

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)

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Citation (search report)

See references of WO 2021119592A1

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Designated extension state (EPC)

BA ME

DOCDB simple family (publication)

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