

Title (en)

SYSTEM AND METHOD FOR OPTIMIZED AND DISTRIBUTED RESOURCE MANAGEMENT

Title (de)

SYSTEM UND VERFAHREN ZUR OPTIMIERTEN UND VERTEILTEN RESSOURCENVERWALTUNG

Title (fr)

SYSTÈME ET PROCÉDÉ PERMETTANT UNE GESTION DE RESSOURCES DISTRIBUÉE ET OPTIMISÉE

Publication

**EP 2873036 A1 20150520 (EN)**

Application

**EP 13820176 A 20130716**

Priority

- US 201261672240 P 20120716
- US 201213602048 A 20120831
- US 2013050717 W 20130716

Abstract (en)

[origin: WO2014014935A1] A system for optimized and distributed resource management, comprising a plurality of media servers, a statistics server, a historical statistics database, a forecasting engine, a scheduling engine, and an activity manager. The forecasting engine generates a forecast of estimated volume of imperative demand and determines a required volume of contingent demand to be handled based on managing a backlog of contingent demand. The scheduling engine generates a schedule that provides an adequate number of resources to handle the forecasted imperative demand and to handle the required volume of contingent demand over an aggregated time. The activity manager monitors statistical data, compares actual staffing and imperative demand to scheduled staffing and forecasted imperative demand, and determines activity switches needed to reallocate available resources, the activity switches only occurring switched after a configured minimum activity switching time.

IPC 8 full level

**G06Q 10/04** (2012.01); **G06Q 10/06** (2012.01); **H04L 12/66** (2006.01); **H04M 3/523** (2006.01)

CPC (source: EP)

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BA ME

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