

Title (en)

METHOD, APPARATUS AND SYSTEM FOR CAPTURING AND ANALYZING INTERACTION BASED CONTENT

Title (de)

VERFAHREN, VORRICHTUNG UND SYSTEM ZUR ERFASSUNG UND ANALYSE VON INHALT AUF WECHSELWIRKUNGSBASIS

Title (fr)

PROCEDE, APPAREIL ET SYSTEME POUR CAPTURER ET ANALYSER UN CONTENU BASE SUR DES INTERACTIONS

Publication

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Application

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Abstract (en)

[origin: WO03009175A1] A method and apparatus (100) for capturing and analyzing customer interactions, the apparatus comprising a multi-segment interaction capture device (324), an initial set up and calibration device (326), a pre-processing and context extraction device (328) and a rule-based analysis engine (300).

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