

Title (en)

SYSTEM AND METHOD FOR CASE-BASED ROUTING FOR A CONTACT CENTER

Title (de)

SYSTEM UND VERFAHREN ZUM FALLBASIERTEN ROUTING FÜR EINE KONTAKTZENTRALE

Title (fr)

SYSTÈME ET PROCÉDÉ DE ROUTAGE BASÉ SUR DES CAS POUR UN CENTRE DE CONTACT

Publication

**EP 3175413 A4 20170607 (EN)**

Application

**EP 15826965 A 20150730**

Priority

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- US 2015043007 W 20150730

Abstract (en)

[origin: WO2016019194A1] A system and method for case-based routing as opposed to atomic interaction routing. A processor opens a case in a customer database. The case is associated with a workflow that has steps anticipated to be executed for the case. The processor identifies first and second steps of the workflow, and further identifies an agent with skills for handling the first and second steps. The processor generates a task for handling at least the first step of the workflow, and transmits instructions to route the task to the identified agent.

IPC 8 full level

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CPC (source: EP KR)

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Citation (search report)

No further relevant documents disclosed

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**WO 2016019194 A1 20160204**; AU 2015296176 A1 20170323; AU 2015296176 B2 20181122; AU 2018256515 A1 20181122; AU 2018256515 B2 20200827; AU 2020264378 A1 20201203; AU 2020264378 B2 20211223; CA 2960043 A1 20160204; CA 2960043 C 20210323; CA 3108009 A1 20160204; CA 3108009 C 20230207; CA 3108013 A1 20160204; CA 3108013 C 20240507; CN 106797382 A 20170531; CN 106797382 B 20210209; EP 3175413 A1 20170607; EP 3175413 A4 20170607; KR 101944642 B1 20190131; KR 20170048366 A 20170508

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