

Title (en)

CONTACT CENTER SYSTEM AND METHOD FOR ADVANCED OUTBOUND COMMUNICATIONS TO A CONTACT GROUP

Title (de)

KONTAKTCENTERSYSTEM UND VERFAHREN FÜR ERWEITERTE AUSGEHENDE KOMMUNIKATIONEN AN EINE KONTAKTGRUPPE

Title (fr)

SYSTÈME ET PROCÉDÉ DE CENTRE DE CONTACT DESTINÉS À DES COMMUNICATIONS SORTANTES AVANCÉES À UN GROUPE DE CONTACTS

Publication

**EP 4073719 A1 20221019 (EN)**

Application

**EP 20841803 A 20201214**

Priority

- US 201916714499 A 20191213
- US 2020064868 W 20201214

Abstract (en)

[origin: WO2021119592A1] A method of anticipating user action by a contact center system based on machine learning includes receiving, by a processor of the contact center system, a first signal from an end user device in communication with the contact center system, the first signal being indicative of an event associated with a user journey, the user journey including a plurality of events, identifying, by the processor, a subset of the plurality of events of the user journey as a plurality of input events, predicting, by the processor, a next event associated with the user journey based on the plurality of input events; and generating, by the processor, a second signal for transmission to the end user device, the second signal including data corresponding to the next event.

IPC 8 full level

**G06Q 10/00** (2012.01)

CPC (source: EP)

**G06Q 10/00** (2013.01)

Citation (search report)

See references of WO 2021119592A1

Designated contracting state (EPC)

AL AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HR HU IE IS IT LI LT LU LV MC MK MT NL NO PL PT RO RS SE SI SK SM TR

Designated extension state (EPC)

BA ME

DOCDB simple family (publication)

**WO 2021119592 A1 20210617**; AU 2020401587 A1 20220609; CA 3160012 A1 20210617; EP 4073719 A1 20221019

DOCDB simple family (application)

**US 2020064868 W 20201214**; AU 2020401587 A 20201214; CA 3160012 A 20201214; EP 20841803 A 20201214