

Title (en)

LEXICAL ANALYSIS OF TELEPHONE CONVERSATIONS WITH CALL CENTER AGENTS

Title (de)

LEXIKALISCHE ANALYSE VON TELEFONGESPRÄCHEN MIT ANRUFZENTRALENBEDIENSTEN

Title (fr)

ANALYSE D'APPELS

Publication

EP 1273159 A2 20030108 (EN)

Application

EP 01918909 A 20010323

Priority

- US 0109131 W 20010323
- US 53515500 A 20000324

Abstract (en)

[origin: WO174042A2] A method of analyzing a collection of calls at one or more call center stations. The method includes receiving lexical content of a telephone call handled by a call center agent and identifying one or more features of the telephone call based on the received lexical content. The method also includes collectively analyzing the stored features along with the stored features of other telephone calls and reporting results of the analyzing.

IPC 1-7

H04M 3/00

IPC 8 full level

G10L 15/26 (2006.01); **H04M 3/51** (2006.01)

CPC (source: EP)

G10L 15/26 (2013.01); **H04M 3/51** (2013.01); **H04M 3/5175** (2013.01); **H04M 2201/40** (2013.01)

Citation (search report)

See references of WO 0174042A2

Designated contracting state (EPC)

DE GB

DOCDB simple family (publication)

WO 0174042 A2 20011004; **WO 0174042 A3 20020919**; AU 4592701 A 20011008; EP 1273159 A2 20030108

DOCDB simple family (application)

US 0109131 W 20010323; AU 4592701 A 20010323; EP 01918909 A 20010323