

Title (en)
LEXICAL ANALYSIS OF TELEPHONE CONVERSATIONS WITH CALL CENTER AGENTS

Title (de)
LEXIKALISCHE ANALYSE VON TELEFONGESPRÄCHEN MIT ANRUFZENTRALENBEDIENSTEN

Title (fr)
ANALYSE D'APPELS

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EP 1273159 A2 20030108 (EN)

Application
EP 01918909 A 20010323

Priority
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• US 53515500 A 20000324

Abstract (en)
[origin: WO0174042A2] 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.

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H04M 3/00

IPC 8 full level
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CPC (source: EP)
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Citation (search report)
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