

1) Family number: 65600106 (US2017339276A)

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Title: EMOTION RECOGNITION TO MATCH SUPPORT AGENTS WITH CUSTOMERS

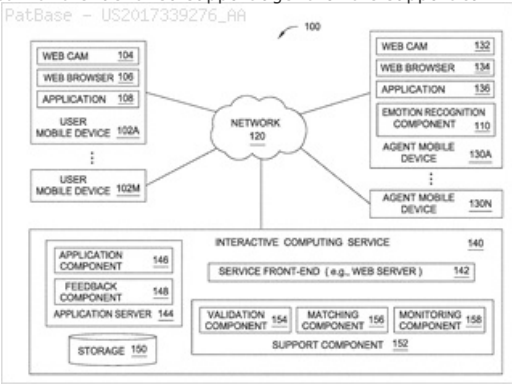
Abstract: An application determines an emotional state of a user based on evaluating facial recognition data of the user captured from the user interacting with the application. The application receives a request from the user to initiate a support call. The request identifies the emotional state of the user. The application predicts, from a set of outcomes of support calls processed by support agents interacting with users having different emotional states, an emotional state that increases a likelihood of achieving a specified outcome for the support call based on the emotional state of the user. The application identifies an available support agent having the predicted emotional state, and assigns the user to interact with the identified support agent for the support call.

Classifications:

International (IPC 8-9): G06Q30/00 H04M3/00 H04M3/523

H04M5/00 (Advanced/Invention)

CPC: H04M3/5232 H04M2203/408 G06Q30/016



Family:

Publication number	Publication date	Application number	Application date
AU2017271936 AA	20180906	AU20170271936	20170313
CA3018329 AA	20180919	CA20173018329	20170313
EP3430587 A1	20190123	EP20170713832	20170313
IN201827031237 A	20181123	IN201827031237	20180821
US2017339276 AA	20171123	US20170589520	20170508
US9648171 BA	20170509	US20160162144	20160523
US9967400 BB	20180508	US20170589520	20170508
US10264127 BA	20190416	US20180947452	20180406
WO17204887 A1	20171130	WO2017US22132	20170313

Priority:

US20160162144 20160523 WO2017US22132 20170313 US20170589520 20170508
US20180947452 20180406

Probable Assignee: INTUIT INC

Assignee(s): (std): INTUIT INC

Assignee(s): O MALLEY DAMIEN ; CARPIO ALIZA ; EFTEKHARI AMIR ; ELWELL JOSEPH

Inventor(s): (std): CARPIO ALIZA ; EFTEKHARI AMIR ; O MALLEY DAMIEN ; ELWELL JOSEPH

Agent(s): DAVIES COLLISON CAVE PTY LTD; OSLER HOSKIN AND HARCOURT LLP; D YOUNG AND CO LLP; PATTERSON AND SHERIDAN LLP; PATTERSON B TODD ET AL

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 DJ 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 KH KM KN KP KR KW 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

2) Family number: 62730116 (US2016180277A)

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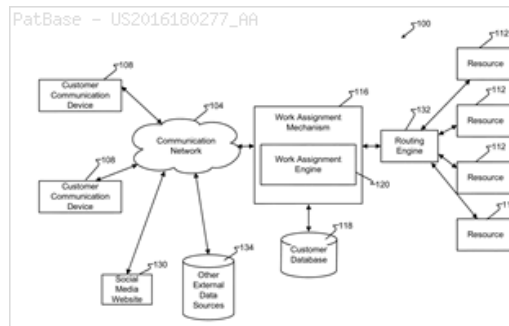
Title: AUTOMATED RESPONSES TO PROJECTED CONTACT CENTER AGENT FATIGUE AND BURNOUT

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.

Classifications:

International (IPC 8-9): G06Q10/06 H04M3/51 (Advanced/Invention)

CPC: G06Q10/06398 H04M3/5175 G06Q10/063116 H04M2203/402
H04M2203/403
US: 379/265.06



Family:

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

Priority:

US20140573820 20141217

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): MATULA VALENTINE C ; ERHART GEORGE ; SKIBA DAVID

3) Family number: 32586230 (US2006023865A)

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

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.

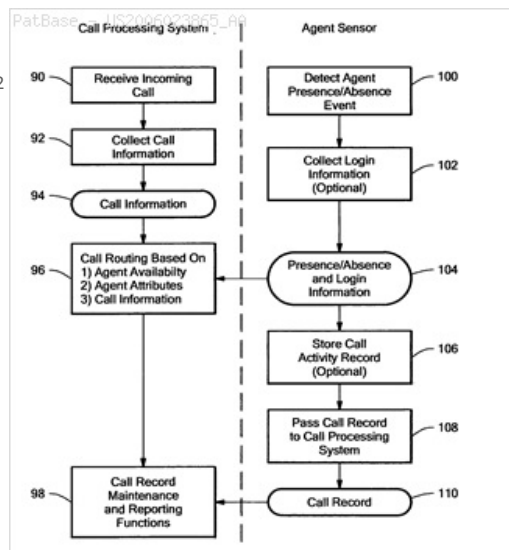
Classifications:

International (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: H04M3/523D T04M203/60B T04M3/22D T04M3/42C1U2
T04M3/42C2U T04M3/42S

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



Family:

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

Priority:

US20040902639 20040729

Probable Assignee: RPX CLEARINGHOUSE LLC

Assignee(s): (std): BATAI JASON ; GALLETI GORDON ; LOCKE RANDY ; MARTIN PAUL ; MELBOURN JOHN ; NICE PAMELA ; 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 MCGUINNESS AND MANARAS LLP; DAVID A

4) Family number: 34715252 (US2007156659A)

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Title: TECHNIQUES AND SYSTEM TO DEPLOY POLICIES INTELLIGENTLY

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.

Classifications:

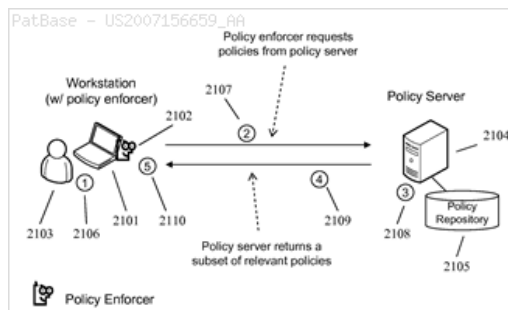
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A61K33/00 A61K9/127 A61M16/10 A61P11/00 G06F15/16 G06F17/00 G06F17/30 G06F21/00 G06F7/00 G06F9/46 G06N5/00 G06Q10/00 H04L9/00 H04L9/32 (Core/Invention)

CPC: A61K9/0078 A61K9/1075 A61K9/127 A61K33/00 A61K45/06 G06F2216/03 G06Q10/06 H04L63/0263 H04L63/0272 H04L63/102 H04L63/1425 H04L67/22 Y10S707/922 G06Q10/10 G06F21/316 G06F11/3006 G06F2221/032 H04L67/303 H04L67/32 H04L63/104 G06F21/125 G06F21/00 H04L29/06551 H04L63/00 G06F9/468 G06F21/604 H04L41/0893 G06F21/6227 H04L41/0631 H04L41/22 H04M3/38 G06F2221/2101 H04L63/101 G06F11/3438 H04L63/10 G06F21/62 H04L63/205 H04L67/42 H04L51/34 H04L63/20 G06F21/6218 H04L63/105 G06F21/51 G06F21/554 G06F21/6281 G06F2221/2141 H04L63/30 H04L2463/101 H04L41/28 H04L63/107 G06F16/122 G06F16/176 G06F16/93 G06F16/958 G06F16/13 G06F17/30091 G06F17/30011 G06F17/30082 G06F17/30165 G06F17/3089

European: A61K33/00 A61K45/06 A61K9/00M20B5 A61K9/107D A61K9/127 G06F17/30W7 G06F21/60B G06F21/62B G06F21/62B1 G06F9/46V G06Q10/06 G06Q10/10 H04L12/24E3 H04L29/08N21 H04L41/08F H04L63/02B6 H04L63/02C H04L63/10B H04L63/14A2 H04L63/20 S06F216/03 S06F221/2101 T04L12/24A7 T04L12/24D T04L12/24F3 T04L41/06B T04L41/22 T04L63/10A T04L63/10C T04L63/20

US: 1/1 1/1P 128/203.16 128/203.16P 424/450 424/450S 424/717 424/717S 706/47 706/47P 707/1 707/100 707/200 707/3 707/4 707/648 707/688 707/688P 707/694 707/694P 707/758 707/769 707/769P 707/781 707/783 707/784 707/785 707/791 707/9 707/922 707/999.001 707/999.001S 707/999.003 707/999.003S 707/999.004 707/999.004S 707/999.009 707/999.009S 707/999.1 707/999.100S 707/999.2 707/999.200S 707/E17.005 707/E17.005S 707/E17.009 707/E17.009S 707/E17.01 707/E17.014 707/E17.014S 707/E17.106 707/E17.106S 707/E17.116 707/E17.116S 709/200 709/206 709/206S 709/224 709/225 709/225P 709/229 709/229P 709/246 709/246S 710/18 713/151 713/153 713/156 713/160 713/165 713/167 713/167P 713/169 713/182 713/194 718/100 718/100P 726/1 726/11 726/17 726/1P 726/2 726/21 726/24 726/26 726/26P 726/27 726/29 726/2S 726/3 726/30 726/34 726/4 726/4S 726/5 726/6 726/7



Family:

Publication number	Publication date	Application number	Application date
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US2007156694 AA	20070705	US20060615604	20061222
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Priority:

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US20170421281	20170131				

Probable Assignee: NEXTLABS INC

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

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

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

5) Family number: 66437294 (US9716791B)

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

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.

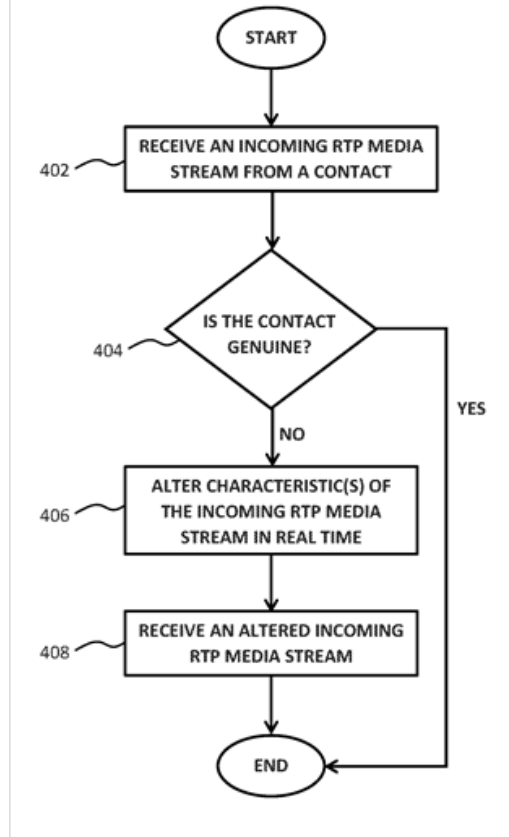
Classifications:

International (IPC 8-9): H04L29/06 H04M3/00 H04M3/51

H04M5/00 (Advanced/Invention)

CPC: H04M3/5175 H04L65/608 H04L65/604 H04M2203/6027

H04M2203/6054 H04L63/0861 H04L2463/146

**Family:**

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

Priority:

US20160166330 20160527

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.. ; VPNET TECHNOLOGIES INC ; GOLDMAN SACHS BANK USA COLLATERAL AGENT AS

Inventor(s): (std): MORAN THOMAS**Agent(s):** STEVENS AND SHOWALTER LLP**6) Family number: 67490301 (US2018033010A)**

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

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.

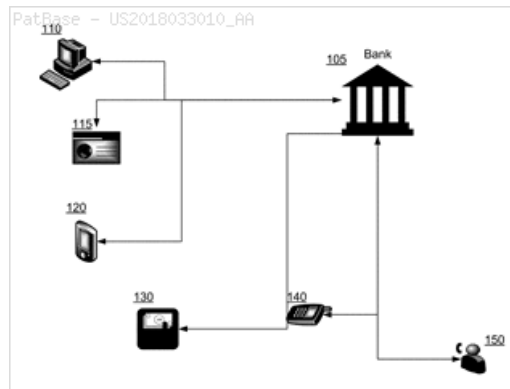
Classifications:

International (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

JP F-Term: 5B285 5L055 5L055/AA25 5L055/AA73

JP F-Index: G06F21/31/360 G06F21/44 G06Q20/10/320 G06Q20/40



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

Priority:

RU20160131357 20160729 US20170433110 20170215 JP20170098791 20170518

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): ALEXANDER A ERMAKOVICH ; DMITRY I GOLOVANOV ; ERMAKOVICH ALEXANDER A ; EVGENY B KOLOTINSKY ; GOLOVANOV DMITRY I ; KOLOTINSKY EVGENY B ; KONDRATOV VITALY V ; MIKHAIL V USTINOV ; USTINOV MIKHAIL V ; VITALY V KONDRATOV ; USTINOV MIKHAIL VALEREVICH ; KONDRATOV VITALIJ VIKTOROVICH ; KOLOTINSKIY EVGENIJ BORISOVICH ; GOLOVANOV DMITRIJ 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

7) Family number: 32177308 (US2005183072A)

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Title: SOFTWARE SELF-DEFENSE SYSTEMS AND METHODS

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.

Classifications:

International (IPC 8-9): 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); G06F11/36 (Advanced/Non-invention)
International (IPC 1-7): G06F9/44 G06F9/45
CPC: G06F2221/07 G06F21/14 G06F21/125 G06F11/3612 G06F11/362
European: G06F21/14
US: 1/1 713/182 713/187 713/187S 713/188 713/189 713/190 713/190P 713/190S 713/194 717/126 717/127 717/136 717/140 717/140P 726/23 726/26 726/26S

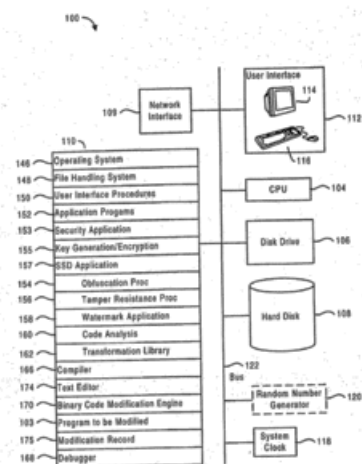


Fig. 1

Family:

Publication number	Publication date	Application number	Application date
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
US10255414 BB	20190409	US20150732312	20150605

Priority:

US19990146419P	19990729	US20000629546	20000731	US20050102306	20050407
US20050128097	20050511	US20050129106	20050513	US20060506321	20060817
US20100854685	20100811	US20130776441	20130225	US20150732312	20150605

Probable Assignee: INTERTRUST TECHNOLOGIES CORP

Assignee(s): (std): HOME WILLIAM G ; HORNING JAMES J ; INTER TRUST TECHNOLOGIES CORP ; INTERTRUST TECH CORP ; MAHESHWARI UMESH ; WRIGHT ANDREW K ; OWICKI SUSAN S ; SIBERT W OLIN ; MATHESON LESLEY R ; TARJAN ROBERT E

Assignee(s): INTERTRUST TECHNOLOGIES CORP

Inventor(s): (std): HOME WILLIAM G ; HORNING JAMES J ; MAHESHWARI UMESH ; MAHESHWARI URNESH ; MATHESON LESLEY R ; OWICKI SUSAN ; OWICKI SUSAN K ; HORNE WILLIAM G ; SIBERT W O ; SIBERT W OLIN ; TARJAN ROBERT E ; WRIGHT ANDREW K ; OWICKI SUSAN S

Inventor(s): WRIGHT ANDREW ; HOME WILLIAM ; TARJAN ROBERT ; HORNING JAMES ; SIBERT W ; MATHESON LESLEY ; HOMING JAMES ; HOMING JAMES J ; HORNE WILLIAM

Agent(s): FINNEGAN HENDERSON FARABOW GARRETT AND DUNNER LLP; FINNEGAN HENDERSON FARABOW GARRETT AND DUNNER, LLP; FINNEGAN HENDERSON FARABOW GARRETT AND DUNNER

8) Family number: 33024442 (US2006109976A)

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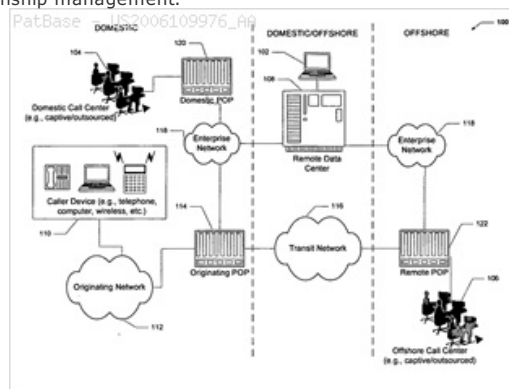
Title: METHOD AND SYSTEM FOR MONITORING AND MANAGING MULTI-SOURCED CALL CENTERS

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.

Classifications:

International (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: H04M3/36 H04M3/51S H04M3/523 H04M3/523N T04M3/22N T04M3/42L T04M3/51S T04M3/523D4
US: 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



Family:

Publication number	Publication date	Application number	Application date
US2006109976 AA	20060525	US20050285599	20051122
US2010246801 AA	20100930	US20100794277	20100604
US2011255553 AA	20111020	US20110087270	20110414
US7738646 BB	20100615	US20050285599	20051122
US8699689 BB	20140415	US20100794277	20100604
US8824655 BB	20140902	US20110087270	20110414
WO06058004 A1	20060601	WO2005US42324	20051122

Priority:

US20040630851P 20041123 US20050285599 20051122 US20100794277 20100604
US20110087270 20110414

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): VUKKADALA GAYA ; UPPALURU PREM ; SUNDARAM MUKESH ; MISHRA ARNAB ; BOBBA RAMESH

Agent(s): SONNENSCHN 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 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

9) Family number: 10272498 (US5636376A)

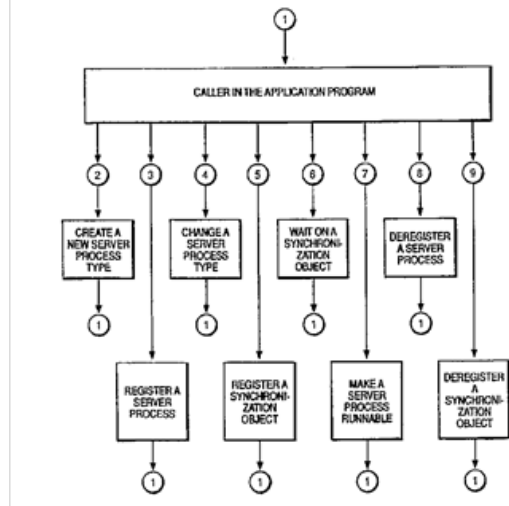
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Title: SYSTEM AND METHOD FOR SELECTIVELY AND CONTEMPORANEOUSLY MONITORING PROCESSES IN A MULTIPROCESSING SERVER

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.

Classifications:

International (IPC 8-9): G06F11/30 G06F11/32
G06F13/00 (Advanced/Invention)
International (IPC 1-7): G06F11/30 G06F13/00
CPC: G06F11/3006 G06F11/302 G06F11/3055 G06F11/3089 G06F11/0715 G06F11/328
European: G06F11/07P1C G06F11/30 G06F11/32S6 T05K999/99
US: 364/131 395/200.03 395/200.08 395/326 395/674 395/680 395/704 700/2 709/104 709/203 709/215 709/224 709/328 714/E11.179 714/E11.188 717/127 718/104 719/328
JP F-Term: 5B042 5B042/AA09 5B042/CC05 5B042/FA01 5B042/FD11 5B042/GA09 5B042/GA12 5B042/JJ08 5B042/JJ15 5B042/MC21 5B042/NN01 5B089 5B089/GA11 5B089/GB02 5B089/GB06 5B089/JB16 5B089/JB22 5B089/KA02 5B089/KA13 5B089/KB09 5B089/KB10 5B089/KC14 5B089/KC27 5B089/KC30 5B089/KC53 5B089/LB14 5B089/MC01
JP F-Index: G06F11/30/A G06F11/30/140/A G06F11/30/155 G06F11/32/140 G06F13/00/351/N

**Family:**

Publication number	Publication date	Application number	Application date
DE69409445 D1	19980514	DE19946009445	19940715
EP0636985 A1	19950201	EP19940305231	19940715
EP0636985 B1	19980408	EP19940305231	19940715
JP2698049 B2	19980119	JP19940165156	19940718
JP7093232 A2	19950407	JP19940165156	19940718
US5636376 A	19970603	US19950457930	19950601
US5675798 A	19971007	US19960649920	19960516

Priority:

US19930097506 19930727 US19950457930 19950601 US19950469704 19950606
 US19960649920 19960516

Probable Assignee: IBM**Assignee(s):** (std): IBM**Assignee(s):** INT BUSINESS MACHINES CORP ; INT BUSINESS MACHINES CORP ARMONK N Y US ; INT BUSINESS MACHINES CORP ; INTERNATL BUSINESS MACH CORP ; INTERNATL BUSINESS MACH CORP IBM**Inventor(s):** (std): CHANG DAVID Y ; CHANG DAVID YU ; DEBITSUDO YU CHIYAN**Inventor(s):** CHANG DAVID YU AUSTIN TEXAS 78759 US**Agent(s):** GODA KIYOSHI**Designated states:** DE FR GB**10) Family number: 64816725 (US2017034349A)**

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

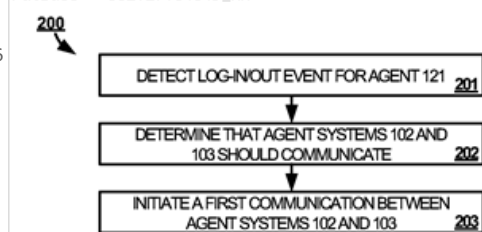
Abstract: Embodiments disclosed herein provide systems, methods, and computer readable media for facilitating engagement with a plurality of agents in a contact center. In a particular embodiment, a method provides detecting a log-in/out event for a first agent of the plurality of agents operating a 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.

Classifications:**International (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:** 379/265.04

PatBase - US2017034349_AA

**Family:**

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

Priority:

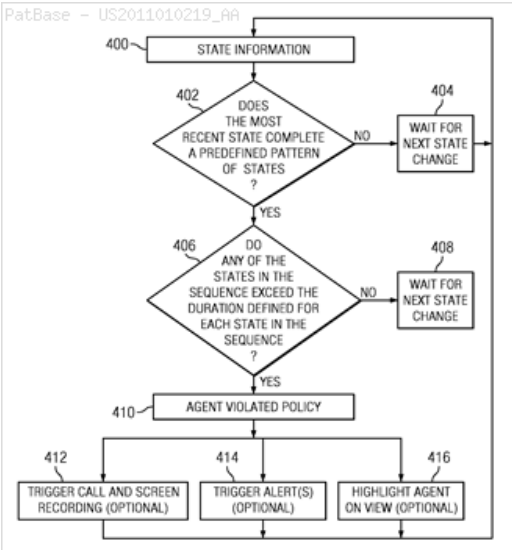
Probable Assignee: AVAYA INC
Assignee(s): (std): AVAYA INC
Assignee(s): AVAYA INTEGRATED CABINET SOLUTIONS INC ; CITIBANK NA ADMINISTRATIVE AGENT AS ; CITIBANK NA COLLATERAL AGENT AS ; OCTEL COMMUNICATIONS LLC WAS KNOWN AS OCTEL COMMUNICATIONS CORPORATION.. ; VPNET TECHNOLOGIES INC ; GOLDMAN SACHS BANK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

11) Family number: 48150751 (US2011010219A) © PatBase

Title: METHOD AND SYSTEM FOR DETERMINING ADHERENCE TO A WORKFLOW

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.

Classifications:
International (IPC 8-9): G06Q10/00 (Advanced/Invention)
CPC: G06Q10/06 G06Q10/0633 G06Q10/06398
European: G06Q10/06 G06Q10/0633 G06Q10/06398
US: 705/11 705/7.14 705/7.27 705/7.270P 705/7.42 705/7.420S 705/9



Family:

Publication number	Publication date	Application number	Application date
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Priority:

US20090501286 20090710

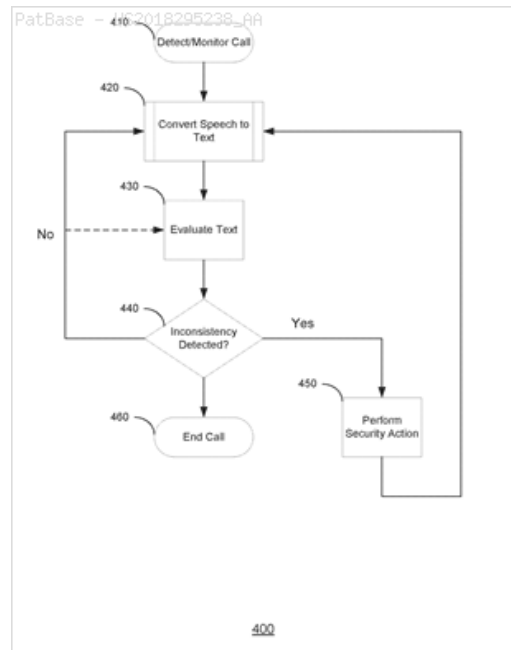
Probable Assignee: IEX CORP
Assignee(s): (std): IEX CORP
Inventor(s): (std): LEAMON PAUL HAROLD ; STEARNS WILLIAM NATHAN
Agent(s): LAW OFFICE OF DAVID H JUDSON

12) Family number: 71443842 (US2018295238A) © PatBase

Title: CONTEXT SENSITIVE RULE-BASED ALERTS FOR FRAUD MONITORING

Abstract: According to embodiments of the present invention, various computer implemented methods are provided for generating context sensitive alerts for the purposes of fraud detection and prevention. According to one embodiment, a communication (e.g., a call) is received at (or initiated by) a workstation by a human representative or agent. Verbal (voice) communication between the agent and the third party customer is monitored and converted into text. The agent's activity in applications executing in the workstation is also tracked. The combination of converted text and the activity of the agent is evaluated in a behavior engine to detect inconsistencies between the activity of the agent and authorized or typical activity. When inconsistencies are detected, security actions are performed to alert administrators of potential fraud and, in extreme cases, further action by the agent may be prevented in the workstation to prevent additional fraud.

Classifications:
International (IPC 8-9): G06F17/27 G06F17/30 G06F21/31 G06Q10/00 G06Q30/00 G10L15/18 G10L15/26 G10L25/63 H04L29/06 H04M1/66 H04M3/22 H04M3/51 H04W12/12 (Advanced/Invention); G10L15/08 (Advanced/Non-invention)
CPC: H04M3/5175 G06F21/316 H04M3/2281 G10L2015/088 G10L15/1822 H04M2203/6027 G10L25/63 G06Q30/0185 H04L63/1408 H04M3/51
US: 379/265.06



Family:

Publication number	Publication date	Application number	Application date
CA2999646 AA	20181005	CA20182999646	20180329
CN108694590 A	20181023	CN201810307097	20180408
EP3386164 A1	20181010	EP20180165892	20180405
MX2018004203 A1	20181109	MX20180004203	20180405
PH2018000099 A	20181112	PH20180000099	20180405
US2018295238 AA	20181011	US20170480230	20170405
US10284724 BB	20190507	US20170480230	20170405

Priority:

US20170480230 20170405

Probable Assignee: TELEPERFORMANCE SE

Assignee(s): (std): TELEPERFORMANCE SE

Assignee(s): HARDY LYLE

Inventor(s): (std): HARDY LYLE ; LYLE HARDY

Agent(s): SMART AND BIGGAR; DILG HAEUSLER SCHINDELMANN PATENTANWALTSGESELLSCHAFT MBH; ANGARA ABELLO CONCEPCION REGALA AND CRUZ

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

13) Family number: 68498848 (US2018041575A)

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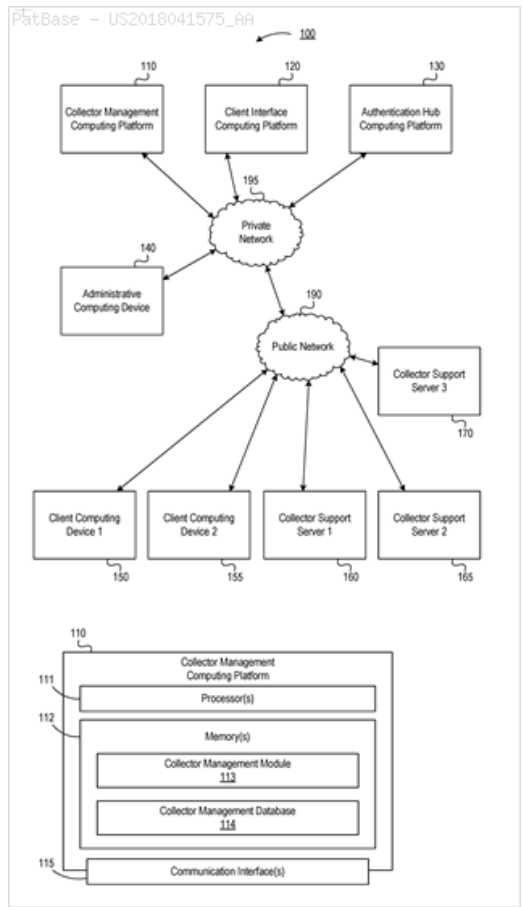
Title: CONTROLLING DEVICE DATA COLLECTORS USING OMNI-COLLECTION TECHNIQUES

Abstract: Aspects of the disclosure relate to controlling device data collectors using omni-collection techniques. A computing platform may receive configuration settings associated with a first collector and a second collector. Subsequently, the computing platform may generate one or more configuration commands for a native collector based on the configuration settings. The computing platform may send, to a client interface computing platform associated with the native collector, the one or more configuration commands generated for the native collector. Thereafter, the computing platform may receive state information collected by the native collector based on the one or more configuration commands generated for the native collector. Then, the computing platform may send the state information to an authentication hub computing platform, and sending the state information may cause the authentication hub computing platform to share at least a portion of the state information with one or more collector support servers for processing.

Classifications:

International (IPC 8-9): G06F15/173 H04L29/06 H04L29/08 H04W12/06 H04W12/12 H04W4/38 (Advanced/Invention)

CPC: H04L67/1095 H04L67/42 H04W12/06 H04L67/10 H04L63/0236 H04W12/12 H04W4/38



Family:

Publication number	Publication date	Application number	Application date
US2018041575 AA	20180208	US20160229341	20160805
US10298682 BB	20190521	US20160229341	20160805

Priority:

US20160229341 20160805

Probable Assignee: BANK OF AMERICA

Assignee(s): (std): BANK OF AMERICA

Assignee(s): BANK OF AMERICA CORP

Inventor(s): (std): WIDMANN CRAIG ; VOTAW ELIZABETH S ; SIMS SCOTT A ; CARDINAL DON

Agent(s): BANNER AND WITCOFF LTD; SPRINGS MICHAEL A

14) Family number: 49469885 (US2012324359A)

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Title: SYSTEMS AND METHODS FOR MONITORING AND ENHANCING SOFTWARE APPLICATIONS

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.

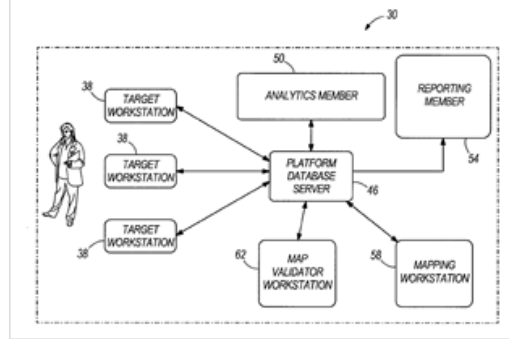
Classifications:

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

CPC: G06F8/38 G06F11/3438

European: G06F11/34E G06F8/38

US: 715/733

**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

Priority:

US20100338343P 20100218 US20110576777 20110218 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): LEE THOMAS SHIH CHUN ; HANSEN TIMOTHY D

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

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