

Search query (3): [SP]: the accompanying drawings, which are incorporated in and form a part of this specification and in which like numerals depict like elements, illustrate embodiments of the present disclosure and, together with the description, serve to explain the principles of the disclosure. fig. 1 depicts a block diagram of an exemplary computer system suitable for implementing embodiments according to the present disclosure. fig. 2 is an illustration of a system configured for identifying potential fraudulent activity performed by an agent within a contact center, and taking preventative action once the activity is identified, in accordance with one embodiment of the present disclosure. fig. 3 is a block diagram of components of a contact center workstation that is configured for monitoring the activity of a contact center agent in order to identify potential fraudulent activity performed by the agent, in accordance with one embodiment of the present disclosure. fig. 4 is a flow diagram illustrating a method for detecting fraudulent activity and taking preventative measures once the potential fraudulent activity is detected, in accordance with one embodiment of the present disclosure. fig. 5a is a diagram illustrating a contact center floor including a plurality of workstations, and a video monitor system configured to view each of the workstations, in accordance with one embodiment of the present disclosure. fig. 5b is a diagram illustrating a typical layout of resources available to a contact center workstation, and a video capture device configured and oriented to capture a frontal view of an agent attending to the workstation when instructed, such that images of the workstation are captured when potential fraudulent activity is detected at that workstation, in accordance with one embodiment of the present disclosure. fig. 6 is a flow diagram illustrating a method for performing fraud detection, in accordance with one embodiment of the present disclosure. fig. 7a is a diagram of a chart illustrating workstations and their locations within a contact center section or floor, wherein the icons representing the workstations may be augmented to provide information related to the status of agents and/or workstations, as well as information providing notification when potential fraudulent activity is detected at one or more workstations, in accordance with one embodiment of the present disclosure. figs. 7b-j are diagrams of various symbols providing information related to status of agents and/or workstations, as well as information providing notification when potential fraudulent activity is detected at one or more workstations, in accordance with one embodiment of the present disclosure.

Results: 12

Search history

Search PN=(WO2016036865) (Results 1)

1:

Search 2: [SP]: 1. a method of fraud detection, comprising: monitoring activity of a plurality of agents attending to a plurality of workstations of a contact centerdetermining that a first agent at a first workstation of said contact center is not on a call at a first timedetermining that said first agent is accessing a client based resource at said first time, wherein said client based resource is associated with and managed by a client at a back end server remote from said contact center, wherein said client based resource is accessed by an electronic resource at said first workstation through a communication network andcollecting electronic evidence of said first contact center workstation, wherein said electronic evidence is associated with potential fraudulent activity being conducted at said first workstation, wherein said potential fraudulent activity occurs when a first condition is satisfied when said first agent is not said call at said first time, and when a second condition is satisfied when said first agent is accessing said client based resource at said first time. 2. the method of claim 1, wherein said determining that said first agent is accessing a client based resource further comprises: determining that said first agent is accessing an unauthorized application of said client, wherein said unauthorized application becomes authorized for access when said first agent is actively on a call providing services to a customer of said client. 3. the method of claim 1, wherein said client based resource comprises a database. 4. the method of claim 1, wherein said determining that a first agent is not on a call at a first time comprises: determining that said first agent is available to take a call from a customer of said client or another client. 5. the method of claim 1, wherein said determining that a first agent is not on a call at a first time comprises: determining that said first agent is out for lunch. 6. the method of claim 1, wherein said collecting electronic evidence comprises: aiming a camera positioned to view at least one workstation in said call center at said first workstation andcapturing at least one image of said first workstation, wherein said at least one image comprises a frontal view of said first agent. 7. the method of claim 1, wherein said collecting electronic evidence comprises: activating a camera positioned on a display screen of said first workstation andcapturing at least one image of said first workstation, wherein said at least one image comprises a frontal view of said first agent. 8. the method of claim 1, wherein said collecting electronic evidence comprises: capturing at least one image of a desktop of said first workstation. 9. the method of claim 1, further comprising: determining identifying information for a scheduled agent assigned to said first workstation at said first time from an employee databasecapturing an image of a positioned agent located at said first workstation in relation to said first timecross-referencing said image of said positioned agent with said identifying information andauthenticating that said positioned agent is said scheduled agent. 10. the method of claim 1, further comprising: determining identifying information for a scheduled agent assigned to said first workstationcapturing an image of a positioned agent located at said first workstationcross-referencing said image of said positioned agent with said informationauthenticating that said positioned agent is not said scheduled agent. 11. the method of claim 1, further comprising: providing notification of said potential fraudulent activity conducted at said first workstation on a contact center chart, wherein said chart identifies said plurality of workstations, wherein a first icon represents a first workstation in said chart, wherein said first icon is configured to indicate said potential fraudulent activity is being conducted at said first workstation. 12. a method of fraud detection, wherein said method comprises: monitoring electronic activity of a plurality of agents attending to a plurality of workstations of a contact centercollecting said electronic activity that is monitored at a centralized locationdetermining that a potential fraudulent activity is conducted in said contact centerdetermining said potential fraudulent activity occurs at a first workstationproviding an event notification of said potential fraudulent activity on a contact center chart, wherein said contact center chart indicates locations of each call workstation and status information for each contact center workstation andcapturing at least one image of said first contact center workstationwherein said determining that a potential fraudulent activity is conducted in said contact center comprises: determining that a first agent at said first workstation of said contact center is not on a call at a first timedetermining that said first agent is accessing a client based resource at said first time, wherein said resource is associated with and managed by a client at a back end server remote from said contact center, wherein said client based resource is accessed by an electronic resource at said first workstation through a communication network andcollecting electronic evidence of said first contact center workstation. 13. the method of claim 12, wherein said capturing at least one image comprises: aiming a camera at said first workstation, wherein said camera is positioned to view at least one workstation at said contact centercapturing at least one image frame of a frontal view of said first workstation andcapturing a frontal view of said first agent in said at least one image frame. 14. the method of claim 13, further comprising: panning said camera in a direction capable of viewing said first workstationtilting said camera at an angle capable of viewing said first workstation andzooming said camera in on said first workstation. 15. the method of claim 12, wherein said capturing at least one image comprises: activating a camera positioned on a display screen of said first contact center workstation andcapturing at least one image of said first workstation, wherein said at least one image comprises a frontal view of said first agent. 16. the method of claim 12, further comprising: determining an identity of a positioned agent located at said first workstation by capturing first identifying information of said positioned agentdetermining second identifying information for a scheduled agent assigned to said first workstation at said first time by accessing a record corresponding to said scheduled agent from an employee databasecross-referencing said first identifying information of said positioned agent with said second identifying informationauthenticating that said positioned agent is said scheduled agent when said first identifying information matches said second identifying information, wherein said event notification comprises first information that said potential fraudulent activity is being conducted by said scheduled agent anddetermining that said positioned agent is not said scheduled agent when said first identifying information does not match said second identifying information, wherein said event notification comprises second information that said potential fraudulent activity is being conducted by a non-scheduled agent to a security center. 17. the method of claim 16, wherein said cross-referencing said first identifying information of said positioned agent comprises: capturing a facial image of said positioned agent, wherein said first identifying information comprises said facial imageaccessing a second image of said scheduled agent in said recordcomparing said second image to said facial image of said positioned agent andverifying said positioned agent is said scheduled agent when said second image matches said facial image. 18. the method of claim 16, wherein said determining second identifying information for a scheduled agent comprises: capturing first biometric information of an agent performing a log-in process at said first workstationcross-referencing said biometric information with a plurality of known biometric information corresponding with said plurality of agentsmatching said first biometric information captured to second biometric information associated with said scheduled agent. 19. the method of claim 12, wherein said determining that a potential fraudulent activity is conducted further comprises: determining a baseline of transactions/actions by said plurality of agents, wherein said baseline corresponds to at least a first activityidentifying an outlier condition that is outside of said baseline, wherein said outlier condition corresponds to said potential fraudulent activity andmatching the outlier condition with a known fraudulent activity. (Results 0)

Search 3: [SP]: the accompanying drawings, which are incorporated in and form a part of this specification and in which like numerals depict like elements, illustrate embodiments of the present disclosure and, together with the description, serve to explain the principles of the disclosure. fig. 1 depicts a block diagram of an exemplary computer system suitable for implementing embodiments according to the present disclosure. fig. 2 is an illustration of a system configured for identifying potential fraudulent activity performed by an agent within a contact center, and taking preventative action once the activity is identified, in accordance with one embodiment of the present disclosure. fig. 3 is a block diagram of components of a contact center workstation that is configured for monitoring the activity of a contact center agent in order to identify potential fraudulent activity performed by the agent, in accordance with one embodiment of the present disclosure. fig. 4 is a flow diagram illustrating a method for detecting fraudulent activity and taking preventative measures once the potential fraudulent activity is detected, in accordance with one embodiment of the present disclosure. fig. 5a is a diagram illustrating a contact center floor

including a plurality of workstations, and a video monitor system configured to view each of the workstations, in accordance with one embodiment of the present disclosure. fig. 5b is a diagram illustrating a typical layout of resources available to a contact center workstation, and a video capture device configured and oriented to capture a frontal view of an agent attending to the workstation when instructed, such that images of the workstation are captured when potential fraudulent activity is detected at that workstation, in accordance with one embodiment of the present disclosure. fig. 6 is a flow diagram illustrating a method for performing fraud detection, in accordance with one embodiment of the present disclosure. fig. 7a is a diagram of a chart illustrating workstations and their locations within a contact center section or floor, wherein the icons representing the workstations may be augmented to provide information related to the status of agents and/or workstations, as well as information providing notification when potential fraudulent activity is detected at one or more workstations, in accordance with one embodiment of the present disclosure. figs. 7b-j are diagrams of various symbols providing information related to status of agents and/or workstations, as well as information providing notification when potential fraudulent activity is detected at one or more workstations, in accordance with one embodiment of the present disclosure. (Results 12)

Title: SYSTEM AND METHOD FOR SELECTIVELY AND CONTEMPORANEOUSLY MONITORING PROCESSES IN A MULTIPROCESSING SERVER

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US19960649920 19960516

Family:

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DE69409445 D1	19980514	DE19946009445	19940715
EP0636985 A1	19950201	EP19940305231	19940715
EP0636985 B1	19980408	EP19940305231	19940715
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US5636376 A	19970603	US19950457930	19950601
US5675798 A	19971007	US19960649920	19960516

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Designated states: DE FR GB

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International class
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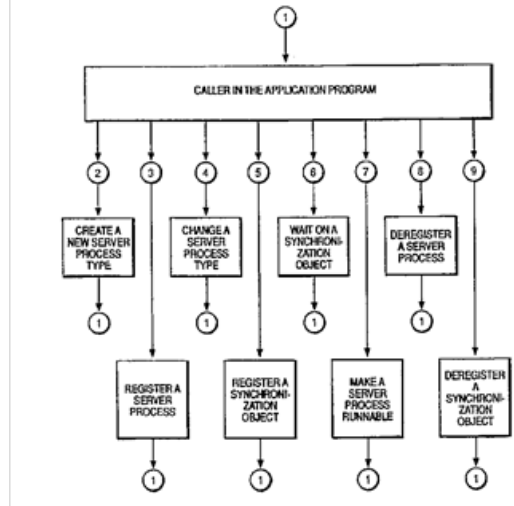
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Forward Citations: WO9816882, WO16036865, WO15124073, WO06127493, WO06127493, WO03021442, WO03021442, WO0248894, WO0014617, WO0014617, US9886305, US9703515, US9436499, US9436498, US9405564, US9323571, US9323505, US9069517, US9058417, US8943191, US8934118, US8863022, US8832663, US8806445, US8656399, US8549523, US8332826, US8205210, US8065683, US7954062, US7844781, US7823021, US7739689, US7712083, US7620661, US7581211, US7558986, US7434204, US7412703, US7380244, US7299455, US7299232, US7293147, US7275059, US7210118, US7206975, US7200651, US7155715, US7127507, US7100165, US7069559, US7010532, US6901435, US6820168, US6772207, US6694317, US6694312, US6658417, US6622155, US6513056, US6470491, US6457046, US6446036, US6446028, US6434598, US6430703, US6424991, US6338033, US6321263, US6314446, US6304893, US6295611, US6289368, US6275843, US6272555, US6266709, US6233620, US6212516, US6175832, US6161104, US6141699, US6070190, US6038590, US5999972, US5987245, US5983228, US5978583, US5937201, US5893097, US5848246, US5802291, US5774718, US2014359583, US2014304680, US2013061167, US2012254840, US2011126202, US2011126174, US2009310180, US2009252047, US2008301226, US2008270836, US2008147853, US2007300048, US2007208882, US2007100826, US2006271918, US2006271916, US2006271205, US2006230404, US2006150105, US2006015853, US2005262103, US2005251516, US2005066125, US2005044535, US2004153997, US2004148390, US2004107217, US2004103414, US2004003007, US2003060624, US2003051068, US2003050956, US2001034732, US10084672, KR100737521, JP3927539, JP2005502122, GB2323191, GB2323191, EP1421495, EP0735469, CN104852823,

Abstract:

A system, method and program product for determining and displaying the status of client application programs executing on a multiprocessing server. Server process control blocks and synchronization object descriptors are created in the shared memory of the server. Application program interfaces APIs are linked to the control blocks and descriptors during the execution of the various multiprocessing application programs. A status utility related to the service process monitor selectively accesses information from the control blocks and descriptors to determine the status of the individual multiple processes executing on the server workstation. In a preferred form, the status information is conveyed to and displayed on a video display associated with the service process monitor. In contrast to operating system monitors which disclose the status of all processes as a whole, the present server process monitor particularizes the information to the specific client process. Thereby, the information is of a granularity to identify processes which are hung up on semaphores, message queues, or the like. The information is at the level used by a system administrator or software developer.



Title:

SOFTWARE SELF-DEFENSE SYSTEMS AND METHODS

Priority:

US19990146419P 19990729 US20000629546 20000731 US20050102306 20050407
US20050128097 20050511 US20050129106 20050513 US20060506321 20060817
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US2005183072 AA	20050818	US20050102306	20050407
US2005204348 AA	20050915	US20050129106	20050513
US2005210275 AA	20050922	US20050128097	20050511
US2007234070 AA	20071004	US20060506321	20060817
US2011035733 AA	20110210	US20100854685	20100811
US2013232343 AA	20130905	US20130776441	20130225
US2015278491 AA	20151001	US20150732312	20150605
US7430670 BA	20080930	US20000629546	20000731
US7779270 BB	20100817	US20050129106	20050513
US7779394 BB	20100817	US20050128097	20050511
US7823135 BB	20101026	US20050102306	20050407
US8387022 BB	20130226	US20100854685	20100811
US9064099 BB	20150623	US20130776441	20130225

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G06F11/30 G06F12/14 G06F17/30 G06F21/00 G06F21/12 G06F21/14 G06F7/04 G06F9/44 G06F9/45 G06K9/00 H03M1/68 H04K1/00 H04L9/00 H04L9/32 H04N7/16 (Advanced/Invention)

International class (IPC 1-7):

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CPC:

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US class:

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Abstract:

Systems and methods are disclosed for protecting a computer program from unauthorized analysis and modification. Obfuscation transformations can be applied to the computer program's local structure, control graph, and/or data structure to render the program more difficult to understand and/or modify. Tamper-resistance mechanisms can be incorporated into the computer program to detect attempts to tamper with the program's operation. Once an attempt to tamper with the computer program is detected, the computer program reports it to an external agent, ceases normal operation, and/or reverses any modifications made by the attempted tampering. The computer program can also be watermarked to facilitate identification of its owner. The obfuscation, tamper-resistance, and watermarking transformations can be applied to the computer program's source code, object code, or executable image.

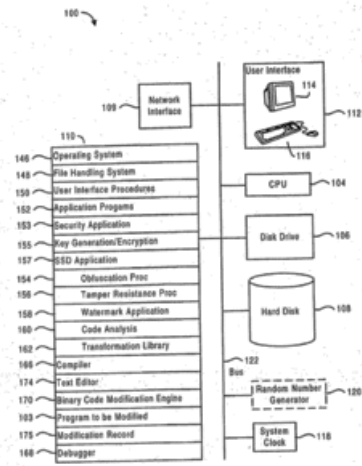


Fig. 1

Title: AGENT DETECTOR, WITH OPTIONAL AGENT RECOGNITION AND LOG-IN CAPABILITIES, AND OPTIONAL PORTABLE CALL HISTORY STORAGE

Priority: US20040902639 20040729

Family:	Publication number	Publication date	Application number	Application date
	US2006023865 AA	20060202	US20040902639	20040729
	US7680263 BB	20100316	US20040902639	20040729

Probable Assignee: RPX CLEARINGHOUSE LLC

Assignee(s):(std): BATAI JASON ; GALLETTI GORDON ; NICE PAMELA ; MARTIN PAUL ; MELBOURN JOHN ; LOCKE RANDY ; NORTEL NETWORKS LTD

Assignee(s): ROCKSTAR BIDCO LP ; ROCKSTAR CONSORTIUM US LP ; RPX CLEARINGHOUSE LLC ; RPX CORP ; NORTEL NETWORKS LIMITED ; JEFFERIES FINANCE LLC ; JPMORGAN CHASE BANK NA COLLATERAL AGENT AS

Inventor(s):(std): BARTAL JASON ; BATAI JASON ; GALLETTI GORDON ; LOCKE RANDY ; MARTIN PAUL ; MELBOURN JOHN ; NICE PAMELA

Agent(s): STEUBING AND MCGUINESS AND MANARAS LLP; DAVID A

International class
(IPC 8-9): H04M3/00 H04M5/00 (Advanced/Invention);
H04M3/00 H04M5/00 (Core/Invention)

CPC: H04M3/2218 H04M3/42068 H04M3/42102 H04M3/42365 H04M3/5232 H04M2203/6018

European class: H04M3/523D T04M203/60B T04M3/22D T04M3/42C1U2 T04M3/42C2U T04M3/42S

US class: 379/265.04 379/265.040P 379/265.11

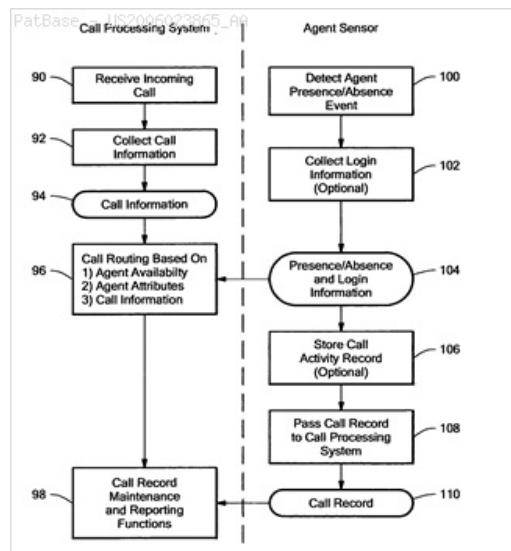
[Classification Explorer](#)

Cited documents: US6965669 BB, US6330325 BA, US6282154 BA, US6278877 BA, US6140921 A, US2003177370 AA, US2003033252 AA, US2002171546 AA, US2002085701 AA,

Forward Citations: WO16036865, WO09123779, WO09102652, WO08058151, WO08058151, WO08045180, US9591392, US9590680, US9314193, US9286742, US9247056, US9055150, US8831242, US8792624, US8654937, US8594305, US8559621, US8538009, US8335312, US8259923, US8204207, US8199890, US7899176, US7840236, US2017104872, US2015365818, US2010020998, US2010020982, US2009249478, US2008270155, US2008260169, US2008219429, US2008205625, US2008205624, US2008186198, US2008130936, US2008112567, US2008080705, US2007288566, US2007121824, US2006189343, US2003100293,

Abstract:

A system for accurately detecting the unavailability of a call center agent that uses one or more agent sensors provided in the area of the agent's desk or station that are triggered when the agent moves into or out of the physical area in which he or she can answer calls. The agent sensor may be an external hardware peripheral device which communicates with a call center software application. The agent sensor operates to notify the call center application when an associated agent leaves their desk, so that the call center application can make that agent unavailable to receive calls as a result. When the agent returns, another signal may be sent from the sensor to the call center application indicating that the agent is again available to receive calls. The information gathered by the call center application from the sensor signals may be used to assist in report generation regarding call center agents, and to improve call center performance, since calls are not forwarded to agents that have stepped away from their desk, even for a brief moment.



Title: METHOD AND SYSTEM FOR MONITORING AND MANAGING MULTI-SOURCED CALL CENTERS

Priority: US20040630851P 20041123 US20050285599 20051122 US20100794277 20100604
US20110087270 20110414

Family:

Publication number	Publication date	Application number	Application date
US2006109976 AA	20060525	US20050285599	20051122
US2010246801 AA	20100930	US20100794277	20100604
US2011255553 AA	20111020	US20110087270	20110414
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WO06058004 A1	20060601	WO2005US42324	20051122

Probable Assignee: BROADSOFT INC

Assignee(s):(std): MISHRA ARNAB ; SUNDARAM MUKESH ; TRANSERA COMM ; UPPALURU PREM ; TRANSERA COMMUNICATIONS INC ; VUKKADALA GAYA ; BOBBA RAMESH

Assignee(s): BROADSOFT CONTACT CENTER INC ; BROADSOFT INC ; TRANSERA COMMUNICATIONS

Inventor(s):(std): SUNDARAM MUKESH ; UPPALURU PREM ; VUKKADALA GAYA ; MISHRA ARNAB ; BOBBA RAMESH

Agent(s): SONNENSCHNEIN NATH AND ROSENTHAL LLP; ASCENDA LAW GROUP PC

Designated states: AE AG AL AM AT AU AZ BA BB BE BF BG BJ BR BW BY BZ CA CF CG CH CI CM CN CO CR CU CY CZ DE DK DM DZ EC EE EG ES FI FR GA GB GD GE GH GM GN GQ GR GW HR HU ID IE IL IN IS IT JP KE KG KM KN KP KR KZ LC LK LR LS LT LU LV LY MA MC MD MG MK ML MN MR MW MX MZ NA NE NG NI NL NO NZ OM PG PH PL PT RO RU SC SD SE SG SI SK SL SM SN SY SZ TD TG TJ TM TN TR TT TZ UA UG US UZ VC VN YU ZA ZM ZW

International class (IPC 8-9): H04L12/54 H04M3/00 H04M3/523 H04M5/00 H04M7/00 (Advanced/Invention); H04M3/00 H04M3/50 H04M5/00 H04M7/00 (Core/Invention)

CPC: H04M3/5237 H04M3/2254 H04M3/36 H04M3/42221 H04M3/5175 H04M3/523 H04M3/5234

European class: H04M3/36 H04M3/51S H04M3/523 H04M3/523N T04M3/22N T04M3/42L T04M3/51S T04M3/523D4

US class: 370/429 370/429P 379/219 379/219S 379/220.01 379/221.01 379/265.01 379/265.02 379/265.020P 379/265.06 379/265.09 379/265.090P 379/266.01

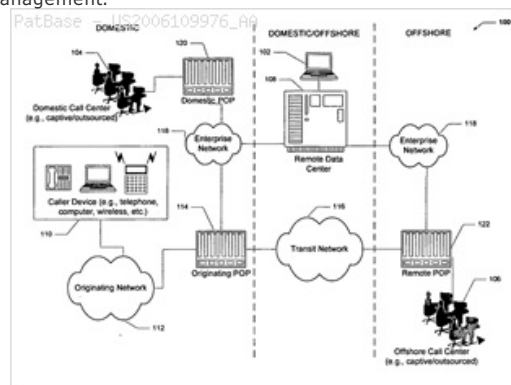
[Classification Explorer](#)

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Forward Citations: WO16073027, WO16036865, WO16010594, WO15181776, WO14039865, WO10075151, WO09026452, USRE46538, USRE46528, USRE46521, USRE46457, USRE46438, USRE46387, USRE46243, USRE46153, USRE46060, USRE45606, USRE45583, US9998363, US9948549, US9935872, US9912813, US9912812, US9881070, US9854006, US9826002, US9826000, US9813330, US9565307, US9553755, US9549071, US9537762, US9516171, US9495666, US9368111, US9350862, US9350808, US9324074, US9219819, US9185471, US9179005, US9154417, US9143608, US9137385, US9112972, US9111246, US9088652, US9043151, US9008075, US9003049, US9002920, US8971216, US8959165, US8949459, US8909811, US8903847, US8824659, US8804700, US8751232, US8712396, US8705723, US8619966, US8600359, US8582556, US8577710, US8548157, US8503662, US8503660, US8488770, US8478848, US8458521, US8391465, US8386289, US8380872, US8358197, US8355394, US8280030, US8223954, US8085912, US7751551, US7724889, US7660407, US7660406, US2015100238, US2014247936, US2014079207, US2013005365, US2012323640, US2012244842, US2012219144, US2012209585, US2012157039, US2012047266, US2011316667, US2011219018, US2011202798, US2011202380, US2011161654, US2011116497, US2010157979, US2009185673, US2009067611, US2009052437, US2008084989, US2008019500, US2007286180, US2007280218, US2007116223, US2007047720, US2006215833, US2006115070, US2005232408, US10079938, US10045327, US10038779, US10026059, US10021729, JP5559195, JP2012513725, GB2452627, EP2893677, EP2173059, EP2043345, CN104854829, CN104854829, AU2013312345,

Abstract:

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



Title: TECHNIQUES AND SYSTEM TO DEPLOY POLICIES INTELLIGENTLY

Priority:

US20050755019P	20051229	US20050766036P	20051229	US20050766039P	20051229
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Family:

Publication number	Publication date	Application number	Application date
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■	WO07120360 A2	20071025	WO2006US62586	20061222
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Probable Assignee: NEXTLABS INC

Assignee(s):(std): BLUE JUNGLE INC ; COHEN OREN ; HARE WILLIAM D ; LIM KENG ; STEPHENSON HUGO ; NEXTLABS INC ; NEXTLAS INC ; BLUE JUNGLE

Inventor(s):(std): COHEN OREN ; HARE WILLIAM D ; STEPHENSON HUGO ; LIM KENG

Inventor(s): HARE WILLIAM

Agent(s): AKA CHAN LLP; WILLIAM DOUGLAS HARE

Designated states: AE AG AL AM AT AU AZ BA BB BE BF BG BJ BR BW BY BZ CA CF CG CH CI CM CN CO CR CU CY CZ DE DK DM DZ EC EE EG ES FI FR GA GB GD GE GH GM GN GQ GR GT GW HN HR HU ID IE IL IN IS IT JP KE KG KM KN KP KR KZ LA LC LK LR LS LT LU LV LY MA MC MD ME MG MK ML MN MR MW MX MY MZ NA NE NG NI NL NO NZ OM PG PH PL PT RO RS RU SC SD SE SG SI SK SL SM SN SV SY SZ TD TG TJ TM TN TR TT TZ UA UG US UZ VC VN ZA ZM ZW

International class (IPC 8-9): A61K33/00 A61K9/127 A61M16/10 A61M16/14 A61P11/00 G06F11/30 G06F11/34 G06F12/00 G06F12/14 G06F13/00 G06F15/16 G06F15/173 G06F17/00 G06F17/30 G06F21/00 G06F21/12 G06F21/24 G06F21/31 G06F21/51 G06F21/55 G06F21/60 G06F21/62 G06F7/00 G06F7/04 G06F9/46 G06N5/02 G06Q10/00 G06Q10/06 G06Q10/10 G11C7/00 H04L12/24 H04L12/58 H04L29/06 H04L29/08 H04L9/00 H04L9/32 H04N7/16 (Advanced/Invention); G06F21/00 G06F21/55 G06F21/62 H04L12/24 H04L29/06 H04M3/38 (Advanced/Non-invention);

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CPC:

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US class:

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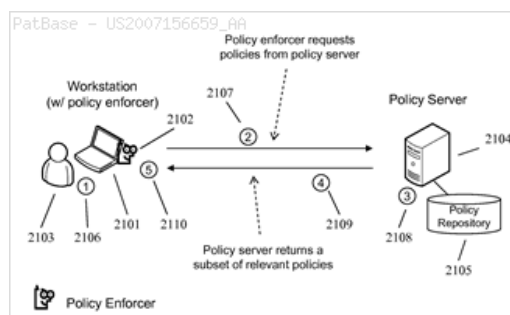
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Abstract:

In an information management system, relevant policies are deployed to targets while policies which are not relevant are not. By deploying relevant policies, this reduces the amount of space requirements at the target to store the policies and the amount of data that needs to be sent to the target. Also, execution speed at the target may increase since the target does not need to evaluate policies that are not relevant.

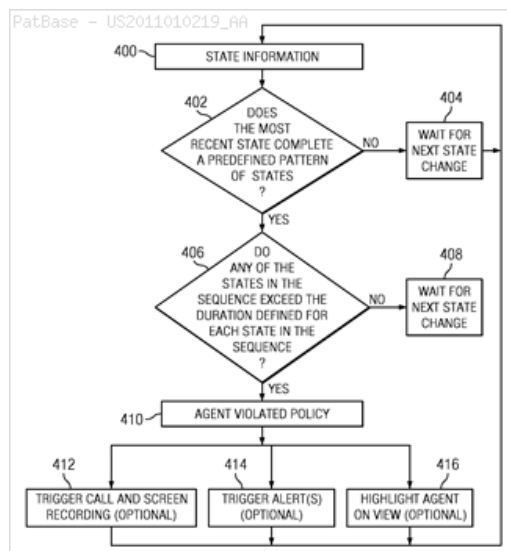


Title: METHOD AND SYSTEM FOR DETERMINING ADHERENCE TO A WORKFLOW**Priority:** US20090501286 20090710**Family:**

Publication number	Publication date	Application number	Application date
US2011010219 AA	20110113	US20090501286	20090710

Probable Assignee: IEX CORP**Assignee(s):(std):** IEX CORP**Inventor(s):(std):** LEAMON PAUL HAROLD ; STEARNS WILLIAM NATHAN**Agent(s):** LAW OFFICE OF DAVID H JUDSON**International class (IPC 8-9):** G06Q10/00 (Advanced/Invention)**CPC:** G06Q10/06 G06Q10/0633 G06Q10/06398**European class:** G06Q10/06 G06Q10/0633 G06Q10/06398**US class:** 705/11 705/7.14 705/7.27 705/7.270P 705/7.42 705/7.420S 705/9[Classification Explorer](#)**Cited documents:** US2008243524 AA, US2008181389 AA, US2008002823 AA, US2007206766 AA, US2007008584 AA, US2004249650 AA,**Forward Citations:** WO16036865, US9785758, US9350599, US2015262113, US2014229228, US2014136259, US10083411, CN105446799, CN103544554,**Abstract:**

An adherence system provides an entity (such as a supervisor) with the ability to define one or more acceptable agent state "rules" that are then monitored for compliance. A particular "rule" defines a sequence of user-configured or system-defined work item handling states and, optionally, a particular duration for a given state in the sequence. The rule typically also has associated therewith one or more user-configured or system-defined "actions" that should occur if the rule (which is sometimes referred to as a "policy") is triggered. Using state information, the system monitors the various states of a particular agent against one or more rules. If the agent violates the rule (e.g., by moving in or out of a state out of sequence, by staying within a given state too long, or the like), a trigger event is initiated to indicate a potential or actual policy violation. The trigger event may then initiate a given action.



Title: SYSTEMS AND METHODS FOR MONITORING AND ENHANCING SOFTWARE APPLICATIONS

Priority: US20100338343P 20100218 US20110576777 20110218 WO2011US25435 20110218

Family:

Publication number	Publication date	Application number	Application date
CA2788990 AA	20110825	CA20112788990	20110218
GB201214947 A0	20121003	GB20120014947	20110218
GB2490459 A1	20121031	GB20120014947	20110218
US2012324359 AA	20121220	US20110576777	20110218
WO11103425 A1	20110825	WO2011US25435	20110218

Probable Assignee: IGNITE INC SA

Assignee(s):(std): HANSEN TIMOTHY D ; IGNITE INC SA ; LEE THOMAS SHIH CHUN

Assignee(s): SA IGNITE INC

Inventor(s):(std): HANSEN TIMOTHY D ; LEE THOMAS SHIH CHUN

Inventor(s): THOMAS SHIH CHUN LEE ; TIMOTHY D HANSEN

Agent(s): FINLAYSON AND SINGLEHURST; MCGINLEY PAUL M

Designated states: AE AG AL AM AO AT AU AZ BA BB BE BF BG BH BJ BR BW BY BZ CA CF CG CH CI CL CM CN CO CR CU CY CZ DE DK DM DO DZ EC EE EG ES FI FR GA GB GD GE GH GM GN GQ GR GT GW HN HR HU ID IE IL IN IS IT JP KE KG KM KN KP KR KZ LA LC LK LR LS LT LU LV LY MA MC MD ME MG MK ML MN MR MT MW MX MY MZ NA NE NG NI NL NO NZ OM PE PG PH PL PT RO RS RU SC SD SE SG SI SK SL SM SN ST SV SY SZ TD TG TH TJ TM TN TR TT TZ UA UG US UZ VC VN ZA ZM ZW

International class (IPC 8-9): G06F11/30 G06F11/34 G06F3/01 G06F3/048 G06F9/44 (Advanced/Invention)

CPC: G06F8/38 G06F11/3438

European class: G06F11/34E G06F8/38

US class: 715/733

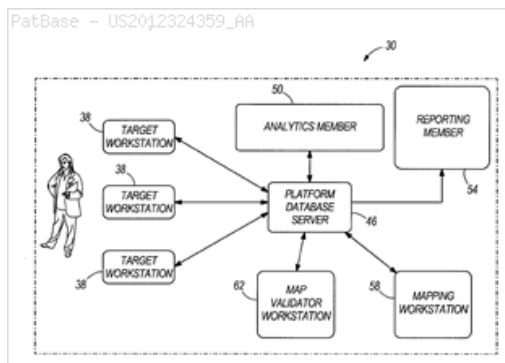
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Cited documents: US7739282 BA, US5924074 A, US2011113327 AA, US2010175055 AA, US2006123101 AA, US2005005259 AA, US2004066418 AA, US2002040469 AA,

Forward Citations: WO17095955, WO16079374, US9792091, US9762428, US9591088, US9357058, US9330279, US9298595, US2016335238, US2016170713, US2016134716, US2015160813, US2015082206, US2014337753, US2014129916, US2013013370,

Abstract:

Systems and methods for monitoring computer and/or software usage and enhancing functionality of target software applications are provided. In some aspects, the systems and methods may identify user activity with sufficient depth for meaningful analysis, even when the target application restricts access to, for example, its user-interface object model or event stream, without requiring code-level integration with the target application. In other aspects, the systems and methods may enable fast and convenient assignment of semantic meaning to user-interface elements to enable actionable usage reporting, among other things. In further aspects, the systems and methods may allow convenient definition of a sequence of user-interface actions as a workflow, which may be analyzed in a variety of manners including, for example, monitoring and analyzing for user utilization and compliance. In other aspects, the systems and methods may be utilized where the target application restricts external access to user-interface object models.



Title:CONTACT CENTER ANTI-FRAUD MONITORING, DETECTION AND PREVENTION SOLUTION

Priority:US20140045449P 20140903US20150750997 20150625WO2015US48160 20150902

Family:

Publication number	Publication date	Application number	Application date
CA2959995 AA	20170302	CA20152959995	20150902
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EP3189653 A4	20180321	EP20150838058	20150902
MX2017002876 A1	20170928	MX20170002876	20150902
PH2017500409 A	20170717	PH20170500409	20170303
US2016065732 AA	20160303	US20150750997	20150625
US9357058 BB	20160531	US20150750997	20150625
WO16036865 A1	20160310	WO2015US48160	20150902

Probable Assignee:TELEPERFORMANCE SE

Assignee(s):(std):DAVIS EVAN ; FELLING MITCH ; HARDY LYLE ; TELEPERFORMANCE SE

Inventor(s):(std):DAVIS EVAN ; EVAN DAVIS ; FELLING MITCH ; HARDY LYLE ; LYLE HARDY ; MITCH FELLING

Agent(s):SMART AND BIGGAR; CAROLINA MERCEDES DAZA MONTALVO; DILG HAEUSLER SCHINDELMANN
PATENTANWALTSGESELLSCHAFT MBH; HSU LIN C

Designated states:AE AG AL AM AO AT AU AZ BA BB BE BF BG BH BJ BN BR BW BY BZ CA CF CG CH CI CL CM CN CO CR CU CY CZ DE DK DM DO DZ EC EE EG ES FI FR GA GB GD GE GH GM GN GQ GR GT GW HN HR HU ID IE IL IN IR IS IT JP KE KG KM KN KP KR KZ LA LC LI LK LR LS LT LU LV LY MA MC MD ME MG MK ML MN MR MT MW MX MY MZ NA NE NG NI NL NO NZ OM PA PE PG PH PL PT QA RO RS RU RW SA SC SD SE SG SI SK SL SM SN ST SV SY SZ TD TG TH TJ TM TN TR TT TZ UA UG US UZ VC VN ZA ZM ZW

International class (IPC 8-9):G06F21/12 G06F21/60 H04M3/00 H04M3/22 H04M3/38 H04M3/51 H04M3/523 H04M5/00 H04Q3/64 (Advanced/Invention); G08B13/194 (Advanced/Non-invention)

CPC:H04M3/51 H04M3/5175 H04M2203/6027

US class:1/1 379/265.02

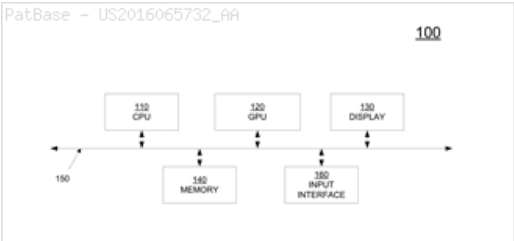
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Cited documents:US5675798 A, US2014208381 AA, US2012324359 AA, US2011010219 AA, US2010246801 AA, US2006023865 AA, US2005183072 AA,

Forward Citations:US9716791, US9716790, US2016180277, RU2635275,

Abstract:

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



Title:
Priority:
Family:

AUTOMATED RESPONSES TO PROJECTED CONTACT CENTER AGENT FATIGUE AND BURNOUT
US20140573820 20141217

Publication number	Publication date	Application number	Application date
US2016180277 AA	20160623	US20140573820	20141217

Probable Assignee:
Assignee(s):(std):
Assignee(s):
Inventor(s):(std):
International class (IPC 8-9):
CPC:
US class:

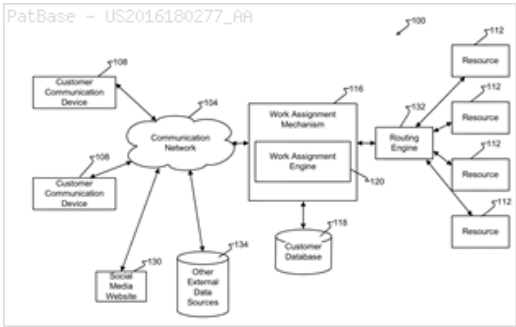
AVAYA INC
AVAYA INC
AVAYA INTEGRATED CABINET SOLUTIONS INC ; CITIBANK NA ADMINISTRATIVE AGENT AS ; CITIBANK NA COLLATERAL AGENT AS ; OCTEL COMMUNICATIONS LLC WAS KNOWN AS OCTEL COMMUNICATIONS CORPORATION.. ; VPNET TECHNOLOGIES INC ; GOLDMAN SACHS BANK USA COLLATERAL AGENT AS
ERHART GEORGE ; MATULA VALENTINE C ; SKIBA DAVID
G06Q10/06 H04M3/51 (Advanced/Invention)
G06Q10/06398 H04M3/5175 G06Q10/063116 H04M2203/402 H04M2203/403
379/265.06

[Classification Explorer](#)

Cited documents:
Forward Citations:

US8538006 BA, US7027621 BA, US2016157776 AA, US2016071393 AA, US2016065732 AA, US2015271329 AA, US2015206090 AA, US2015117631 AA, US2014140497 AA, US2014140495 AA, US2013136250 AA, US2012296642 AA, US2011040155 AA, US2007206764 AA, US2007121824 AA, US2006062373 AA, US2005163302 AA, US2005148894 AA,
US9949681, US2017185829,

Abstract:
Agents of a contact center process work items for clients of the contact center. Agents may, at some point, experience "burnout." Detecting early signs, and automatically mitigating the burnout allows agents to maintain interest in their work and avoid expensive training of new agents and lost experience of burnt-out agents. Agents may be monitored for single events and/or a pattern of events indicating burnout. Automatic detection and response to the burnout provides agents indicating burnout to have more interesting, less difficult, or otherwise more favorable working conditions. Feedback monitoring determines if the mitigation efforts are successful. If not, and an agent is burnt out and likely to quit, measures may be automatically launched to prevent the burnt-out agent from "infecting" other agents.



Title: COMMUNICATIONS BETWEEN CONTACT CENTER AGENT SYSTEMS TO FACILITATE AGENT ENGAGEMENT

Priority: US20150814772 20150731

Family:	Publication number	Publication date	Application number	Application date
	US2017034349 AA	20170202	US20150814772	20150731
	US9716790 BB	20170725	US20150814772	20150731

Probable Assignee: AVAYA INC

Assignee(s):(std): AVAYA INC

Assignee(s): AVAYA INTEGRATED CABINET SOLUTIONS INC ; CITIBANK NA ADMINISTRATIVE AGENT AS ; CITIBANK NA COLLATERAL AGENT AS ; OCTEL COMMUNICATIONS LLC WAS KNOWN AS OCTEL COMMUNICATIONS CORPORATION.. ; VPMET TECHNOLOGIES INC ; GOLDMAN SACHS BANK USA COLLATERAL AGENT AS

Inventor(s):(std): UBA GENE M

International class (IPC 8-9): H04M3/00 H04M3/51 H04M3/523 H04M5/00 (Advanced/Invention)

CPC: H04M3/5175 H04M3/5166 H04M3/523 H04M2203/404 H04M2203/406

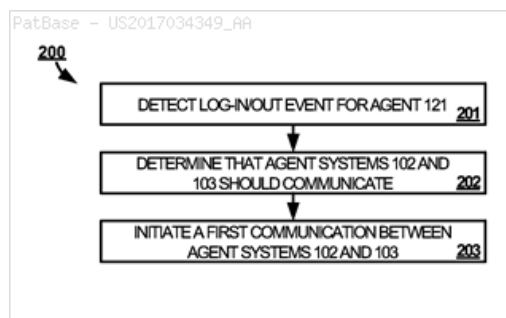
US class: 379/265.04

[Classification Explorer](#)

Cited documents: US9357058 BB, US8699696 BA, US5144653 A, US2014270135 AA, US2007198284 AA,

Abstract:

Embodiments disclosed herein provide systems, methods, and computer readable media for facilitating engagement with a plurality of agents in a contact center. In a particular embodiment, a method provides detecting a log-in/out event for a first agent of the plurality of agents operating a first agent system of a plurality of agent systems to a communication distribution system configured to distribute communications with the contact center among the plurality of agent systems. In the communication distribution system, the method provides determining that the first agent system should communicate with a second agent system of the plurality of agent systems and initiating a first communication between the first agent system and the second agent system.



Title: SYSTEMS AND METHODS FOR DETECTING AND REDUCING FRAUD IN A CONTACT CENTER

Priority: US20160166330 20160527

Family:

Publication number	Publication date	Application number	Application date
US9716791 BA	20170725	US20160166330	20160527

Probable Assignee: AVAYA INC

Assignee(s):(std): AVAYA INC

Assignee(s): AVAYA INTEGRATED CABINET SOLUTIONS INC ; CITIBANK NA ADMINISTRATIVE AGENT AS ; OCTEL COMMUNICATIONS LLC WAS KNOWN AS OCTEL COMMUNICATIONS CORPORATION.. ; VPNET TECHNOLOGIES INC ; GOLDMAN SACHS BANK USA COLLATERAL AGENT AS ; CITIBANK NA COLLATERAL AGENT AS

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Agent(s): STEVENS AND SHOWALTER LLP

International class (IPC 8-9): H04L29/06 H04M3/00 H04M3/51 H04M5/00 (Advanced/Invention)

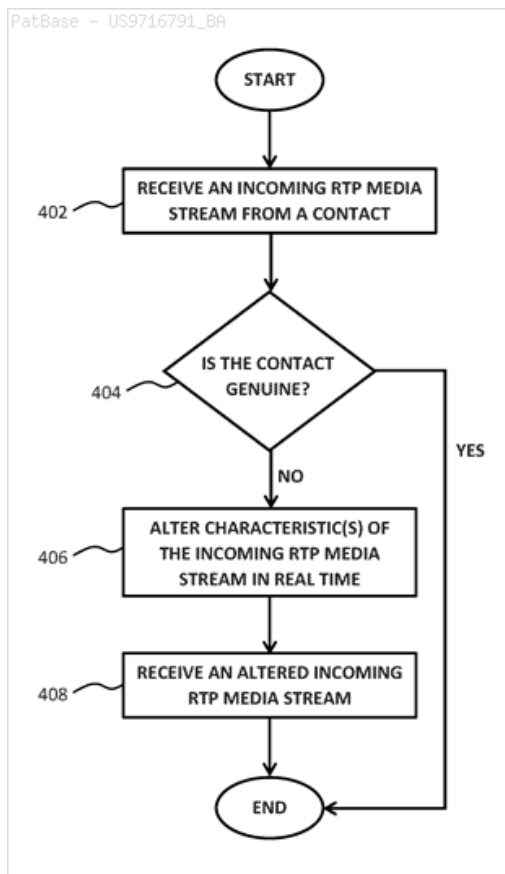
CPC: H04M3/5175 H04L65/608 H04L65/1076 H04L65/604 H04M2203/6027 H04M2203/6054 H04L63/0861 H04L2463/146

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Cited documents: US9037113 BB, US8914645 BB, US8654937 BB, US8112278 BB, US7684556 BA, US2016065732 AA, US2015133092 AA, US2014269366 AA, US2014254778 AA, US2012330765 AA, US2007121824 AA,

Abstract:

Detecting fraud in a contact center including receiving an incoming Real-Time Transport Protocol (RTP) media stream associated with a contact, and determining, based on a real-time biometric analysis of the incoming RTP media stream, that the contact is a potential fraudulent contact. The incoming RTP media stream comprises at least one of an audio stream or a video stream. At least one characteristic related to one or more of an audio quality or a video quality of the incoming RTP media stream is altered without altering any characteristics of an outgoing RTP media stream from the contact center to the potential fraudulent contact, and an altered incoming RTP media stream associated with the potential fraudulent contact is received. In some embodiments, at least one subsequent communications session is automatically scheduled and initiated and a subsequent incoming RTP media stream is received during each subsequent communications session.



Title: SYSTEM AND METHOD OF IDENTIFYING SUSPICIOUS USER BEHAVIOR IN A USER'S INTERACTION WITH VARIOUS BANKING SERVICES

Priority: RU20160131357 20160729 US20170433110 20170215 JP20170098791 20170518

Family:

Publication number	Publication date	Application number	Application date
■ CN107665432 A	20180206	CN201710448176	20170614
■ EP3276559 A1	20180131	EP20170176071	20170614
■ JP2018018511 A2	20180201	JP20170098791	20170518
■ JP6389302 B2	20180912	JP20170098791	20170518
■ RU2635275 C1	20171109	RU20160131357	20160729
■ US2018033010 AA	20180201	US20170433110	20170215

Probable Assignee: AO KASPERSKY LAB

Assignee(s):(std): AKTSIONERNOE OBSHCHESTVO LABORATORIYA KASPERSKOGO ; AO KASPERSKY LAB ; KASPERSKY LAB AO

Assignee(s): KASPERSKY LAB CO

Inventor(s):(std): VITALY V KONDRATOV ; USTINOV MIKHAIL V ; MIKHAIL V USTINOV ; KONDRATOV VITALY V ; KOLOTINSKY EVGENY B ; GOLOVANOV DMITRY I ; EVGENY B KOLOTINSKY ; ERMAKOVICH ALEXANDER A ; DMITRY I GOLOVANOV ; ALEXANDER A ERMAKOVICH ; USTINOV MIKHAIL VALEREVICH ; KONDRATOV VITALIJ VIKTOROVICH ; KOLOTINSKIY EVGENIY BORISOVICH ; GOLOVANOV DMITRIY IGOREVICH ; ERMAKOVICH ALEKSANDR ANATOLEVICH

Agent(s): CHIMINI FRANCESCO; SKIP LAW FIRM; NADEZHDA VASILEVNA KASHCHENKO

Designated states: AL AT BA BE BG CH CY CZ DE DK EE ES FI FR GB GR HR HU IE IS IT LI LT LU LV MC ME MK MT NL NO PL PT RO RS SE SI SK SM TR

International class (IPC 8-9): G06F21/31 G06F21/44 G06F21/55 G06F21/62 G06N7/00 G06Q20/10 G06Q20/40 G06Q30/06 G06Q40/02 (Advanced/Invention)

CPC: G06Q30/0609 G06Q20/4016 G06Q40/02 G06N7/005 G06F21/55 G06F21/6245 G06Q20/3221 G06Q20/4014

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Cited documents: WO14132431 A1, WO14132431, US9185095 BA, US9112850 BA, US9112850 B1, US2016132886 AA, US2016132886, US2016065732 AA, US2015262185 AA, US2015026027 AA, US2015026027, US2012158590 AA, US2011302087 AA, US2008301051 AA, RU2571721 C2, JP8504284 T2, JP8504284, JP2012027615 A2, JP2012027615, JP2011023903 A2, JP2011023903, JP11259571, JP11259571,

Abstract:

Disclosed are system and method for identifying suspicious user behavior during a user's interaction with various banking services. One exemplary method comprises: receiving information relating to user's interaction with two or more banking services from at least two computing devices used by a user for interacting through a user account with each banking service; receiving an identifier of each computing device; determining a model of user behavior based at least on received information and identifiers; calculating a probability of fraud based at least on the model of user behavior; determining and forming patterns of suspicious user behavior; and determining whether a current user activity in interacting with at least one banking services is suspicious based at least upon the patterns.

