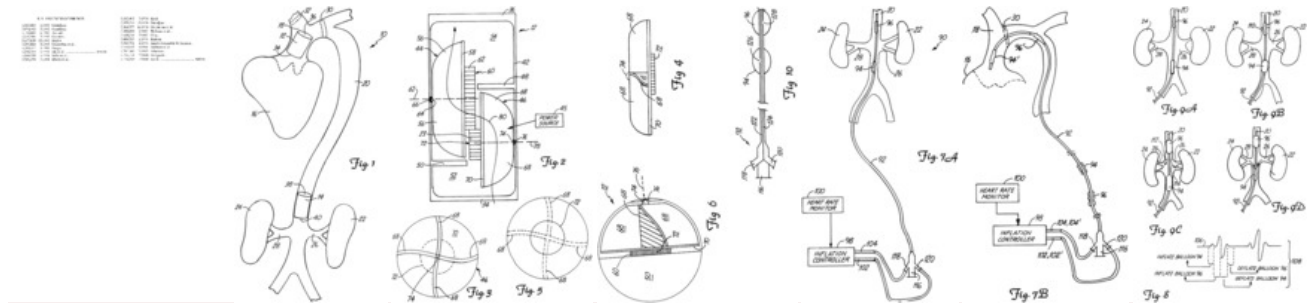




21.	Automated fraud management in transaction-based networks	WO9952267	1998-04-02	ALCATEL LUCENT BOSTON SCIENTIFIC SCIMED LUCENT TECHNOLOGIES*	1999-10-14	1999-10-14
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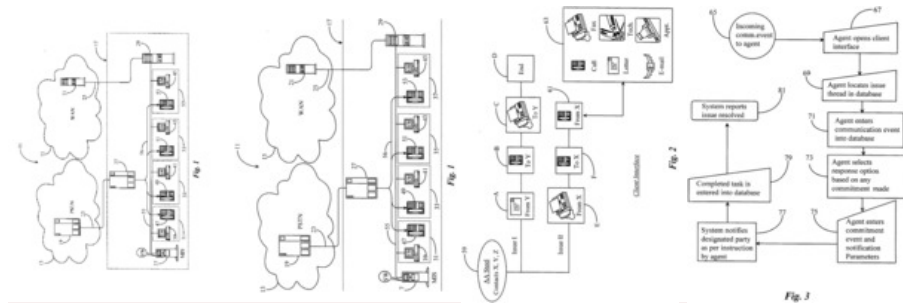
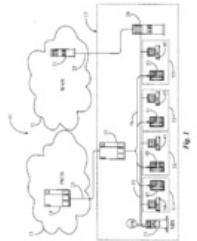
Fraud losses in a communication network are substantially reduced by automatically generating fraud management recommendations in response to suspected fraud and by deriving the recommendations as a function of selected attributes of the fraudulent activity. More specifically, a programmable rules engine automatically generates recommendations based on call-by-call fraud scoring so that the recommendations correspond directly to the type and amount of suspected fraudulent activity. Using telecommunications fraud as an example, an automated fraud management system receives call detail records that have been previously scored to identify potentially fraudulent calls. Fraud scoring estimates the probability of fraud for each call based on the learned behavior of an individual subscriber as well as that of fraud perpetrators. Scoring also provides an indication of the contribution of various elements of the call detail record to the fraud score for that call. A case analysis is initiated and previously scored call detail records are separated into innocuous and suspicious groups based on fraud scores. Each group is then characterized according to selected variables and scoring for its member calls. These characterizations are combined with subscriber information to generate a set of decision variables. A set of rules is then applied to determine if the current set of decision variables meets definable conditions. When a condition is met, prevention measures associated with that condition are recommended for the account. As one example, recommended prevention measures may be automatically implemented via provisioning functions in the telecommunications network.

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LUCENT TECHNOLOGIES*	LUCENT TECHNOLOGIES*

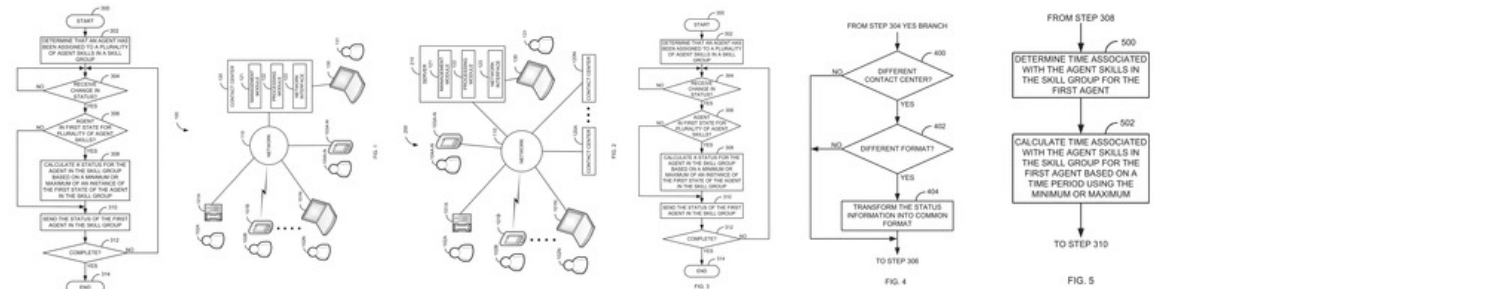


22.	Method and apparatus for multiple agent commitment tracking and notification	WO9956229	1998-04-30	BAY BRIDGE DECISION TECHNOLOGIES* ECHOPASS* GENESIS CLOUD* GENESYS TELECOMMUNICATIONS LABORATORIES* INTERACTIVE INTELLIGENCE INDIANAPOLIS* TEXT100* UTOPY*	1999-11-04	1999-11-04
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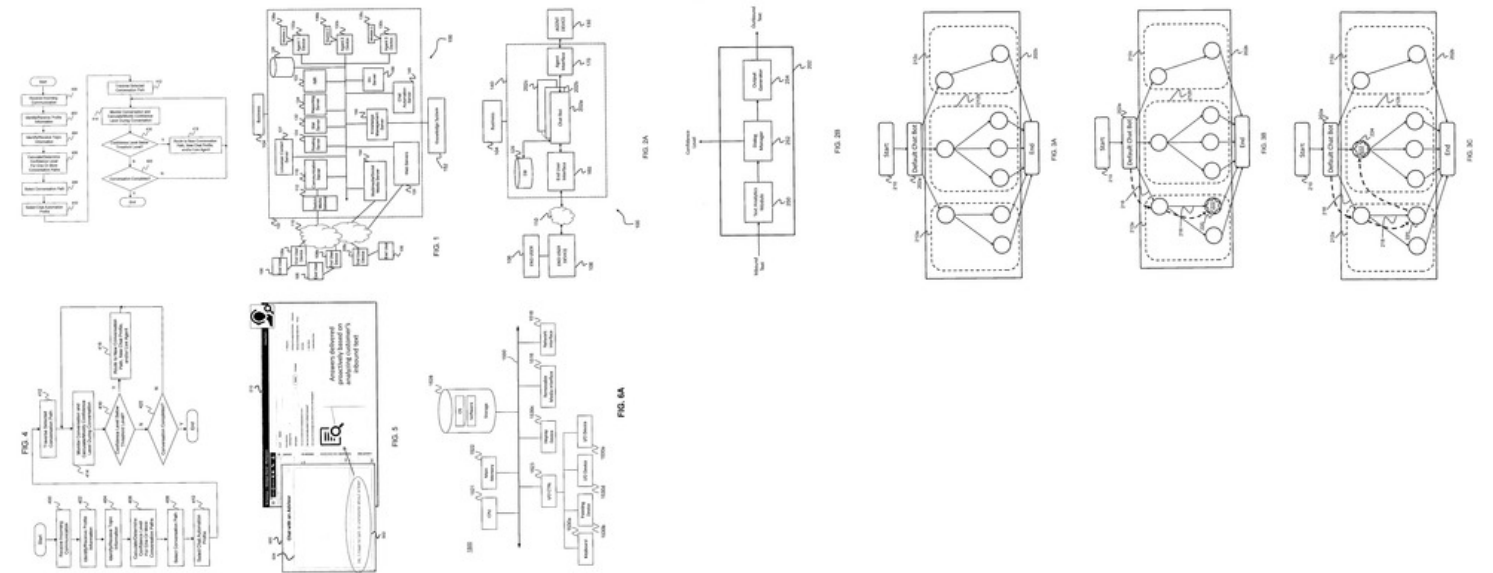
A system for tracking client contacts for a host organization (11) utilizes a multimedia database (57) and a user interface at a connected computer device (31). The database stores client communications as full content, and relates contacts by issue, and the user interface displays client contact communications as objects, such as icons, in issue related chronological strings. In a preferred embodiment the interface also provides an input facility for a host agent to select appropriate responses to client communications, to make commitments for response, to assign responsibility for commitments, and to notify personnel effected by entered commitments in various ways, such as reminders. Other notifications include fulfilled and unfulfilled commitments.



To provide better metrics for a contact center, the system determines when a contact center agent has been assigned to a plurality of agent skills in a skill group. A skill group is a set of skills for which the contact center seeks to calculate overall metrics across those skills. Information is received that the contact center agent is in a first state for the plurality of agent skills. For example, the contact center agent is available to support the different products. A status is calculated for the contact center agent in the skill group. The status for the contact center agent in the skill group is calculated based a minimum or maximum of the first state of the contact center agent in the skill group. The status of the first agent in the skill group is sent to a contact center administrator to better manage the contact center.



In a system for managing chat automation, the system includes: a processor; and a memory coupled to the processor, wherein the memory stores instructions that, when executed by the processor, cause the processor to: receive a signal indicating a communication is being initiated by an end user operating an end user device; receive information from the end user device regarding the communication; select a conversation path based on the information regarding the communication; invoke an automated chat resource for engaging in a chat communication session with the end user device, wherein the automated chat resource is configured to follow the conversation path during the chat communication session; monitor confidence levels of automated chat responses during the chat communication session; and redirect the chat communication session to a second conversation path in response to at least one of the confidence levels falling below a threshold level.



A system and method for an optimized, self-learning and self-organizing contact center has been developed. This system and method uses principles and tools of information theory, including the latent Dirichlet allocation which reduces information to specific predetermined topics and a distribution of topic related words to infer its hidden, generative underpinnings so to self-organize a contact center, infer its desired electronic versus human make up, and optimally route all customer requests to an electronic resource or a specific human agent best suited to respond to the request for maximal business value per interaction.

