



New connection on: : 05-10-2018 : 02:30:54 - Last disconnection on: : 04-10-2018 : 23:43:06

V 4.0.0.44358(LP,U,linux) (Rev:43856 2017-04-27 09:03:29 +0200#(D201802)) (RPM D201802)

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[EPODOC: SS 17] ..fi EPODOC

 Database: EPODOC

[EPODOC: SS 17] monitor+ AND call+ AND center

Results in EPODOC 2.653

[SS 18] ..li



1/2.653 © EPODOC / EPO

PN - [US2018270358](#) A1 20180920

PR - US201815952299 20180413; US201715461526 20170317

AP - US201815952299 20180413

DT - **

CCI - [H04L67/22](#) ; [H04M3/5183](#) ; [H04M3/5232](#) ; [H04M3/5238](#)

CUI - [H04M3/5191](#)

CQI - [H04M3/523](#)

CCA - [H04M2203/405](#)

PA - AVAYA INC [US]

TI - PUBLISHING CONTACTS TO OPT-IN USERS

AB - A method for reducing backlog at a **call center** comprises receiving a request for an agent of a contact **center** from a device associated with a contact and determining a context for the request. Based on the context, the request may be published while restricting agents from servicing the request, and the duration of time that the request is published is **monitored**. If an interrupt that indicates that an opt-in user would like to handle the published request is received, then a device associated with the opt-in user is communicably coupled to the device associated with the contact. However, after the request is published for a publish time and an interrupt from a device associated with an opt-in user is not received the request is removed from being published and agents of the contact **center** are allowed to service the request.

2/2.653 © EPODOC / EPO

PN - [US2018262618](#) A1 20180913

PNFP - US10091357 B1 20181002

PR - US201715452752 20170308

AP - US201715452752 20170308

DT - *; Rep

CT - || STSE (B1)
[US8699691](#) B2 20140415 [] (KOHLE JOYLEE [US], et al);
[US2003048893](#) A1 20030313 [] (MCILWAINE JOHN C C [US], et al)

CUI - [H04M3/5175](#)

CUA - [H04M2203/401](#) ; [H04M2203/403](#) ; [H04M2203/558](#)

PA - (A1 B1)
NICE LTD [IL]

TI - (A1)
SYSTEM AND METHOD FOR AUTOMATED PERFORMANCE **MONITORING**
- (B1)
System and method for automated performance **monitoring**

AB - (A1 B1)
A method and system for evaluating the performance of individuals, such as agents in a **call center**, each performing multiple tasks may include obtaining a performance score for each execution of a task by individuals in the group of individuals; determining the distribution of the performance scores; comparing single performance scores with the distribution of performance scores; and selecting a single performance score for an individual based on said comparison. An oscillator algorithm may be used to determine whether said selected performance score is part of a trend in performance by that individual.

3/2.653 © EPODOC / EPO

PN - [TW201818363](#) A 20180516

PR - TW20160136542 20161110

AP - TW20160136542 20161110

DT - I

PA - CHANG KUAN WU [TW]

TI - Actively dynamical **monitoring** system and **monitoring** method of emergency medical service

AB - This invention provides an actively dynamical **monitoring** and **monitoring** method of emergency medical service(EMS) system. The actively dynamical **monitoring** system is applicable to configure to provide the active emergency medical services to care-driven people with paralysis or reduced mobility and also health-driven people with good mobility. The actively dynamical **monitoring** EMS system includes an EMS cloud server, an actively dynamical **monitoring** logic module, a dispatch module of EMS command **center**, a reporter-compared dynamic module, at least one vital sign measuring module, at least one individual information management interface, at least one vital sign transmission module, at least one individual information management module, at least one EMS station module and at least one mobile EMS module. The individual information management interface of individual information management

module is applicable to allow people to input their personal information, personal character, emergency contact, and personal relative medical records in order to possibly provide patient identification by reporter-compared dynamic module in the future EMS **call**; besides, the vital sign transmission module can receive the personal vital signs transmitted from vital sign measuring module, and synchronously continuous transmit the received vital signs to the actively dynamical **monitoring** logic module of the EMS cloud server. The actively dynamic **monitoring** logic module would automatically compare the received vital sign data with preset medical criteria. When the received vital signs of individual already reach the criteria, the actively dynamic **monitoring** logic module would transform a notification to dispatch module of EMS command **center** and then transmit the personal information, emergency contact and personal medical records stored in the individual information management module of individual whose vital signs already reach the medical criteria of actively dynamic **monitoring** logic module to dispatch module of EMS command **center** and mobile EMS module. And the dispatch module of EMS can correspond to the individual continuous vital signs which already reach the medical criteria to dispatch the proper level of EMS station module.

4/2.653 © EPODOC / EPO

- PN - [MX2016011370](#) A 20180301
- PR - MX20160011370 20160902
- AP - MX20160011370 20160902
- DT - I
- PA - DAVID JASSAN [MX]
- TI - SYSTEM AND METHOD FOR CONTROLLING THE NUMBER OF **CALLS** MADE TO THE SAME NUMBER FROM A **CALL CENTER**.
- AB - The present disclosure is related to a system and method for controlling the number of **calls** made to the same number from a **call center** and also to prevent the system from making **calls** to restricted numbers; in such a way that, the statistical data of all **calls** made, can be controlled, recorded and managed, as well as making remote **calls** linked to a **call center** allowing **monitoring** the **call** quality made by sales agents. These agents can make **calls** from a computer. The system includes a database with restricted numbers and a database with customer information, and the recorded **calls** made by them. A centralized **call** platform (CCP) with a server connected to a database, concentrating in a virtual place all the **calls** made by the different agents controlling the numerical menus with the corresponding options that an automated interactive voice response (IVR) system performs, allowing the platform to interact with an agent through voice and touch input via a keyboard; a plurality of **call** stations and a central station or **call center** where the centralized platform is arranged. Also, one of the main objectives of the present invention is to include a **call** counter, registering the number of effective **calls** made to the same number within a predetermined period of time, so that when the number of **calls** exceeds a predetermined limit, the **call** linking is restrained to prevent harassment and therefore not bothering customers with excessive **calls**.

5/2.653 © EPODOC / EPO

- PN - [JP2018100152](#) A 20180628
- PR - JP20160245990 20161219

AP - JP20160245990 20161219

DT - I

FI - B66B3/00&T; B66B3/00&V; B66B5/00&G; H04M9/00&H

FT - 3F303/BA01; 3F303/DB26; 3F303/DC27; 3F303/DC36; 3F303/EA01; 3F303/EA03; 3F304/BA01; 3F304/ED01; 3F304/ED07; 3F304/ED17; 3F304/ED18; 5K038/AA01; 5K038/DD21; 5K038/EE02; 5K038/EE12; 5K038/GG07

PA - HITACHI BUILDING SYST CO LTD

TI - TELEPHONE **CALL** INSPECTION SYSTEM, TELEPHONE **CALL** INSPECTION DEVICE, AND TELEPHONE **CALL** INSPECTION METHOD

AB - PROBLEM TO BE SOLVED: To provide a telephone **call** inspection system that is capable of objectively performing telephone **call** inspection between the inside of an elevator car and a **monitoring center**. SOLUTION: This telephone **call** inspection system is provided with: an elevator car to which a **call** device for **calling** with the outside is provided; a notification control unit that notifies question information indicating a question to the inspector of the **call** device; a voice recognition unit that recognizes a voice input via the **call** device; and a comparison unit that executes comparison to determine whether the content of the recognized voice is included in a reply list relating to the question, and characterized in that the notification control unit notifies information indicating the completion of the telephone **call** inspection of the elevator to the **call** device when the comparison unit determines that the content of the voice is included in the reply list.
SELECTED DRAWING: Figure 1

6/2.653 © EPODOC / EPO

PN - [CN108217356](#) A 20180629

PR - JP20160243123 20161215

AP - CN201710482619 20170622

DT - I

CNOI - [B66B5/00](#) ; [B66B11/02](#) ; [H04M3/5116](#)

PA - TOSHIBA ELEVATOR KK

TI - Elevator emergency **call** system

AB - The present invention relates to an emergency **call** system for an elevator. When an emergency **call** is received from a passenger of the passenger car, the emergency **call** system is connected to an operator who can cope with the language of the passenger and appropriately responds. The emergency **call** system disclosed in an embodiment comprises a data adding unit (4) adds the building data as the language estimation data when the emergency **call** is transmitted from the passenger in the passenger car to the first **monitoring center**, a language estimation device (13) that accepts an emergency **call** and estimates the language of the passenger based on the language estimation data, a multilingual mastering device (11) for retrieving an operator capable of coping with a language estimated by the language estimating device (13); and a line control device (12) that preferentially connects the line of the emergency **call** telephone to the telephone operated by the operator retrieved by the multi-language master device (11).

7/2.653 © EPODOC / EPO

PN - [CN108230972](#) A 20180629

PR - CN20181000843 20180102

AP - CN20181000843 20180102

DT - I

CNOI - [G09F27/00](#) ; [H04M1/72525](#)

PA - KUNMING UNIV OF SCIENCE AND TECHNOLOGY

TI - Scenic area tour-guide system based on APP of smart phone

AB - The invention relates to a scenic area tour-guide system based on APP of a smart phone, belonging to the technical field of scenic area tour guide. The scenic area tour-guide system comprises the smart phone equipped with the scenic area tour-guide APP and a scenic area **monitoring center** management system, wherein the scenic area tour-guide APP and the scenic area **monitoring center** management system are interrelated, and realize information synchronization through a wireless communication network; the scenic area tour-guide APP comprises a registering module, a positioning module, a movement recording module, a tour-guide module, an evaluating module and a one-key **calling** module; the scenic area **monitoring center** management system is used for realizing the shortest path planning tour-guide function based on individual scenic spot selection of tourists and the path planning tour-guide function realizing experiencing of the scenic spots or items needing queue-up in the scenic areas based on the shortest time algorithm according to the relevant information collected by the scenic area tour-guide APP. For the APP of the smart phone provided by the invention, the popularization and use are convenient, the construction cost is low, the time waiting problem caused by queue-up for experiencing the scenic spots or the items in the scenic areas is fully considered, and thus congestion can be effectively avoided.

8/2.653 © EPODOC / EPO

PN - [JP2018095442](#) A 20180621

PNFP - JP6356206B B2 20180711

PR - JP20160243123 20161215

AP - JP20160243123 20161215

DT - I

CT - || STSE (A)
[JP2006341938](#) A 20061221 [X] (MITSUBISHI ELECTRIC CORP)
[X] 1
* Paragraphs 0026-0031, Figures 9-10 *;
[JP2006341938](#) A 20061221 [] (MITSUBISHI ELECTRIC CORP);
[JP2013159452](#) A 20130819 [] (HITACHI BUILDING SYS CO LTD);
[JP2000285351](#) A 20001013 [] (MATSUSHITA ELECTRIC IND CO LTD);
[JP2013159452](#) A 20130819 [A] (HITACHI BUILDING SYS CO LTD)
[A] -
* Whole Document *;
[JP2000285351](#) A 20001013 [A] (MATSUSHITA ELECTRIC IND CO LTD)
[A] -
* Whole Document *

FI - B66B3/00&T; B66B5/00&G

FT - 3F303/EA01; 3F303/FA12; 3F304/EA35; 3F304/ED17

PA - (A)
TOSHIBA ELEVATOR CO LTD

TI - (A)
EMERGENCY **CALL** SYSTEM FOR ELEVATOR

AB - (A)
PROBLEM TO BE SOLVED: To appropriately deal with a situation when receiving a telephone of an emergency **call** from a passenger in a car by putting the **call** through to an operator who can cope with a language of the passenger. SOLUTION: An emergency **call** system for an elevator includes an elevator data part 4 adding elevator data as language estimation data when an emergency **call** is transmitted to a **monitoring center** 8 from a passenger in a car 3, a language estimation device 13 receiving the emergency **call** and estimating a language of the passenger based on the language estimation data, a multilingual generalization device 11 searching an operator who can cope with the language estimated by the language estimation device 13, and a line control device 12 preferentially connecting a telephone line of the emergency **call** to a telephone set operated by the operator who is searched by the multilingual generalization device 11. SELECTED DRAWING: Figure 1

9/2.653 © EPODOC / EPO

PN - [CN108201201](#) A 20180626

PR - CN201611180247 20161220

AP - CN201611180247 20161220

DT - I

CNOI - [A44C5/0007](#) ; [G01S19/14](#)

PA - QIHAN TECH DEVELOPMENT TIANJIN CO LTD

TI - Multifunctional locating bracelet

AB - The invention discloses a multifunctional locating bracelet. The multifunctional locating bracelet comprises a watch head and a watch band; a solar cell panel is arranged on the watch band; a storage battery, a GPS tracer, a health **monitor**, a microprocessor, a **call** button, and a sound generating mechanism are arranged on the watch head; the GPS tracer and the health **monitor** are connected with the microprocessor respectively; intercommunication between the microprocessor and a **monitoring center** is realized; intercommunication between the microprocessor and assigned mobile phone terminals is realized through the GPS tracer. The multifunctional locating bracelet possesses GPS **monitoring** functions, is capable of realizing accurate locating of the positions of users and preventing losing, possesses health **monitoring** function, is capable of **monitoring** the body situations of users, and is provided with a **calling** device, so that emergency **calling** can be realized when users are in danger; solar energy is adopted for electric generation, energy is saved, the multifunctional locating bracelet is friendly to the environment. The multifunctional locating bracelet is portable, is convenient for carrying by users, is capable of reducing wearing discomfortableness and antipathy of users, and is high in comfort level.

10/2.653 © EPODOC / EPO

PN - [CN108203027](#) A 20180626

PR - CN201611177186 20161219

AP - CN201611177186 20161219

DT - I

CNOI - [B66B1/14](#) ; [B66B5/0031](#) ; [B66B5/02](#)

PA - TIANJIN ARMY UNION TECH CO LTD

TI - Elevator wireless hall **calling** communication system

AB - The invention relates to an elevator wireless hall **calling** communication system. The elevator wireless hall **calling** communication system is composed of a hall floor terminal node, a coordinator node, an alarming module and a **monitoring center**. The hall floor terminal node comprises a hall outside **calling** button, a hall outside press button light, an OLED display module, a serial port communication module, an MCU module, a radio frequency module and a power source loop. The coordinator node comprises the radio frequency module, the MCU module, the OLED display module, the serial port communication module and the power source loop. The **monitoring center** comprises an elevator master controller, an upper computer and a server. The hall floor terminal node and the coordinator node communicate through 433 MHZ wireless transmission data. The coordinator node and the elevator master controller communicate through an RS485 connector. The elevator wireless hall **calling** communication system takes an Si4663 radio frequency chip and an M0516 chip as the core, and the problems that a traditional elevator hall **calling** communication system is complex in line layout, and inconvenient to debug and maintain are solved.

11/2.653 © EPODOC / EPO

PN - [CN108195696](#) A 20180622

PR - CN201810302999 20180406

AP - CN201810302999 20180406

DT - I

CNOI - [G01M17/04](#) ; [G01N3/068](#) ; [G01N3/38](#)

CNOA - [G01N2203/005](#) ; [G01N2203/0066](#) ; [G01N2203/0073](#) ; [G01N2203/0296](#) ; [G01N2203/0641](#)

PA - WEI GUOJIN

TI - Welded junction fatigue testing device of automotive shock absorber system

AB - The invention provides a welded junction fatigue testing device of an automotive shock absorber system. The device includes a worktable, a threaded through hole and a circular through hole; a rectangular through hole is formed in the **center** of the front end face of the left half part of the worktable; a first square plate is welded to the tops of four locating columns; a second square plate moves back and forth vertically along the four locating columns through locating holes formed in the included angles of the four margins of the top end face of the second square plate. Through arrangement of four groups of real-time **monitoring** mechanisms, an operator can conveniently zoom in or zoom out on images transmitted by a camera in real time by touching and controlling a touch-type displayer when a welded junction fatigue test is carried out on an automotive shock absorber, and therefore whether or not micro cracks such as fatigue stripes or fatigue striations occur on welded junctions can be more specifically observed. Moreover, more convenience is provided for transmitting the occurrence time

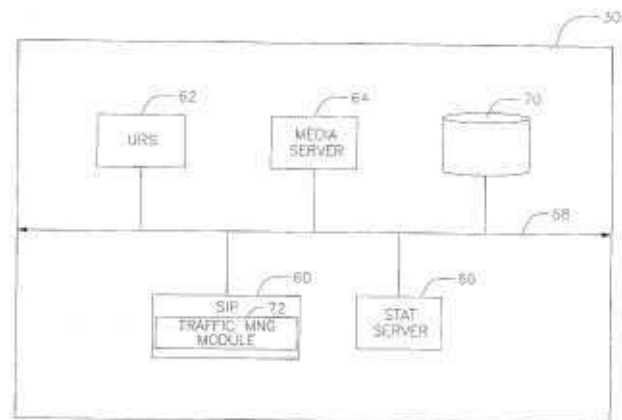
of the micro cracks and **calling** the frequency of cyclic loading, and therefore test data can be more accurately recorded.

12/2.653 © EPODOC / EPO

PN - [JP2018090392](#) A 20180614
 PR - JP20160236058 20161205
 AP - JP20160236058 20161205
 DT - I
 FI - B66B5/00&G; G06Q10/00&300; H04M11/00&301; H04N7/18&D
 FT - 3F304/BA26; 3F304/ED16; 5C054/CC02; 5C054/DA07; 5C054/DA08; 5C054/EA05; 5C054/FC12; 5C054/HA19; 5K201/AA01; 5K201/BA02; 5K201/CC04; 5K201/CC08; 5K201/CC10; 5K201/DC05; 5K201/ED08; 5K201/EF04; 5K201/FA08; 5L049/CC15
 PA - HITACHI BUILDING SYST CO LTD
 TI - AUTOMATIC ARRANGEMENT SYSTEM OF MAINTENANCE PERSON AND AUTOMATIC ARRANGEMENT METHOD OF MAINTENANCE PERSON
 AB - PROBLEM TO BE SOLVED: To automatically arrange an appropriate maintenance person in the case of on-call that is a dispatch request of a maintenance person. SOLUTION: A camera device is attached to a maintenance person such that a **monitoring center** can collect working states of the maintenance person from images taken by the camera device. When the **monitoring center** or the like receives a dispatch request of a maintenance person, it selects a maintenance person who can handle the dispatch request on the basis of the working state of each maintenance person discriminated from the images and positional information of each maintenance person. SELECTED DRAWING: Figure 1

13/2.653 © EPODOC / EPO

PN - [CN108184030](#) A 20180619
 PR - US201213607592
 20120907; CN20138058347
 20130906
 AP - CN201810153739 20130906
 DT - I
 CCI - [H04L12/1827](#) ; [H04M3/2227](#) ;
[H04M3/5235](#) ; [H04M3/5237](#)
 CUI - [H04L43/0882](#) ; [H04L43/16](#) ;
[H04L65/80](#) ; [H04L45/22](#)
 CQI - [H04L43/04](#) ; [H04M3/5183](#) ;
[H04M3/5191](#) ; [H04M3/5233](#) ;
[H04M3/5238](#)
 CCA - [H04M2203/406](#) ;
[H04M2203/407](#) ; [H04M3/523](#)
 PA - GREENEDEN US HOLDINGS LLC
 TI - Dynamic management and redistribution of contact **center**



media traffic

AB - The present invention discloses a system that supports multiple contact centers. The system includes a communications network that is coupled between a private network (e.g. MPLS network) and a remotecomputing environment (e.g. cloud environment). A server system in the remote computing environment **monitors** the health of different network segments (e.g. the bandwidth of the connection between the communications network and the remote computing environment, the 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.

14/2.653 © EPODOC / EPO

PN - [CN108174046](#) A 20180615

PR - CN201711107062 20171110

AP - CN201711107062 20171110

DT - I

CNOI - [G10L25/63](#) ; [G06K9/00228](#) ; [G06K9/00288](#) ; [H04M3/5175](#) ; [G10L17/04](#) ; [G10L17/14](#) ; [G10L17/18](#)

PA - DALIAN JINHUI RONGZHI TECH CO LTD

TI - Personnel **monitoring** system and method for **call center**

AB - The invention relates to a personnel **monitoring** system for a **call center**. The

personnel **monitoring** system comprises a seat face sample model storage module, a seat voice sample model storage module, a monitoring module, a face recognition module, a voice recognition module, a model matching module, a result judging module and a result output module; the model matching module compares the working states, recognized by the face recognition module and the voice recognition module through face information and voice information, of seat personnel with sample models; the result judging module generates judgment conclusion information according to comparison results output by the model matching module; and the result output module outputs **monitoring** information data according to the judgment conclusion information. The method of the system comprises the steps of data acquiring, data processing, data comparing, state judging, **monitoring** information outputting and the like. According to the personnel **monitoring** system and method, the flowing condition and abnormal mood fluctuations of the seat personnel in a workplace of the **call center** are **monitored** in real time on the basis of the face and voice recognition technical scheme, the condition that the seat personnel cheat is prevented, and the advantage of being good in **monitoring** effect is achieved.

15/2.653 © EPODOC / EPO

PN - [CN108173618](#) A 20180615
 PR - CN201711423569 20171225
 AP - CN201711423569 20171225
 DT - I
 CNOI - [H04K3/42](#) ; [H04K3/43](#) ; [H04W4/021](#)
 PA - ANHUI CAS ZHONGHUAN DEFENSE EQUIPMENT TECH CO LTD
 TI - Safety electronic fence for bus driving area
 AB - The invention discloses a safety electronic fence for a bus driving area, which is used for preventing a bus driver from using mobile equipment for external communication in a driving process of a vehicle. The electronic fence comprises a signal processing control circuit module and an antenna module, wherein the signal processing control circuit module is electrically connected to the antenna module and a vehicle-mounted power interface respectively; the antenna module is fixed at the top or the side wall of the driving area in the vehicle through mounting a fixed support; and the signal processing control circuit module is fixed at any position of the driving area. The safety electronic fence for the bus driving area can effectively interfere with the driver to make a **call** or surf the Internet through a mobile phone in the driving process at work, so that the driving safety of the driver in a carriage can be greatly improved, and through a communication circuit unit function of the electronic fence, the interconnection of the electronic fence and a vehicle-mounted system can be realized, and an installation **monitoring** condition of the electronic fence is transmitted to a background **monitoring center** of a bus.

16/2.653 © EPODOC / EPO

PN - [US2018167421](#) A1 20180614
 PR - US201815882321 20180129; US201715594150 20170512; US201615331414 20161021; US201615093300 20160407
 AP - US201815882321 20180129

DT - **

CCI - [H04N7/141](#)

CUI - [H04L65/1083](#) ; [H04M3/2281](#) ; [H04M3/42221](#)

CCA - [G06K9/00288](#) ; [G06K9/00617](#) ; [H04N7/155](#)

CUA - [H04M2203/60](#) ; [H04M2201/41](#) ; [H04M2201/50](#) ; [H04M2203/303](#) ; [H04M2203/558](#) ; [H04M2203/6054](#)

PA - GLOBAL TELSTARLINK CORP [US]

TI - SYSTEM AND METHOD FOR THIRD PARTY **MONITORING** OF VOICE AND VIDEO **CALLS**

AB - A system is described herein that facilitates the **monitoring** of inmate communications. The system provides a remotely-accessible means for a reviewer to **monitor** a **call** between an inmate and another person. The system includes a **monitoring** server and a **monitoring** station. The **monitoring** server is configured to receive a **call** and **call** information from a communication **center** and process the **call** for **monitoring**, schedule a review of the **call**; and store the **call**, the **call** information, and scheduling data. The **monitoring** station is configured to receive the **call** and the **call** information from the **monitoring** server based on the scheduling data, and to display the identifying information and facilitate the review of the **call**.

17/2.653 © EPODOC / EPO

PN - [CN207301038U](#) U 20180501

PR - CN20172191825U 20170829

AP - CN20172191825U 20170829

DT - I

PA - UNIV HENAN POLYTECHNIC

TI - Natural water body real -time **monitoring** system

AB - The utility model discloses a natural water body real -time **monitoring** system, including quality of water real -time supervision terminal, wireless repeating signal station and surveillance **center**, quality of water real -time supervision terminal, wireless repeating signal station and surveillance **center** carry out the real -time data transmission through radio signal, the surveillance **center** includes the data service ware, connects radio signal receiving ware, alarm device and the visual human - computer interaction platform of data service ware, alarm device includes bee **calling** organ and pilot lamp, quality of water real -time supervision terminal includes support, solar cell panel, floater, sea anchor, battery and integrated analysis device, connecting rod, sensor cabin and communications array. The utility model has the advantages of simple structure, stability is strong, can obtain water quality **monitoring** data in all weather in real time, will play very big effect to the protection of the natural water body.

18/2.653 © EPODOC / EPO

PN - [CN207302295U](#) U 20180501

PR - CN201721330375U 20171017

AP - CN201721330375U 20171017

DT - I

PA - HENGFENG INFORMATION TECH CO LTD

TI - It reports to police and positioning system to prevent emergent of medical trouble

AB - The utility model provides an it reports to police and positioning system to prevent emergent of medical trouble arranges the **monitoring** server of hospital in surveillance **center** of hospital, at the indoor positioning base station of the indoor distributed arrangement a plurality of of hospital, every medical personnel's dress is defended oneself to report to the police and is obeyed, it reports to the police to defend oneself obeys including a plurality of pressure detector, and each pressure detector is connected to main control chip through the wire, main control chip still is connected with power supply, GPS positioner, bluetooth positioner, communication circuit and local siren. The advantage does: (1)Design the purpose -made clothes of reporting to the police of defending oneself, when its any position pressurized exceeds the normal value, make bee **calling** organ carry out this locality and report to the police, realize remote alarm simultaneously, (2)Dispose the two kinds of locate mode in indoor bluetooth location and outdoor GPS location, consequently, when taking place to report to the police, the **monitoring** server of hospital of surveillance **center** of hospital can pinpoint medical personnel's position, and then takes corresponding rescue measure rapidly.

19/2.653 © EPODOC / EPO

PN - [CN207335866U](#) U 20180508

PR - CN201720461116U 20170428

AP - CN201720461116U 20170428

DT - I

PA - JIANGSU MARITIME INST

TI - Sound early warning and **monitoring** device of making an uproar

AB - The utility model belongs to the technical field of the noise **monitoring**, especially, relate to a classroom sound early warning and **monitoring** device of making an uproar. Which comprises a housin, beequipped with control circuit board in the casing, the last sound sensor that is equipped with of control circuit board, it has the logical acoustic grating fence that supplies sound to penetrate to open on the casing, control circuit board is connected with computer or mobile device through wireless transmission module, the computer is connected with bee **calling** organ, a serial communication port, be equipped with the crescent and ring rail that embed in proper order of a plurality of diameters on the ceiling of classroom, be connected through radial guide rail between the adjacent ring rail,the last sliding connection of ring rail has the installation pole of vertical setting, the lower extreme of installation pole is equipped with the mount pad, the casing is installed on the mount pad, it is connected with the control rod that lies in ring rail **center** part to rotate on the ceiling. The advantage lies in: the supervisor can **monitor** the order in education in whole classrooms facingto the computer of **monitor**, can know in time that the order in education in a certain classroom is destroyed to in time manage this classroom.

20/2.653 © EPODOC / EPO

PN - [CN207330023U](#) U 20180508

PR - CN20172101251U 20170811

AP - CN20172101251U 20170811

DT - I

PA - WUHAN KING ORIENT SUN TECH DEVELOPMENT CO LTD

TI - Remote elevator **monitoring** reports to police and video conversation integration system

AB - The utility model provides a remote elevator **monitoring** reports to police and video conversation integration system, including service **center**, control end, **monitor** end, second camera, second microphone and second speakers, the database is write down by the **calling** of seeking help of control end in service **center** receipt scene to hold the real -time propelling movement of associated data to the control through SMS and news, the control end supplies control side to use, receives SMS or notice that service **center** comes, and the initiative is initiated the control or is looked the audio frequencyrequest of talkbacking, installed at car inner wall by the control end for **monitor** on -the -spot situation, the audio frequency request of talkbacking is perhaps looked in passive response control, drawn together the **call** button by the control hand ladle, can trigger by the control end through the button, make it report service **center** in order to initiate **call** request through the network with news, above - mentioned each part is through wired or wireless network connection. The utility model discloses in specific scene, can **monitor** and file personnel's action, the communication that can realizethe field force and the external world again is with mutual.

21/2.653 © EPODOC / EPO

PN - [CN207340193U](#) U 20180508

PR - CN201721404479U 20171027

AP - CN201721404479U 20171027

DT - I

PA - WUXI QIBAIERSHIDU TECH CO LTD

TI - Intelligent warehousing system

AB - The utility model discloses an intelligent warehousing system, including a plurality of sensor node, embedded gateway and **monitor** terminal, sensor node includes sensing module and zigBee terminal, thesensing module includes temperature and humidity sensor, combustible substance sensor, residual current transformer, flame detector, the first signal modulate circuit, the 2nd signal conditioning circuit and the 3rd signal conditioning circuit, and the zigBee terminal includes adc, treater, output port, bee **calling** organ, LED pilot lamp, clock circuit and wireless transceiver, embedded gateway includes zigBee coordinator module, GPRS communication module, a UART mouth, the 2nd UART mouth, ARM microcontroller module, display, SD card and button, the utility model discloses with the wireless sensor network who forms star topology structure between each sensor node through the zigBee technique, the **monitoring** data transmission that will gather gives embedded gateway, the gateway reaches themonitoring **center** after with data processing on the GPRS network, convenient relevant personnel grasp the on -the -spot circumstances in real time.

22/2.653 © EPODOC / EPO

PN - [CN207364427U](#) U 20180515

PR - CN201721330045U 20171016

AP - CN201721330045U 20171016

DT - I

PA - ZHUHUAWEN

TI - Medical regional valve alarm box

AB - The utility model discloses a medical regional valve alarm box, its structure includes the alarm, the plastic width -lock type single -layer sealed packing case comprises a casin, the chassis, the ring flange, the valve ball, the hasp, a valve body, the valve rod, the adapter, the end pipe, the hand wheel, the nut, the alarm is installed in the surface of box, the top at the chassis is establishedto the box, the ring flange welds with the valve ball mutually, valve ball and valve body are on same axle **center**, the internal surface at the box is established to the hasp, the valve rod embeddingis installed in the valve body surface, the valve rod welds with the adapter mutually, end pipe perpendicular to adapter, end pipe and hand wheel are on same axle **center**, the alarm is by the casing, the gas detection window, the bottom plate, the pilot lamp, the test button, bee **calling** organ loudspeaker are constituteed, the utility model relates to a medical regional valve alarm box has structurally set up the siren, through gas detection window and bee **calling** organ loudspeaker cooperation work, **monitors** and whistles gas for the siren can be reported to the police to the valve, and prevision more quickly and effectively is dangerous, and prescient problem place of the very first time is more safe practical.

23/2.653 © EPODOC / EPO

PN - [CN207423952U](#) U 20180529

PR - CN201721492011U 20171110

AP - CN201721492011U 20171110

DT - I

PA - QUANZHOU PENGLONG DECORATION ENG CO LTD

TI - Be used for urban water environment ecology to restore real -time supervision device

AB - The utility model discloses a be used for urban water environment ecology to restore real -time supervision device, its structure includes wireless transceiver, bee **calling** organ, main control system,floats floating collar, balances the iron ring, straightens a section of thick bamboo, PH sensor, base, fender pile, temperature sensor, optic fibre biosensor, display screen, spliced pole, solar cell panel, the utility model discloses by the PH sensor, a weighing sensor and a temperature sensor, optic fibre biosensor, a display screen, singlechip and wireless transmission module constitute, stable work, and the degree of accuracy that improves the systematic survey through temperature compensating, the system can transmit the up -to -date pH value of **monitoring** to surveillance **center** throughwireless transmitting module, so that the staff is timely, master the quality of water situation of change fully, measuring device adopts the solar energy power supply mode, effectively solves the problem that the mains power supply, this system energy saving environmental protection, and the performance is stable, can save a large amount of manpower and materials, the efficiency of the **monitoring** is improved, certain realistic meaning and practical value have.

24/2.653 © EPODOC / EPO

PN - [CN207441013U](#) U 20180601

PR - CN201721673698U 20171206

AP - CN201721673698U 20171206

DT - I

PA - HUNAN EQUATORIAL TECH DEVELOPMENT CO LTD

TI - Split type intelligent **monitoring** system of wisdom traffic

AB - The utility model discloses a split type intelligent **monitoring** system of wisdom traffic, including automobile -mounted terminal, surveillance **center**, automobile -mounted terminal includes built -in module and external module, and the built -in module is installed in vehicle relay power supply socket or insurance power supply socket department a frequency identification module, a wireless transceiver module, big dipper GPS orientation module, wireless communication module, a data processing module, external module is installed on vehicle front windshield or instrument desk, including solar energy power module, the 2nd frequency identification module, the 2nd wireless transceiver module, electronic display unit, pronunciation **calling** module, the 2nd data processing module. The utility model discloses assembled vehicle information display, emergency **call**, based on the functions such as traffic management of vehicle location, automobile -mounted terminal built -in module and external module two parts wireless connection, installation convenient to use need not the wiring, can not bring the potential safety hazard to the vehicle, car owner acceptable has avoided the problem that car owner's repacking brought.

25/2.653 © EPODOC / EPO

PN - [CN207444936U](#) U 20180605

PR - CN20182017413U 20180102

AP - CN20182017413U 20180102

DT - I

PA - SHENZHEN AICARE MEDICAL CO LTD

TI - But emergency **call's** blood glucose meter

AB - The utility model discloses a but emergency **call's** blood glucose meter, which comprises a body. Blood glucose detection module, a data storage module. Be used for the **monitoring** whether patient's blood sugar level exceeds the data processing module of dangerous peak value, with the emergency **center** of hospital and/or mobile terminal wireless communication's communication module, and power supply unit. The utility model discloses additionally add the emergency **call** function on the special blood glucose meter's who uses to the glycosuria disease basis for patient can obtain timely rescue under the dangerous condition, to a great extent has improved the rate of being rescued, and the patient who especially is fit for being in alone uses.

26/2.653 © EPODOC / EPO

PN - [US2018159981](#) A1 20180607

PR - US201715413100
20170123; US201414308668
20140618; US20090540607
20090813

AP - US201715413100 20170123

DT - **

CCI - [G06Q10/10](#)

CUI - [H04M3/523](#)

PA - GENESYS TELECOMMUNICATIONS
LABORATORIES INC [US]

TI - SYSTEM AND METHODS FOR
SCHEDULING AND OPTIMIZING
INBOUND **CALL** FLOW TO A **CALL**
CENTER

AB - A method for providing
inbound **call** reservations to a
communication **center** has steps
for **monitoring** service access
points into the
communication **center** by
reservation software executing
from a machine-readable
medium, evaluating
communicators and potential
communicators, and issuing
invitations for reserved
communication sessions to
qualified communicators and
potential communicators, the
reserved times coordinated
according to data pertaining to
predicted communication load
and resource availability
statistics.

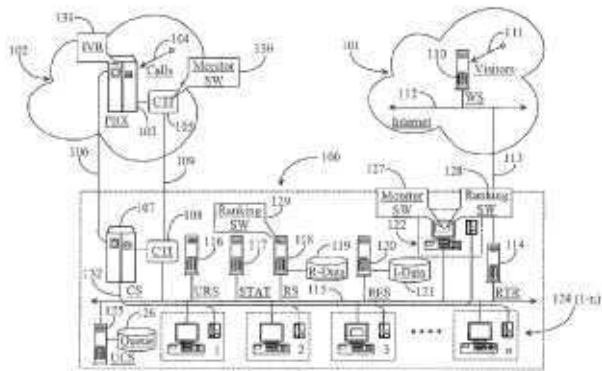


Fig. 1

27/2.653 © EPODOC / EPO

PN - [CN108122552](#) A 20180605

PR - CN201711360276 20171215

AP - CN201711360276 20171215

DT - I

CNOI - [G10L25/63](#) ; [G10L15/02](#) ; [G10L15/04](#) ; [G10L15/06](#) ; [G10L15/08](#) ; [G10L25/24](#) ;
[G10L25/15](#)

CNOA - [G10L2015/0631](#)

PA - SHANGHAI ZHIZHEN INTELLIGENT NETWORK TECH CO LTD

TI - Voice emotion recognition method and device

AB - The embodiment of the invention provides a voice emotion recognition method and device, computer equipment and a computer readable storage medium, which solves a problem that the emotional state of the customer service staff and customers in a **call center** system cannot be **monitored** in real time in the prior art. The voice emotion recognition method comprises the steps of extracting an audio feature vector of a voice fragment in an audio stream to be recognized, wherein the voice fragment corresponds a sentence in the audio stream to be recognized; matching the audio feature vector of the voicefragment with a plurality of emotional feature models, wherein the plurality of emotional feature models respectively correspond to a plurality of emotion categories; and enabling the emotional category corresponding to the matched emotional feature model in the matching result to serve as an emotional category of the voice fragment.

28/2.653 © EPODOC / EPO

PN - [CN108121310](#) A 20180605

PR - CN20171184356 20171107

AP - CN20171184356 20171107

DT - I

CNOI - [G05B19/4186](#)

PA - ANHUI NUOAN INFORMATION TECH CO LTD

TI - Remote control system for realizing the batch operation of silver iodide generators based on AT instructions

AB - The invention discloses a remote control system for realizing the batch operation of silver iodide generators based on AT instructions. The remote control system comprises a CMS/MMS module, a **monitoring center**, a database, a sending module, a receiving module, and an application processing module. The CMS/MMS module, based on the secondary development package of a serial instruction set, **calls** a short-message transeiving API to send and receive short messages. The **monitoring center** is configured to centralize and supervise the silver iodide generator signals sent from the CMS/MMS module. Thedatabase is configured to store the configuration information of the silver iodide generator. The sending module is configured to send an AT instruction, wherein only one AT instruction is sent at anytime. The receiving module is configured to receive and analyze the AT instruction, and trigger different application layer tasks according to different conditions of received characters. The application processing module is used for analyzing the content of the short message in the AT instruction, and performing corresponding operations according to the different content of the short message.

29/2.653 © EPODOC / EPO

PN - [CN108109368](#) A 20180601

PR - CN201711407043 20171222

AP - CN201711407043 20171222

DT - I

CNOI - [G08G1/205](#)

PA - ANHUI CONCH GROUP CO LTD; QUANJIAO CONCH CEMENT CO LTD; ANHUI CONCH

INFORMATION TECH ENGINEERING CO LTD

- TI - Mine GPS truck dispatching system scheme
- AB - The invention provides a mine GPS truck dispatching system scheme comprising a vehicle-mounted terminal system, a communication system, a field **monitoring center** system and an internet user system. The vehicle-mounted terminal comprises a dedicated computer which is installed on shovel loading equipment and mine cars, engineering and auxiliary vehicles and other equipment and is composed of a central microprocessor, a touch screen, a display screen, a satellite positioning system, an interface system and a power supply system. The communication system is arranged, a communication tower is established through the communication system and wireless base station equipment and an integrated G LTE broadband wireless communication base station are installed so that the information of the data of the vehicle-mounted terminal system can be received through a wireless signal mode, and full coverage communication of mine operation can be realized through high bandwidth, short **call** delay, high coverage, high reliability, high security and integrated design.

30/2.653 © EPODOC / EPO

- PN - [CN108096807](#) A 20180601
- PR - CN201711310325 20171211
- AP - CN201711310325 20171211
- DT - I
- CNOI - [A63B69/00](#) ; [A63B69/004](#) ; [A63B71/06](#) ; [A63B71/0619](#)
- CNOA - [A63B2071/065](#) ; [A63B2220/10](#) ; [A63B2220/20](#) ; [A63B2220/30](#) ; [A63B2220/40](#) ; [A63B2220/56](#) ; [A63B2230/00](#)
- PA - DING XIANGEN
- TI - Motion data **monitoring** method and system
- AB - The invention provides a motion data **monitoring** method and system. A first sensor and a second sensor are used for acquiring motion data, data pictorialization and 2D image 3D synthesis are used, hitting power is measured indirectly through a motion sensor, and learning, training, sparring, feature extraction and strength and weakness countermeasures are supported, so that automatic user identification, automatic motion identification, strong event identification, weak event identification, automatic judgment and formation of automatic match odds are achieved. Besides, the functions of roll **calling**, sign-up, notification, positioning, alarming and the like can be achieved. The system comprises the sensors, a micro base station, an intelligent mobile phone APP, a PC, a cloud **center** and other hardware, cloud **center** software and application software.

31/2.653 © EPODOC / EPO

- PN - [CN108093194](#) A 20180529
- PR - CN201711386220 20171220
- AP - CN201711386220 20171220
- DT - I
- CNOI - [G01S19/42](#) ; [H04N7/147](#) ; [H04N7/18](#) ; [H04W4/025](#)
- PA - HUANENG POWER INT INC; HUANENG CLEAN ENERGY RES INST; HUANENG POWER INT CO

LTDJIANGSU CLEAN ENERGY BRANCH

- TI - Operation and maintenance process **monitoring** and management system of offshore wind plant
- AB - The invention provides an operation and maintenance process **monitoring** and management system of an offshore wind plant. The system comprises an operation and maintenance terminal system and an onshore monitoring **center**; the operation and maintenance terminal system is used for **monitoring** an offshore wind turbine on site and receiving instruction information of the onshore **monitoring center**, and comprises a video **monitoring center**, a positioning system, a first voice **call** system and an operation and maintenance process management system; the onshore **monitoring center** is used for **monitoring** an operation and maintenance process of the offshore wind plant and commanding the operation and maintenance process, and comprises a video display system and a second voice **call** system; and the operation and maintenance process **monitoring** and management system has the beneficial effects of performing real-time video **monitoring** on the operation and maintenance process of the offshore wind plant, performing real-time positioning on the operation and maintenance personnel, realizing a voice **call** function, and guiding the onsite operation and maintenance work through the combination of video and voice., and meanwhile by adoption of the operation and maintenance process management system, the operation and maintenance process of the offshore wind plant can be standardized, the security of the operation and maintenance process is improved, and the operation and maintenance efficiency is improved.

32/2.653 © EPODOC / EPO

- PN - [CN108078562](#) A 20180529
- PR - CN20161133090 20161123
- AP - CN20161133090 20161123
- DT - I
- CNOI - [A61B5/746](#) ; [A61B5/0006](#) ; [A61B5/0402](#) ; [A61B5/0452](#)
- PA - ZHIYUAN LUO
- TI - Heart **monitoring** system
- AB - The invention provides a portable heart **monitoring** system. Along with the aging of the Chinese society and the increment of the prevalence rate of the cardiovascular diseases of the young adults, the sudden cardiovascular accident is becoming a serious social problem, but at present, devices or systems capable of detecting the sudden cardiovascular accident and sending out an alarm to the outside are not available in daily life. The portable heart **monitoring** system provided by the invention is composed of a portable heart **monitoring** device and a customer service system, wherein the portable heart **monitoring** device can continuously **monitor** the electrocardiogram of a user and carry out real-time analysis, and has the locating and wireless communication functions, if detecting the attack of the serious cardiovascular accident, the portable heart **monitoring** device immediately sends out the help-seeking information in the manners of ringing, automatic voice **call** for the 120 emergency **center**, the sending of a help-seeking data packet to a customer service system, and the like, and after receiving the help-seeking data packet, the customer service system pushes the task to the 120 emergency **center** through a data interface or **calls** the 120 emergency **center** in the artificial voice manner. Meanwhile, the

invention provides a matched registration solution for the first-aid flow.

33/2.653 © EPODOC / EPO

PN - [CN108062815](#) A 20180522
PR - CN20181020547 20180110
AP - CN20181020547 20180110
DT - I
CNOI - [G07C9/00166](#) ; [H04N7/18](#)
PA - ANHUI DINGXIN TECH GROUP CO LTD
TI - Access control system applied to logistic park
AB - The invention provides an access management system applied to a logistic park. When a vehicle is ready to go into and out of the logistic park, the vehicle enters into a working area of a license plate detection module, a real-time detection unit uploads license plate number information and real-time video **monitoring** information of the vehicle to a **monitoring center** station, and the **monitoring center** station compares license plate number of the vehicle waiting for being entered so as to realize a state of automatically controlling an access switch and allows the entered vehicle to directly enter into the logistic park without stopping, so that the working efficiency is improved, and personal management on an entrance/exit is not needed. According to the access management system disclosed by the invention, the license plate number information, entering/leaving time information and video information of entering and leaving vehicles are stored, so that the all information can be conveniently **called** out and checked when needed in the later period.

34/2.653 © EPODOC / EPO

PN - [CN108062245](#) A 20180522
PR - CN201711333350 20171214
AP - CN201711333350 20171214
DT - I
CNOI - [G06F9/4806](#) ; [G06F9/485](#)
PA - SHANGHAI GANGLIAN E COMMERCE HOLDINGS CO LTD
TI - Unified-management system and method of timed tasks of applications
AB - The invention discloses a unified-management system and method of timed tasks of applications. The system includes: a registration **center**, which is used for registering each timed task of each application, and transmitting registration results to a cluster server; the cluster server, which is used for receiving information of each timed task registered by the registration **center**, and storing the information of the timed task according to a running environment of each timed task; and a timed-task management cluster, which is used for **monitoring** change information of each timed task of the cluster server, and **calling** a corresponding application under an environment, which corresponds to a timed task, according to the **monitored** change information to execute the timed task. The system can achieve purposes of unified management and concurrent control on the timed tasks of the multiple applications.

35/2.653 © EPODOC / EPO

PN - [CN108059049](#) A 20180522

PR - CN201711320223 20171212

AP - CN201711320223 20171212

DT - I

CNOI - [B66B1/3415](#) ; [B66B5/0012](#) ; [B66B5/02](#)

PA - HITACHI ELEVATOR CHINA CO LTD

TI - Human face recognizing elevator group management control system

AB - The invention discloses a human face recognizing elevator group management control system. The human face recognizing elevator group management control system comprises a human face recognizing and acquiring module, a transmission module, a **center** information processing module, an elevator group management control system, a display module and an alarming module; the human face recognizing module is used for acquiring identity information of passengers; the transmission module is used for transmitting the information to the **center** information processing module; the **center** information processing module is used for scheduling the group management elevator control system, and an optimal elevator is calculated and allocated for service; and meanwhile displaying is performed through the terminal display module, and the group control allocation result is changed in real time according to the action trajectory of the passengers. . The human face recognizing elevator group management control system is scientific and reasonable in design, for a whole building, the intelligent degree is higher, and manual operation for **calling** an elevator is not needed at all; for the passengers, the waiting time is greatly saved; and in the aspect of security and protection, security and protection personnel are not needed for manual **monitoring**, **monitoring** is completed through a linkage system, and the safety level is improved.

36/2.653 © EPODOC / EPO

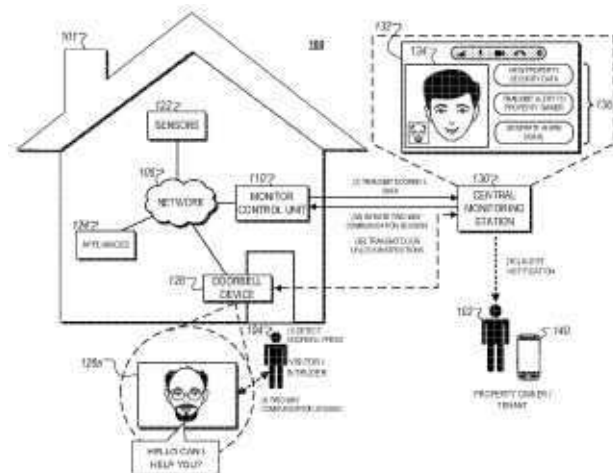
PN - [WO2018090018](#) A1 20180517

PR - US201662421474P
20161114; US201715811141
20171113

AP - WO2017US61577 20171114

DT - **

CT - |US| ISR (A1)
[CN106097495](#) A 20161109
[A] (ZHAO SHULONG)
[A] 1-20
*, entire document *;
[US2015347910](#) A1 20151203
[A] (FADELL ANTHONY M [US], et
al)
[A] 1-20
*, paragraphs [0150], [0188],
[0250]-[0251] *;
[US8675071](#) B1 20140318
[A] (SLAVIN ALISON JANE [US], et



	al)
	[A] 1-20
	*, column 8 lines 35-67 *
CCI	- H04L67/22 ; H04L67/141 ; H04M11/025 ; H04M11/045 ; H04N7/186 ; H04L67/12
CUI	- G08B13/19645 ; G08B13/19684 ; H04L29/08099
CQA	- G06K9/00228
PA	- KERZNER DANIEL TODD [US]
TI	- DOORBELL CALL CENTER
AB	- Techniques are described for responding to a detected doorbell press at a property. In some implementations, a determination that a doorbell press has been detected at a property is made. Video data collected by a doorbell device of the property is obtained in response to determining that the doorbell press has been detected at the property. Sensor data collected by one or more sensors of a monitoring system located within the property is obtained in response to determining that the doorbell press has been detected at the property. A present security risk for the property is determined based at least on the obtained sensor data and the obtained video data. A communication session between the doorbell device and a server system associated with the monitoring system of the property is established in response to determining the present security risk for the property.

PN - [US2018139324](#) A1 20180517

PR - US201815864415
20180108; US201414487544
20140916; US201213409467
20120301; US201161549918P
20111021; US201161538405P
20110923

AP - US201815864415 20180108

DT - **

CCI - [G06Q30/01](#) ; [G06Q30/0281](#) ;
[H04M3/5175](#) ; [G06Q30/016](#)

CQI - [H04M3/493](#)

CCA - [H04M3/5166](#)

PA - BALANCE CXI INC [US]

TI - SYSTEM, METHOD, AND
COMPUTER PROGRAM PRODUCT
FOR CONTACT **CENTER**
MANAGEMENT

AB - A system, method, and computer
program product for customer
contact management via voice,
chat, e-mail and social network
contacts includes a balanced
service process (BSP) that
includes a plurality of cause or
response codes for maximizing
first contact resolution (FCR) and
CSAT. The BSP is incorporated
within a contact **center**
(single **center**, multiple centers
and/or work at home), which
receives voice **calls**, SMS
messages, email, chat, or social
media communications from
customers. The BSP in real-time
determines dispositions of such
contacts, **monitors** and manages
the performance of individual
resolvers.



PN - [US2018139332](#) A1 20180517

PR - US201715811141
20171113; US201662421474P
20161114

AP - US201715811141 20171113

DT - *; Rep

CCI - [H04L67/22](#) ; [H04L67/141](#) ;
[H04M11/025](#) ; [H04M11/045](#) ;
[H04N7/186](#) ; [H04L67/12](#)

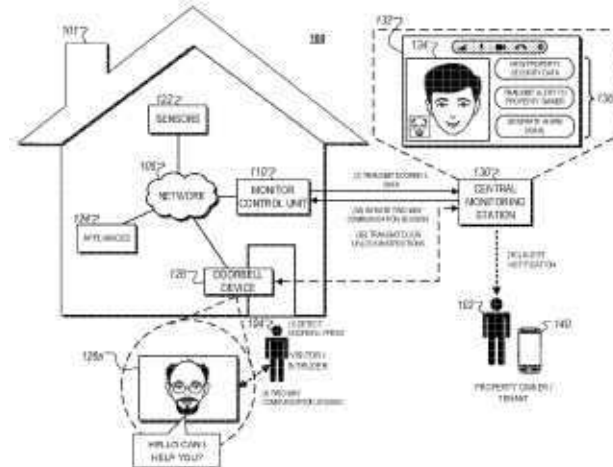
CUI - [G08B13/19645](#) ;
[G08B13/19684](#) ; [H04L29/08099](#)

CQA - [G06K9/00228](#)

PA - ALARM COM INC [US]

TI - DOORBELL **CALL CENTER**

AB - Techniques are described for enabling a service administrator to respond to a detected doorbell press at a property when an authorized user is unavailable to respond. In some implementations, a determination that a doorbell press has been detected at a property is made. Video data collected by a doorbell device of the property is obtained in response to determining that the doorbell press has been detected at the property. Sensor data collected by one or more sensors of a **monitoring** system located within the property is obtained in response to determining that the doorbell press has been detected at the property. A present security risk for the property is determined based at least on the obtained sensor data and the obtained video data. A communication session between the doorbell device and a server system associated with the **monitoring** system of the property is established in response to determining the present security risk for the property.



39/2.653 © EPODOC / EPO

PN - [CN108022649](#) A 20180511
PR - CN201711273445 20171206
AP - CN201711273445 20171206
DT - I
CNOI - [A61B5/0002](#) ; [A61B5/01](#) ; [A61B5/02055](#) ; [H04N7/141](#) ; [H04N7/142](#) ; [H04N7/147](#) ; [H04W4/14](#)
PA - WENZHOU TIANQIN NETWORK TECH CO LTD
TI - Intelligent service system for elderly people **monitoring**
AB - The invention relates to the field of intelligent service technology, and in particular to an intelligent service system for elderly people **monitoring**. A microprocessor is electrically connected with an automatic module, a dialogue module, a memory, and a display. A **monitoring** terminal is started through a startup module, a data transmitter electrically connected by the microprocessor transmits data remotely to a service **center** through a wireless communication module, and a central processor is disposed in the service **center**. The central processor is electrically connected for receiving data sent by the **monitoring** terminal, an operating module electrically connected to the central processor is operated by a worker, a dialogue module electrically connected to the central processor is started, the real-time screen of the elderly is displayed on a display unit, and a video **call** is performed through the wireless communication module and the dialogue unit in the **monitoring** terminal. The intelligent service system of the invention enables online service for the elderly and also on-site detection of the body temperature, heart rate, and blood pressure of the elderly, and effectively ensures the health of the elderly.

40/2.653 © EPODOC / EPO

PN - [CN108008619](#) A 20180508
PR - CN201711471503 20171229
AP - CN201711471503 20171229
DT - I
CNOI - [G04G21/025](#) ; [G04G21/04](#) ; [G04B47/00](#) ; [G04B47/063](#)
PA - TENG YUNLEI
TI - Heart rate **monitoring** positioning communication watch
AB - The invention discloses a heart rate **monitoring** positioning communication watch that provides special guarantee for the demand people by providing real-time heart rate **monitoring** and alarm, real-time positioning, and **calling** functions. A real-time heart rate **monitoring** and alarm system can **monitor** a heart rate in real time. When the heart rate is abnormal (over high or low), the real-time heart rate **monitoring** and alarm system gets in touch with a contact pre-stored in the watch by a wearer and an emergency **center** immediately so that a family member can know the situation timely and the emergency **center** can rescue the wearer immediately. A real-time positioning system can obtain the geographical position information of the wearer in real-time by an electronic product such as a mobile phone, a computer and the like, so as to prevent accidents such as straying and the like. A space dedicated to a small amount of

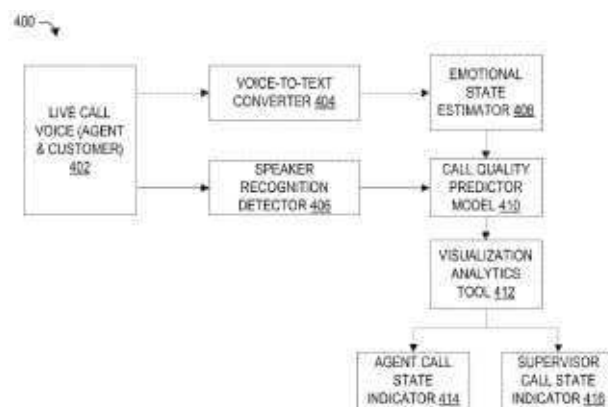
emergency medicine is disposed on the heart rate **monitoring** positioning communication watch, and the wearer can take the medicine immediately in the event of a sudden illness. In addition, the heart rate **monitoring** positioning communication watch also provides the most basictime and **calling** functions.

41/2.653 © EPODOC / EPO

- PN - [CN107992607](#) A 20180504
- PR - CN201711342764 20171214
- AP - CN201711342764 20171214
- DT - I
- CNOI - [G06F17/30241](#) ; [G06T11/203](#) ; [G06T7/62](#)
- PA - GUANGZHOU LINKCM TECH CO LTD
- TI - Typhoon forecast map drawing method, device, computer equipment and storage medium
- AB - The invention relates to a typhoon forecast map drawing method, device, computer equipment and storage medium. The method comprises **monitoring** a preset path, when forecast information of a typhoon **center** is **monitored** in the preset path, **calling** a typhoon drawing script, wherein the forecast information contains a current position, a forecast position and corresponding forecast validity; drawing afirst line corresponding to the current position and the forecast position through the typhoon drawing script; according to the forecast position and the corresponding forecast validity, calculating the corresponding forecast radius of the typhoon **center** in the forecast position; in the forecast position, drawing a second line forming a preset angle to the first line; through the forecast radius,selecting from the second line a forecast edge point corresponding to the forecast position; performing iterative computation on a number of forecast positions to acquire forecast edge points corresponding to the forecast positions; drawing a forecast range corresponding the typhoon **center** through the forecast edge points corresponding to the forecast positions; overlaying the forecast range corresponding to the typhoon **center** onto an electronic map to obtain a typhoon forecast map.

42/2.653 © EPODOC / EPO

- PN - [US2018124243](#) A1 20180503
- PR - US201615341672 20161102
- AP - US201615341672 20161102
- DT - *; Rep
- CCI - [G10L21/10](#) ; [G10L25/63](#)
- CUI - [G06T11/206](#) ; [H04M3/5133](#) ; [H04M3/5175](#)
- CQI - [G10L15/1815](#)
- CCA - [G10L2015/088](#) ; [G10L15/26](#)
- PA - IBM [US]
- TI - System and Method for **Monitoring** and Visualizing Emotions in **Call Center** Dialogs



at **Call Centers**

- AB - A method, system, and a computer program product are provided for **monitoring** an emotional state of a conversation by **monitoring** a communication between first and second persons to determine an emotional state of the communication, providing a visual representation of the emotional state of the communication for display to a person having access to the communication, and performing an intervention action to improve the emotional state of the communication in response to detecting the emotional state of the communication meets one or more specified intervention criteria.

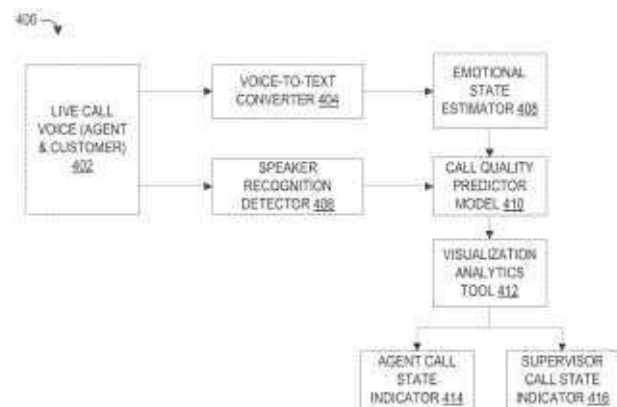
43/2.653 © EPODOC / EPO

- PN - [US2018124242](#) A1 20180503
PR - US201615341661 20161102
AP - US201615341661 20161102
DT - *; Rep
CT - || R141 (A1)
[US2016302711](#) A1 20161020 [] (FRANK ARI M [IL], et al);
[US2016224803](#) A1 20160804 [] (FRANK ARI M [IL], et al);
[US2016086088](#) A1 20160324 [] (YEHEZKELRAANANYONATAN [IL], et al);
[US2012002848](#) A1 20120105 [] (HILL DANIEL A [US]);
[US2005088981](#) A1 20050428 [] (WOODRUFF ALLISON G [US], et al)

CCI - [G10L15/1822](#) ; [G10L25/63](#) ;
[G06F17/2785](#) ; [G06F17/279](#)

CUI - [G06T11/001](#) ; [G06T11/206](#) ;
[G06T11/60](#) ; [H04M3/5133](#) ;
[H04M3/5175](#)

CQI - [G10L15/1815](#)



PA - IBM [US]

TI - System and Method
for **Monitoring** and Visualizing
Emotions in **Call Center** Dialogs
by **Call Center** Supervisors

AB - A method, system, and a
computer program product are
provided for **monitoring** an
emotional state of a
conversation by **monitoring** a
communication between first
and second persons to determine
an emotional state of the
communication, providing a
visual representation of the
emotional state of the
communication for display to a
person having access to the
communication, and performing
an intervention action to
improve the emotional state of
the communication in response
to detecting the emotional state
of the communication meets one
or more specified intervention
criteria.

44/2.653 © EPODOC / EPO

PN - [TW201803520](#) A 20180201

PNFP - TWI617290B B 20180311

PR - TW20160122651 20160718

AP - TW20160122651 20160718

DT - I

PA - (A B)
CATHAY GENERAL HOSPITAL [TW]

TI - (A B)
A method applying spinal related geometry to evaluate the severity of scoliosis

AB - (A)
Spine X-ray film is the easily and reliable method to detect and evaluate the severity of scoliosis. The frequently used method to evaluate and describe the severity of scoliosis in spine X-ray films is so-called "Cobb's angle". However, its measurement reliability still remains controversial. Besides, the curvature of spine scoliosis is difficult to be depicted by one angle value. This new method to measure scoliosis is based on the radius of a circle. According to geometry, there exists only a circle that contains three given points in the same plane. The radius of this circle can be used to depict the curvature of specific spines. Moreover, the location of the **center** can be used to describe the direction of scoliosis in specific vertebrae. By this new method, clinicians

or physiatrists can measure every individual vertebra, instead of only one angle value for the whole spine and to avoid the measurement errors by Cobble's angle measurement. The application of the radius ratio is also helpful to overcome the measurement errors due to different size of X-ray. The ratio is the radius dividing by the width of interested vertebra. It provides more accurate and useful information for clinicians and patients to **monitor** the disease progress and treatment effect.

45/2.653 © EPODOC / EPO

PN - [CN107976670](#) A 20180501
 PR - CN201711178051 20171123
 AP - CN201711178051 20171123
 DT - I
 CNOI - [G01S7/521](#) ; [G01S15/08](#)
 PA - GUANGDONG HILIPU ROAD AND BRIDGE INFORMATION ENG CO LTD
 TI - Mining area geological stratification detection device
 AB - The present invention discloses a mining area geological stratification detection device. The device comprises a bed frame, an ultrasonic wave emitter and an ultrasonic wave receiver which are arranged on the bed frame and arranged downwards, and correspondingly comprises a master control module, a satellite positioning module, a storage module, a mobile communication module and a command **monitoring center**. The ultrasonic wave emitter and the ultrasonic wave receiver are configured to detect geological longitudinal distribution information and input the geological longitudinal distribution information into the master control module, the satellite positioning module is configured to detect position information and input the position information to the master control module, the master control module is configured to process geological stratification information of the whole mining area and store related information to the storage module, and the command **monitoring center** is connected with the master control module and a wireless module through the mobile communication module. The whole process of the design is processed by the master control module, and therefore the work efficiency is improved and the workers' burden is reduced; and moreover, the related data is stored in the storage module, workers can perform **calling** and checking at the command **monitoring center** through the mobile communication module, and the mining area geological stratification detection device is rapid and convenient.

46/2.653 © EPODOC / EPO

PN - [CN107967562](#) A 20180427
 PR - CN201711230492 20171129
 AP - CN201711230492 20171129
 DT - I
 CNOI - [G06Q10/063114](#) ; [G06Q10/0635](#) ; [G06Q50/06](#) ; [G06Q10/06395](#)
 PA - TAIYUAN POWER SUPPLY CO OF STATE GRID SHANXI ELECTRIC POWER CO; FUJIAN YIXINHAI INFORMATION TECH CO LTD
 TI - Construction site operation safety remote management and control system and method
 AB - The invention provides a construction site operation safety remote management and

control system and a construction site operation safety remote management and control method. The construction site operation safety remote management and control system comprises a front-end system and a background management system, wherein the front-end system comprises hand-held terminal equipment, individual equipment and AR smart glasses equipment; a person in charge of a work carries out sign-in and photographing of risk points and safety measures by means of the hand-held terminal equipment according to a work flow; the individual equipment carries out real-time video recording of the site by means of a fixing frame, and realizes real-time audio intercom with a **monitoring center**; with the aid of a camera from the first-person perspective, the AR smart glasses equipment acquires an image from the first perspective of a user and returns the image to the background management system, and when the on-site operating personnel needs professional assistance, the rear-end expert is **called** to perform remote assistance and guidance; and the background management system **calls** the on-site video of the currently-used AR smart glasses equipment in real time, positions a specific location of the glasses equipment, and performs real-time conversation and communication with the front-end site in a voice mode. The construction site operation safety remote management and control system and the construction site operation safety remote management and control method improve the visualization and interaction level of the operating site.

47/2.653 © EPODOC / EPO

PN - [CN207283142U](#) U 20180427

PR - CN201721105077U 20170831

AP - CN201721105077U 20170831

DT - I

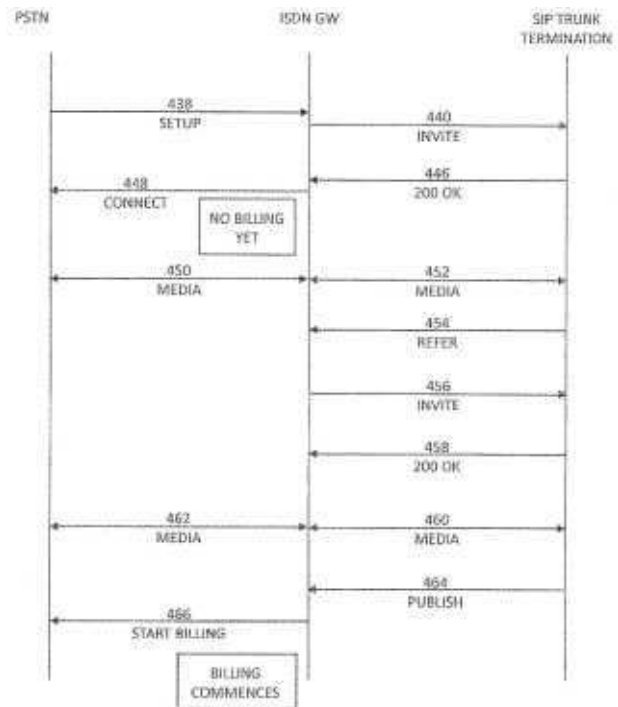
PA - CHIZHOU RONGDA ELECTRICAL CO LTD

TI - Condenser **monitored** control system

AB - The utility model discloses a condenser **monitored** control system contains surveillance **center**, controller, circuit breaker, pressure sensor, bee **calling organ**, condenser, the surveillance **center** contains computer, acceptor of data, pressure sensor sets up inside the condenser, and pressure sensor is connected with the controller, and the controller is connected with circuit breaker and bee **calling organ** respectively, insert the main circuit after circuit breaker and condenser are established ties in, a current sensor establishes ties on the circuit between circuit breaker and the condenser, current sensor is connected with signal collector, and signal collector is connected with the acceptor of data of surveillance **center** through data transmission, and acceptor of data is connected with the computer. The utility model discloses not only having explosion -proof function, when the condenser breaks down, all sending out the police dispatch newspaper in the surveillance **center** with the position of damaging the condenser moreover, maintenance efficiency is improved to accurate location.

48/2.653 © EPODOC / EPO

PN - [US2018115651](#) A1 20180426
 PNFP - US9961211 B1 20180501
 PR - US201615299831 20161021
 AP - US201615299831 20161021
 DT - *; Rep
 CT - || R141 (A1)
 [US5710807](#) A 19980120 [
] (SMITH DAVID B [US]);
 [US7366494](#) B1 20080429 [
] (HAM SEOK-JIN [KR])
 - || STSE (B1)
 [US5425087](#) A 19950613 [
] (GERBER EUGENE [US], et al);
 [US5710807](#) A 19980120 [
] (SMITH DAVID B [US]);
 [US5960070](#) A 19990928 [
] (O'DONOVAN JOHN JOSEPH [IE]);
 [US6324528](#) B1 20011127 [
] (HILLSON ANDREW RAINES [CA],
 et al);
 [US7366494](#) B1 20080429 [
] (HAM SEOK-JIN [KR]);
 [US8224922](#) B1 20120717 [
] (HESSION PATRICK [IE], et al);
 [US2006182234](#) A1 20060817 [
] (SCHERER GORDON F [US]);
 [US2007201367](#) A1 20070830 [
] (CHEN YUN-CHUNG [US], et al);
 [US2016149768](#) A1 20160526 [
] (HOOSHIARI ALIREZA [US], et al)
 CCI - [H04L65/104](#) ; [H04L65/1006](#) ;
 [H04L65/1083](#)
 CUI - [H04M3/5166](#) ; [H04M3/5175](#) ;
 [H04M15/39](#)
 CUA - [H04M2207/08](#)
 PA - (A1 B1)
 AVAYA INC [US]
 TI - (A1)
 SYSTEM AND METHOD FOR
 TRACKING **CALL** BILLING
 - (B1)
 System and method for
 tracking **call** billing
 AB - (A1 B1)
 Tracking a status of an
 ongoing **call** includes **monitoring**,



by a computer of a contact **center**, the ongoing **call** that is connected with a human agent and that originated from a provider network and determining when an automated agent instead of the human agent is connected with the ongoing **call**. The computer of the contact **center** can then send a first message to the provider network, wherein the first message comprises first data indicative that the automated agent instead of the human agent is connected with the ongoing **call**.

49/2.653 © EPODOC / EPO

- PN - [CN107941293](#) A 20180420
- PR - CN201711417250 20171216
- AP - CN201711417250 20171216
- DT - I
- CNOI - [G01F15/00](#) ; [G01F15/005](#) ; [G01F15/063](#)
- PA - LIAOYANG YIBAO SOFTWARE DEV CO LTD
- TI - GPRS (general packet radio service) Smart water meter
- AB - The invention relates to a GPRS (general packet radio service) smart water meter for use in water network lines, in particular to a smart water meter applied to a **monitoring center** for performing regular and transient data **calling** and measuring and remote reading control through a GPRS network. The technical problem to be solved herein is to add a GPRS communication module in the GPRS smart watermeter; data communication with the **monitoring center** is achieved through the GPRS communication module; water quantity information is uploaded to the **monitoring center**; the **monitoring center** analyzes and processes the data and issues valve opening or closing commands; the GPRS smart water meter receives the commands and responds to act; a power supply mode is improved, supplementary power supply is adopted, and power life of the GPRS smart water meter is extended; the inner material of a valve body is improved so that the valve body is more environmentally friendly and reliable; the valve body is of split design, and each part can be separated independently. A short message communication platform is added to the **monitoring center**; a user may know the water consumption condition by short messaging. The GPRS smart water meter mainly provides remote data analysis and smart control for water taking information of a water user.

50/2.653 © EPODOC / EPO

- PN - [CN107941275](#) A 20180420
- PR - CN201711177986 20171123

AP - CN201711177986 20171123

DT - I

CNOI - [G01D21/02](#) ; [G05D3/12](#) ; [H04N7/18](#)

PA - GUANGDONG HILIPU ROAD AND BRIDGE INFORMATION ENG CO LTD

TI - Road and bridge and tunnel pavement measurement and control informatization system

AB - The present invention discloses a road and bridge and tunnel pavement measurement and control informatization system. The system comprises: two ultrasonic transducers, wherein a synchronous transmission control circuit is connected with one of the two ultrasonic transducers and a synchronous receiving control circuit is connected with the other one of the two ultrasonic transducers; at least one camera device configured to collect video data of a construction site; at least one measurement and control terminal; a power supply module configured to supply power to the synchronous transmission control circuit, the synchronous receiving control circuit and the at least one measurement and control terminal; a 3G transmission module configured to transmit signals of the at least one measurement and control terminal for input and output; and a command and **monitor center** configured to **call** related data of the at least one measurement and control terminal through the 3G transmission module and send an instruction to the at least one measurement and control terminal to store various detection data to the at least one measurement and control terminal and the command and **monitor center** to allow workers to check. The related data are employed to perform tracing and implementation into concrete links to allow the whole construction project to be transparent and to be tracked according to the related data so as to facilitate workers' work.

51/2.653 © EPODOC / EPO

PN - [KR20180028734](#) A 20180319

PR - KR20160116437 20160909

AP - KR20160116437 20160909

DT - I

PA - UZBRAINNET [KR]

TI - Mobile Terminal's Method **Monitoring** for Security by Connecting CCTV System and Software application therefor

AB - Disclosed are a safe **monitoring** method of a portable terminal in association with a CCTV and a software application for the method. According to the method of the present invention, the portable terminal provides location information (GPS information) of a user to a CCTV system to receive a safe home-coming service. If the user of the portable terminal gets out of a safe home-coming route or passes a crime-ridden district, a warning is generated and provided to a control server to be displayed on a board of a control **center**. In addition, a fake **call** can be made, a surrounding sound is recorded, or a picture, a moving picture and the like can be recorded and transmitted to the control server.

52/2.653 © EPODOC / EPO

PN - [CN207235508U](#) U 20180417

PR - CN201721045431U 20170821

AP - CN201721045431U 20170821

DT - I

PA - GUANGDONG HENGLV IND DEVELOPMENT CO LTD

TI - Fresh -keeping transportation **monitoring** devices of agricultural product

AB - The utility model provides a fresh -keeping transportation **monitoring** devices of agricultural product, including box and the controller that is used for saving agricultural product, be equipped with the temperature detector of being connected with the controller in the box, humidity detects meter and air detector, inlay on the box and be equipped with GPS location chip and wireless communication module, this GPS location chip passes through wireless communication module and is connected with service **center**, the box lateral wall is equipped with lateral part thermoregulation mechanism, cabinetbottom surface is equipped with bottom thermoregulation mechanism, the box top is equipped with the humidification shower nozzle, this humidification shower nozzle passes through pipeline and tank connection, be equipped with gaseous adjustment mechanism in the box, this gas adjustment mechanism includes the air supply pipe, gaseous feed device and the blast pipe be connected with this air supplypipe, be equipped with the gas vent on the box, the blast pipe dress connects on this gas vent, the controller still is connected with the alarm, still be equipped with the image collector who is connected with the controller in the box, the controller passes through wireless communication module and is connected with the terminal **called**. The utility model discloses detect accurately, the information acquisition is convenient.

53/2.653 © EPODOC / EPO

PN - [US9948783](#) B1 20180417

PR - US201715461526 20170317

AP - US201715461526 20170317

DT - *; Rep

CT - || STSE (B1)
[US9197479](#) B2 20151124 [] (ALTBERG EBBE [US], et al);
[US9680996](#) B2 20170613 [] (KUMAR SANJEEV [US], et al);
[US2004143476](#) A1 20040722 [] (KAPADIA VIREN [US], et al);
[US2006126818](#) A1 20060615 [] (BERGER SCOTT M [US], et al)

CCI - [H04L67/22](#) ; [H04M3/5183](#) ; [H04M3/5232](#) ; [H04M3/5238](#)

CUI - [H04M3/5191](#)

CQI - [H04M3/523](#)

CCA - [H04M2203/405](#)

PA - AVAYA INC [US]

TI - Publishing contacts to opt-in users

AB - A method for reducing backlog at a **call center** comprises receiving a request for an agent of a contact **center** from a device associated with a contact and determining a context for the request. Based on the context, the request may be published to a portal service while restricting agents from servicing the request, and the duration of time that the request is published is **monitored**. If an interrupt that indicates that an opt-in user would like to handle the published request is received, then a device associated with

the opt-in user is communicably coupled to the device associated with the contact. However, if the time that the request is published surpasses a threshold and an interrupt is not received then the request is removed from being published to the portal service and agents of the contact **center** are allowed to service the request.

54/2.653 © EPODOC / EPO

PN - [CN107911256](#) A 20180413
PR - CN201711465114 20171228
AP - CN201711465114 20171228
DT - I
CNOI - [H04L67/1095](#) ; [H04L67/2861](#) ; [H04L41/22](#) ; [H04L63/0428](#)
PA - LI SHUQIN
TI - Cloud computing system
AB - The invention discloses a cloud computing system. The cloud computing system comprises a management interface subsystem, a management service subsystem, a broker subsystem and a cloud computing management **center**. The invention can make full use of the advantages of the cloud computing platform, and facilitate the implementation of cloud computing; through setting a cloud encryption module, the encryption and decryption of the data on a virtual machine is realized, and the security of the data in the cloud computing system is effectively improved; meanwhile, through setting a GUI management interface, the user can control and **monitor** the operation of the cloud computing system conveniently and intuitively; and a plurality of scheme samples stored in the storage module of the system can be easily invoked by the user, therefore, the use difficulty of the cloud computing system for the general staff is reduced, and it can be ensured that the proxy terminal can continue to use the system mirroring in the local end backup area to **call** the programs and the data and parameters in the local data area in the cases of communication anomalies or network interruptions, so as to prevent the loss of user data and information in extreme cases.

55/2.653 © EPODOC / EPO

PN - [CN207231598U](#) U 20180413
PR - CN201721092196U 20170829
AP - CN201721092196U 20170829
DT - I
PA - SINOPEC CHUANQI DONGSONG NATURAL GAS PIPELINE CO LTD
TI - Distribution cable ditch intelligence water level **monitoring** system
AB - The utility model relates to a distribution cable ditch intelligence water level **monitoring** system, a surveillance **center** and a plurality of distribution setting are at terminal supervisory equipment that each water level **monitoring** is ordered, terminal supervisory equipment loops through switching equipment, prevents that hot wall inserts the LAN with wired or wireless communication, is connected with the surveillance **center**'s creation data that inserts the LAN. The surveillance **center** includes mobile communication module for insert mobile internet, terminal supervisory equipment includes the voice **calling** device with surveillance **center**'s intercommunication. Can be long -rangedly carry out real -time supervision and control

simultaneously to the water level in the cable pit at a plurality of stations, the material resources of using manpower sparingly effectively reduce the phenomenon that the equipment that causes because electron unit case is intake damaged. The surveillance center in time sends maintainer to go to the station field that probably has the potential safety hazard to carry out on-site investigation through mobile internet and overhauls, and when the unable maintenance of maintainer discovery field failure, then accessible voice **calling** device reports the trouble condition to the surveillance **center**.

56/2.653 © EPODOC / EPO

PN - [CN207193898U](#) U 20180406
 PR - CN201721128824U 20170905
 AP - CN201721128824U 20170905
 DT - I
 PA - YANG DAWEI
 TI - Improvement type water conservancy protection slope net
 AB - The utility model provides an improvement type water conservancy protection slope net, including fixed frame, the fixed plate is connected to the wire net, **monitoring** device, and the staple, the fixed orifices transversely supports wire rope, longitudinal support wire rope, toper arch and box with a net, horizontal support wire rope and longitudinal support wire rope vertically and horizontally staggered arrange, both ends are fixed in the inboard of fixed frame, zigzag connection department is fixed through connecting the fixed plate, the wire net install in horizontal support wire rope, longitudinal support wire rope's downside, and with horizontal supports wire rope, longitudinal support wire rope connect to fix, the frame of fixed frame have the fixed orifices with the **center** processing of connecting the fixed plate, and install the staple in the inboard of fixed orifices. The utility model discloses **monitoring** device, the bellied setting of staple and toper is favorable to sloping connection of water conservancy protection slope net and bank to stabilize, avoids the rigid impact of rivers to the water conservancy protection slope net to can be to water conservancy protection network real time **monitoring** and on **-call** maintenance.

57/2.653 © EPODOC / EPO

PN - [CN107884639](#) A 20180406
 PR - CN20171978289 20171018
 AP - CN20171978289 20171018
 DT - I
 CNOI - [G01K1/02](#) ; [G01R31/00](#)
 PA - LIAO ZHI
 TI - Transformer **monitoring** system
 AB - The invention discloses a transformer **monitoring** system, and the system comprises a transformer, a **monitoring** unit, a data collection unit, a processing **center** and a display unit. The data collection center collects all data of the transformer, and transmits the data to the processing **center** for processing. The **monitoring** unit carries out the **monitoring** of the transformer, and transmits the image information to the processing **center** through the data collection unit. The image information is

transmitted to the display unit for display through the processing **center**. The system also comprises a temperature detection sensor, an information prompt unit, and a user terminal. When the temperature sensor detects that the temperature of the transformer exceeds a threshold value, the temperature sensor transmits an instruction to the **monitoring** unit, and the **monitoring** unit is started for **monitoring**. The information prompt unit receives the instruction of the processing **center** and gives an information prompt to the user terminal. The user terminal can **call** the image information in the display unit.

58/2.653 © EPODOC / EPO

PN - [US2018097937](#) A1 20180405
 PR - US201715809404 20171110; US201514746506 20150622
 AP - US201715809404 20171110
 DT - **
 CCI - [H04M3/5175](#)
 CCA - [H04M2203/2038](#)
 PA - INTELLISIST INC [US]
 TI - SYSTEM AND METHOD FOR PERFORMING CIRCUMSTANCE-SPECIFIC CUSTOMER SATISFACTION **MONITORING** IN AN ONGOING **CALL CENTER** INTERACTION
 AB - A system and method for performing circumstance-specific customer satisfaction **monitoring** in an ongoing **call center** interaction are provided. At least one parameter of a message, the message including information regarding giving a signal by a customer of a **call center** indicating a dissatisfaction of the customer, is determined based on at least one of one or more characteristics of the customer and one or more conditions of the **call center**. The message is provided to the customer prior to an interaction between the customer and one of a plurality of agents of the **call center**. The interaction is began, including connecting the customer to one of the agents after the message is provided. **Monitoring** for a receipt of the signal from the customer during the interaction is performed. An action is taken after the receipt of the signal.

59/2.653 © EPODOC / EPO

PN - [CN107871188](#) A 20180403
 PR - CN20161842734 20160922
 AP - CN20161842734 20160922
 DT - I
 CNOI - [G06Q10/0631](#) ; [G06Q50/26](#)
 PA - CHINA CHANGFENG SCIENCE TECH INDUSTRY GROUP CORP
 TI - City community integration service system
 AB - The invention provides a city community integration service system. The city community integration service system comprises an (1) integrated service platform portal, (2) a **calling** service **center**, (3) a smart household service sub-system and a (4) smart community comprehensive management subsystem. The integrated service platform portal is used as an external comprehensive information service application comprehensive display platform of the integrated service platform; the **calling** service **center** adopts a voice platform, a network platform and plane information as

carriers; the smart household service sub-system utilizes a modern broadband information network and a wireless network platform to integrate household environment control, household **monitoring** and supervision, household safety protection, community management and service, household smart control, etc.; and the smart community comprehensive management service subsystem comprehensively uses a community map intelligent visualized system and a community intelligent terminal application to realize intelligent and fine management on the community management, service and safety community building.

60/2.653 © EPODOC / EPO

PN - [CN207173627U](#) U 20180403

PR - CN20172342157U 20170401

AP - CN20172342157U 20170401

DT - I

PA - CHINA GEZHOUBA GROUP CEMENT CO LTD

TI - Switch automatic control system

AB - The utility model provides a switch automatic control system, includes surveillance **center**, a plurality of data substation, the surveillance **center** includes host computer, signal transmission bus, the information service ware that signal transmission bus connection is wireless. This system still includes: the GPS module of configuration on the locomotive for on issuing wireless information serviceware with the framing signal. The configuration is at driver's intercom on one's body for **call** the controller of surveillance **center**, inform whether the controller needs the switch, after the controller receives intercom information, at the enterprising moving walkways of host computer trouble conversion operation. After operating instruction was received to the host computer, through the signal transmission bus, to the data substation send instruction of this switch, the instruction back was received to the data substation, and control electric switch machine carries out related action. The utility model relates to a switch automatic control system can respectively organize switch real-time status in the scene of **monitoring** in the surveillance **center** to but remote control switch status switching, the also on -vehicle handheld machine of accessible or install and control switch status switching at the button on the spot on switch next door of on -the -spot driver simultaneously.

Interruption by user...

[SS 18]