

Exhibit A-19

Invalidity Chart for U.S. Patent Application Pub. No. 2007/0043687 (“Bodart 687”) over U.S. Patent No. 9,210,254

U.S. Patent Application Pub. No. 2007/0043687 (“Bodart 687”) was published Feb 22, 2007. Bodart 687 qualifies as prior art to U.S. Patent No. 9,210,254 (“the ’254 Patent”) at least under AIA 35 U.S.C. § 102(a)(1). Bodart 687 discloses and/or renders obvious one or more of claims 1, 2, 6, 7, 8, 12, 13 and 14 of the ’254 Patent alone and/or in combination with other references, as set forth in the chart below. To the extent Bodart 687 does not disclose one or more limitations of the claims, such limitations would have been inherent and/or it would have been obvious to combine the disclosures of Bodart 687 with the knowledge of one of ordinary skill in the art and/or with one or more other references, including as identified in Appendix A, to render the claims at-issue in the ’254 Patent invalid.

Defendant Cisco Systems Inc. (“Cisco”) incorporates in this chart all applicable qualifications, clarifications, and other statements made in Cisco’s Invalidity Contentions. This invalidity claim chart is based on Cisco’s present understanding of claims 1, 2, 6, 7, 8, 12, 13 and 14 and Plaintiff Zilkr Cloud Technologies, LLC’s (“Zilkr”) apparent construction of the claims, as set forth in Zilkr’s Infringement Contentions. These invalidity assertions are not an admission that Cisco concedes or acquiesces to any claim construction(s) implied or suggested by Zilkr the associated infringement claim charts. Nor is Cisco asserting any claim construction positions through these charts, including whether the preamble is a limitation. Cisco also does not concede or acquiesce that any asserted claim satisfies the requirements of 35 U.S.C. §§ 112 or 101, and submits these invalidity contentions only to the extent Zilkr’s assertions may be understood.

The excerpts cited herein are exemplary. For any claim limitation, Cisco may rely on excerpts cited for any other limitation and/or additional excerpts not set forth fully herein to the extent necessary to provide a more comprehensive explanation for a reference’s disclosure of a limitation. Where an excerpt refers to or discusses a figure or figure items, that figure and any additional descriptions of that figure should be understood to be incorporated by reference as if set forth fully herein. To the extent any cell lacks citations to the charted reference(s), this should not be taken as an admission that the reference(s) do(es) not disclose the corresponding limitation but rather indicates that Cisco does not presently have sufficient information regarding the charted reference(s) based on Cisco’s present understanding of the claim limitation.

These invalidity contentions are not an admission by Cisco that the accused products or components, including any current or past version of the products or components, are covered by, or infringe the asserted claims, particularly when these claims are properly construed and applied.

1. **Claim 1.**

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1[p]. A telephone system comprising:	Bodart 687 discloses a telephone system comprising the following claim elements below. <i>See, e.g.,</i> Bodart 687 at fig. 1:

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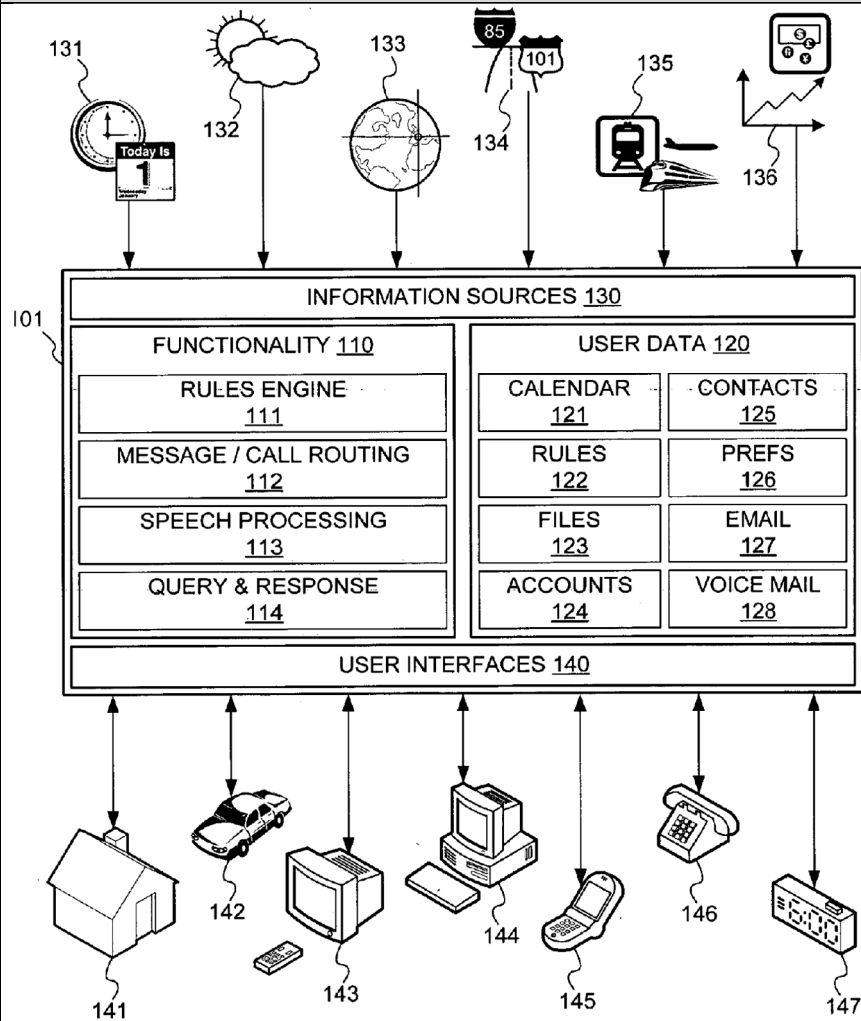


FIG. 1

To the extent it is found that Bodart 687 does not expressly disclose this limitation, the limitation is

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	inherent. And to the extent it is found that Bodart 687 does not anticipate this claim, Bodart 687 renders it obvious, standing alone, in combination with the knowledge of a person of ordinary skill in the art, and/or in combination with one or more other prior art references identified in the Cover Pleading or herein, for the reasons identified in the Cover Pleading. A person of ordinary skill in the art would have been motivated to combine Bodart 687 with any of the other prior art references identified in the Cover Pleading or herein with a reasonable expectation of success because each of these references contains familiar elements within the similar fields of endeavor to address similar known problems, according to known methods which would yield predictable results.
[a] a database; and	Bodart 687 discloses a database. <i>See, e.g.</i> , Bodart 687 at fig. 1:

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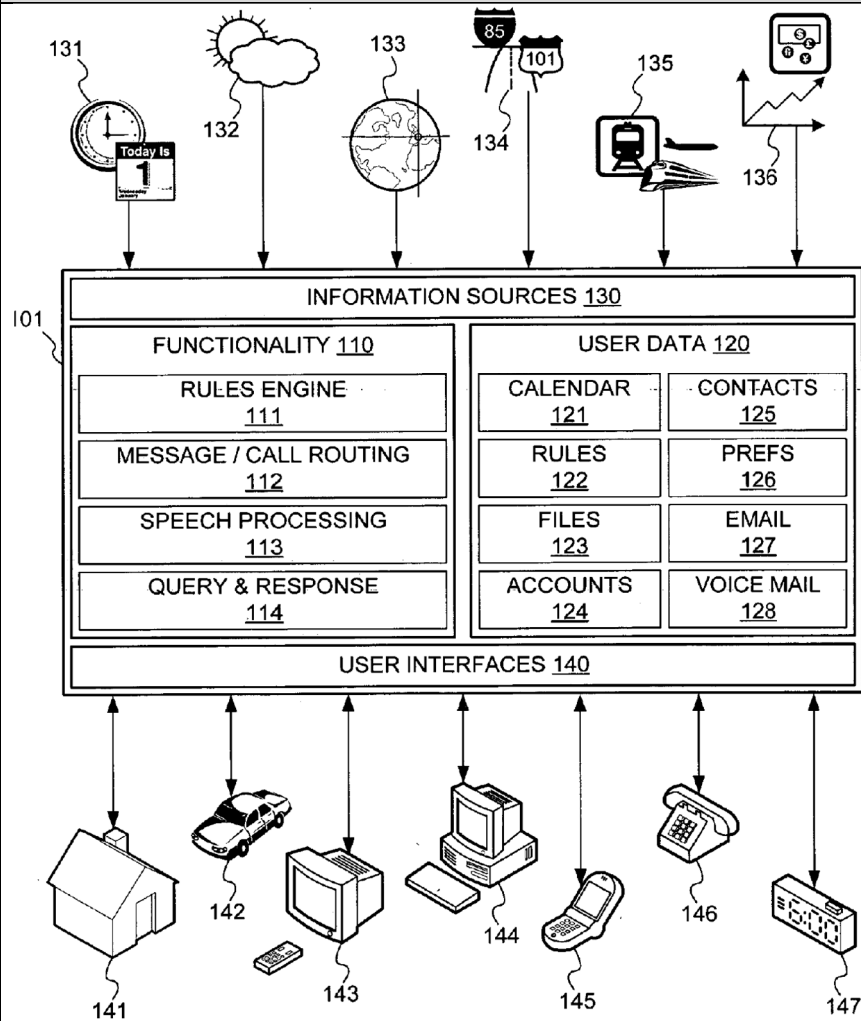


FIG. 1

See, e.g., Bodart 687 at fig. 2:

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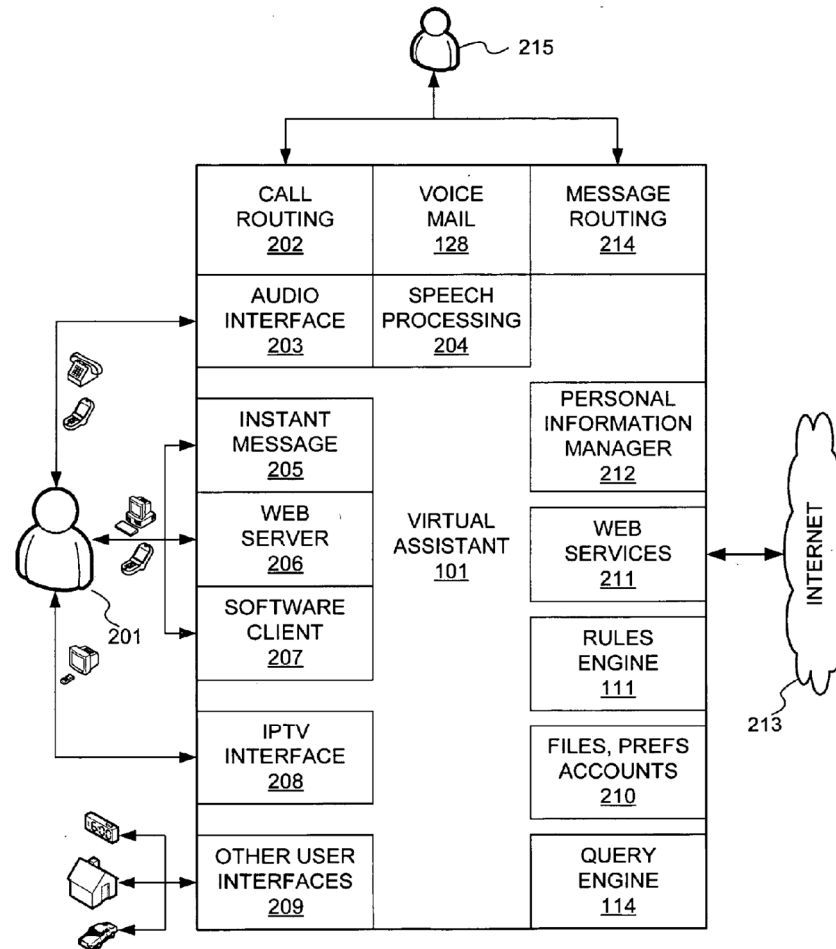


FIG. 2

See, e.g., Bodart 687 at [0005]

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	A first illustrative embodiment may be directed to a system having an information sources software module for receiving data from a plurality of information providers. The system may also include a user interfaces software module for receiving input from and providing output to a plurality of heterogeneous user devices. A user data module may store data about a specific user, where the data about the specific user includes calendar appointment information, contact information, rules information, and preferences information. A functionality module may control overall operation of the system, and may include submodules such as a rules engine for analyzing and executing rules based on the rules information, and a real-time communication component. The real-time communication component may direct an incoming communication to the user. The routing may be determined at least in part based on a recognized contact status as determined by a comparison of a call identifier with the contact information, and optionally at least in part based on information received from one or more of the plurality of information providers via the information sources software module. The recognized contact status may recognize the caller as a human caller or an automated caller, such as a PIM associated with the user. To the extent it is found that Bodart 687 does not expressly disclose this limitation, the limitation is inherent. And to the extent it is found that Bodart 687 does not anticipate this claim, Bodart 687 renders it obvious, standing alone, in combination with the knowledge of a person of ordinary skill in the art, and/or in combination with one or more other prior art references identified in the Cover Pleading or herein, for the reasons identified in the Cover Pleading. A person of ordinary skill in the art would have been motivated to combine Bodart 687 with any of the other prior art references identified in the Cover Pleading or herein with a reasonable expectation of success because each of these references contains familiar elements within the similar fields of endeavor to address similar known problems, according to known methods which would yield predictable results.
[b] a server coupled to the database, wherein the server is utilized by a first provider to provide a first service to a first user, wherein the first service is telephone service, and wherein the telephone service is associated with a	Bodart 687 discloses a server coupled to the database, wherein the server is utilized by a first provider to provide a first service to a first user, wherein the first service is telephone service, and wherein the telephone service is associated with a first telephone number. <i>See, e.g.,</i> Bodart 687 at fig. 1:

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first telephone number;

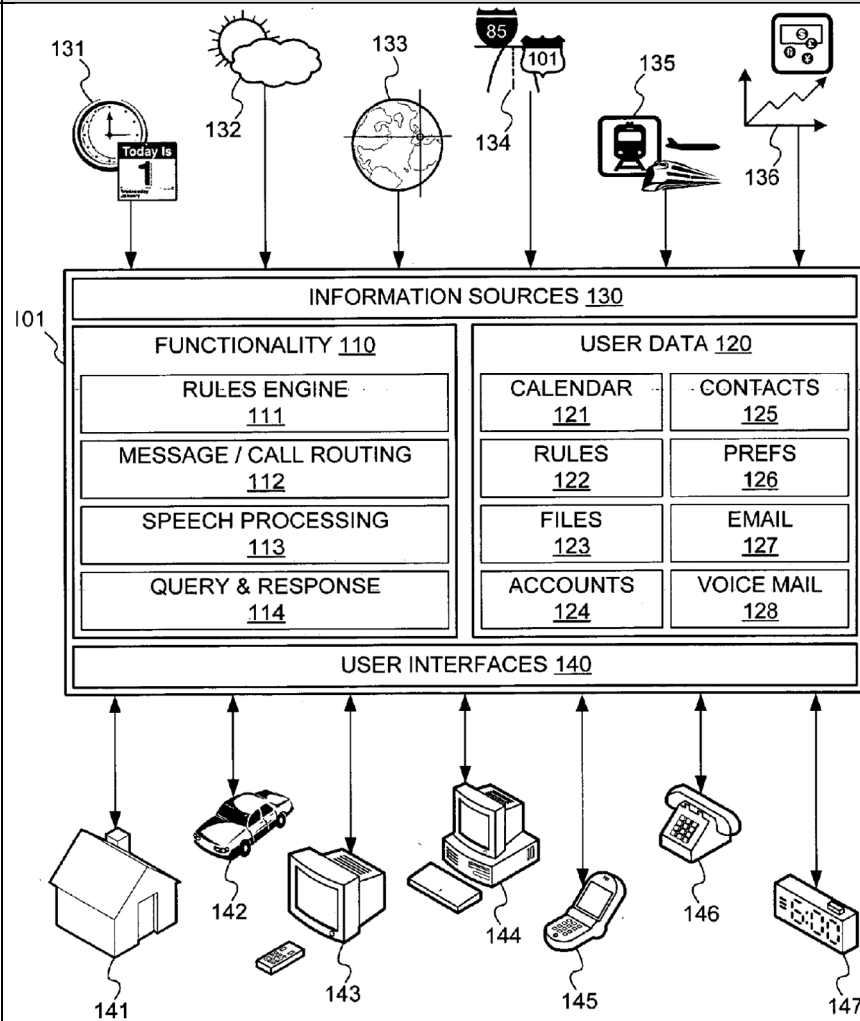


FIG. 1

See, e.g., Bodart 687 at fig. 2:

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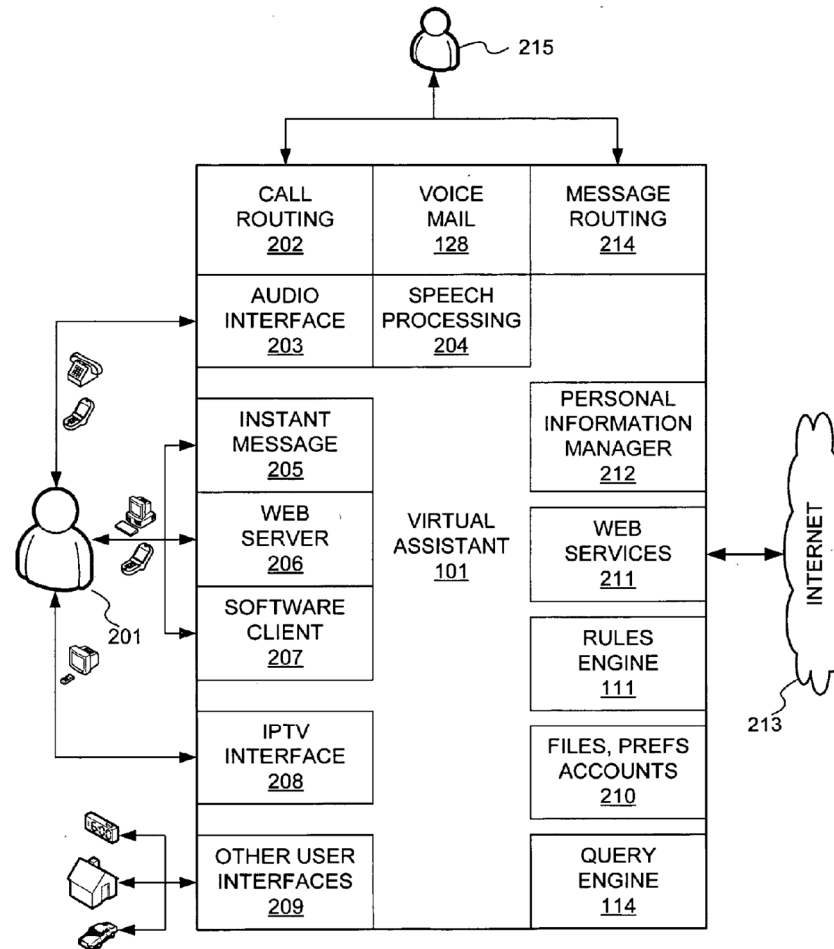


FIG. 2

See, e.g., Bodart 687 at [0044]:

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	[0044] Virtual assistant 101 may include the ability to receive and direct calls and messages directed to user 201. Such ability includes call routing 202 where an incoming telephone call from contact 215 is routed based on the user's current status as well as whether or not the person making the call is recognized. Likewise, incoming messages including instant messages and/or SMS messages, and even email messages, may similarly be routed using message routing 214. By routing calls and messages, user 201 does not have to screen her calls. Rather, virtual assistant 101 is able to recognize an identity of the sender (via caller ID or some other identification method) and decide whether or not to route the call to voice mail 128 or some other system. Using speech processing 204, virtual assistant 101 may further translate a voice mail into a text message to be stored or forwarded to user 201. <i>See, e.g.,</i> Bodart 687 at [0025]: [0025] Message & call routing 112 is another portion of the functionality found in virtual assistant 101. Technologies such as voice over internet protocol (VoIP) may enable call routing functionality 112, where telephone conversations are converted to binary data which can be routed via a computer network such as the Internet. Message & call routing 112 may enable virtual assistant 101 to intercept incoming telephone calls, instant messages, and other real time communication requests. Based on the rules set forth for rules engine 111, calls may be selectively routed to a user based on the current context of date, time, user location, and so forth. To the extent it is found that Bodart 687 does not expressly disclose this limitation, the limitation is inherent. And to the extent it is found that Bodart 687 does not anticipate this claim, Bodart 687 renders it obvious, standing alone, in combination with the knowledge of a person of ordinary skill in the art, and/or in combination with one or more other prior art references identified in the Cover Pleading or herein, for the reasons identified in the Cover Pleading. A person of ordinary skill in the art would have been motivated to combine Bodart 687 with any of the other prior art references identified in the Cover Pleading or herein with a reasonable expectation of success because each of these references contains familiar elements within the similar fields of endeavor to address similar known problems, according to known methods which would yield predictable results.
[c] wherein the server is	Bodart 687 discloses wherein the server is configured to: receive a request to provision a second

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configured to: receive a request to provision a second service for the first user, wherein the second service is provided by a second provider, and wherein the second provider is different than the first provider;	service for the first user, wherein the second service is provided by a second provider, and wherein the second provider is different than the first provider. <i>See, e.g.,</i> Bodart 687 at [0033]: [0033] User 201 may interact with virtual assistant 101 through one of many interfaces, as previously described. Interfaces may require some combination of visual, touch, or audible communications between user 201 and virtual assistant 101. For example, a user may control virtual assistant 101 using an audio interface 203 using a conventional telephone, a cell phone, or even a microphone and speaker attached to a computer. A user may use push button tones or another audio electronic interface to make selections from a menu. A user may also use natural language and/or spoken commands via audio interface 203. Speech processing 204 may then process spoken commands and translate them into text or another format which virtual assistant 101 can understand. Software components or systems which perform such speech processing may be referred to as interactive voice response (IVR) systems. <i>See, e.g.,</i> Bodart 687 at [0003]: [0003] Having all this relevant information available in one place may have enhanced user productivity, but these PIMs have failed to take full advantage of the information. For example, when a user creates a new appointment, she must still discern how long of a lead time will be needed for a reminder, or provide one default value that is used for all reminders. Furthermore, if the user is not at her desk when the reminder is triggered, then she may forget the appointment, and the reminder is wasted. Alternatively, when multiple devices are synchronized, duplicative reminders may be unnecessarily sent, e.g., to a user's computer PIM (e.g., Outlook® brand PIM), to a user's PDA PIM (e.g., GoodLink® brand PIM), and to a user's watch PIM (e.g., Microsoft Smart Watch). When a user receives an incoming message, she must decide whether to take the call or respond to the instant message based on whether she recognizes the identifying phone number or screen name. Such little decisions and annoyances can be time consuming. Ultimately, PIMs and their users do not take full advantage of the information available to them to further enhance productivity. <i>See, e.g.,</i> Bodart 687 at [0021]:

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	[0021] User data 120 may be available to virtual assistant 101 either through its own user interface and data storage, or by electronic interface with the data and functions of other existing software packages. For example, user calendar 121 may be a component built into virtual assistant 101, or it may be a separate program (e.g., Microsoft Outlooks) which stores a user's calendar information and with which virtual assistant 120 can interface. Other user data may include contact information 125, the equivalent of a software rolodex, where users can store contact email addresses and phone numbers, along with other information. User data 120 may include a set of rules for use with rules engine 111, setting forth the logic used by virtual assistant to aid the user. In addition, there may be preference 126 data for individual application or operating system features. These preferences 126 may include preference settings for the virtual assistant software, or may include preferences for any other number of software programs or websites. <i>See, e.g.,</i> Bodart 687 at [0026]: [0026] Speech processing 113 functionality can enable virtual assistant 101 to comprehend spoken language commands. Interactive voice response (IVR) technologies may enable speech processing 113 abilities for virtual assistant 101. Using this functionality, a remote user can call into his or her virtual assistant and provide voice commands. These can be interpreted into commands which control the functioning of virtual assistant 101. <i>See, e.g.,</i> Bodart 687 at [0028]: [0028] In addition to utilizing user data 120, virtual assistant 101 may receive information from various sources 130 using one or more computer networks. Each information source may provide different specialized data for use by query & response 114, rules engine 111, and other software components. These information sources 130 may reside on computer servers located within the same entity housing virtual assistant 101, or they may reside on remote networks, interconnected for example, via the Internet. Information may be pushed by the information sources 110 to virtual assistant 101, or it may be received in response to a request. The format used to send information may vary by information source, or sources may use a common format, such as extensible markup language (XML) or really simple syndication (RSS).

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	<i>See, e.g.</i>, Bodart 687 at [0034]: [0034] A visual interface may include those provided by instant messenger 205, web server 206, software client 207, or any other electronic interface. User 201 may interact using a computer, cell phone, or any other device which can receive and send commands. For instant message interface 205, a user may be able to send messages using an instant message client such as America Online (AOL) Instant Messenger, Microsoft Network (MSN) Messenger, and so forth. Alternatively, using a cell phone, user 201 may send messages using Short Message Service (SMS), multimedia message service (MMS) or some other message standard. Commands may be sent to virtual assistant 101 and responses received by the user using the same interface. Using the example of a virtual assistant 101 implemented using Java, SMS messages may be received and sent using a Java SMS Software Development Kit (SDK), or another set of software classes which ease the development process of SMS communications. Other programming languages may have similar SDK's to enable easy programming with SMS. <i>See, e.g.</i>, Bodart 687 at [0002]: [0002] Personal productivity software has helped to streamline and simplify the role of information workers. Beginning with basic email clients, productivity software has grown to include a variety of other “desktop” applications, replacing paper calendars, rolodexes, and task lists with their software equivalents. Hybrid programs sometimes referred to as personal information managers (PIMs) have succeeded somewhat in combining these disparate programs into a single interface. Not only are such applications able to track appointments, to do's, contacts, and so forth, but they can combine the functions, such that setting up a meeting merely requires adding an appointment to your calendar and adding contacts to the appointment. Some applications have taken personal information managers a step further, enabling new interface methods, such as having a user's email read to her by phone. <i>See, e.g.</i>, Bodart 687 at [0040]: [0040] A personal information manager (PIM) may form the basis of user data to be used by virtual assistant 101. Well-known PIMs include Microsoft Outlook, Microsoft Entourage, Lotus Notes, ACT,

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	GoodLink, and so forth. Virtual assistant 101 may use the data associated with each of these well-known applications, or alternatively, virtual assistant may provide its own PIM functionality and store the data in a format of its choosing. The user data to which a PIM may provide access includes calendar appointments, address book contacts, to do list items, email messages, notes, and so forth. As opposed to one single application, each of these types of PIM data may alternatively be managed by individual applications (e.g., iCal, Address Book, and Mail on an Apple Computer). In either case, virtual assistant 101 may access each type of PIM data for use by user 201. To the extent it is found that Bodart 687 does not expressly disclose this limitation, the limitation is inherent. And to the extent it is found that Bodart 687 does not anticipate this claim, Bodart 687 renders it obvious, standing alone, in combination with the knowledge of a person of ordinary skill in the art, and/or in combination with one or more other prior art references identified in the Cover Pleading or herein, for the reasons identified in the Cover Pleading. A person of ordinary skill in the art would have been motivated to combine Bodart 687 with any of the other prior art references identified in the Cover Pleading or herein with a reasonable expectation of success because each of these references contains familiar elements within the similar fields of endeavor to address similar known problems, according to known methods which would yield predictable results.
[d] responsive to receiving the request: create a mapping from the first telephone number to a second identifier (ID), wherein the second ID is utilized by the second provider to identify the first user;	Bodart 687 discloses responsive to receiving the request: create a mapping from the first telephone number to a second identifier (ID), wherein the second ID is utilized by the second provider to identify the first user. <i>See, e.g.,</i> Bodart 687 at [0003]: [0003] Having all this relevant information available in one place may have enhanced user productivity, but these PIMs have failed to take full advantage of the information. For example, when a user creates a new appointment, she must still discern how long of a lead time will be needed for a reminder, or provide one default value that is used for all reminders. Furthermore, if the user is not at her desk when the reminder is triggered, then she may forget the appointment, and the reminder is wasted. Alternatively, when multiple devices are synchronized, duplicative reminders may be unnecessarily sent, e.g., to a user's computer PIM (e.g., Outlook® brand PIM), to a user's PDA PIM (e.g., GoodLink® brand PIM), and to a user's watch PIM (e.g., Microsoft Smart Watch). When a user receives an incoming message, she must decide whether to take the call or respond to the instant

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	message based on whether she recognizes the identifying phone number or screen name. Such little decisions and annoyances can be time consuming. Ultimately, PIMs and their users do not take full advantage of the information available to them to further enhance productivity. <i>See, e.g.</i>, Bodart 687 at [0021]-[0022]: [0021] User data 120 may be available to virtual assistant 101 either through its own user interface and data storage, or by electronic interface with the data and functions of other existing software packages. For example, user calendar 121 may be a component built into virtual assistant 101, or it may be a separate program (e.g., Microsoft Outlooks) which stores a user's calendar information and with which virtual assistant 120 can interface. Other user data may include contact information 125, the equivalent of a software rolodex, where users can store contact email addresses and phone numbers, along with other information. User data 120 may include a set of rules for use with rules engine 111, setting forth the logic used by virtual assistant to aid the user. In addition, there may be preference 126 data for individual application or operating system features. These preferences 126 may include preference settings for the virtual assistant software, or may include preferences for any other number of software programs or websites. [0022] User data 120 may also include a collection of user files 123, possibly including documents, presentations, photographs, web pages, and so forth. These files may be designated by a user, or may include all the files on a local computer system. Furthermore, user data 120 may include the emails 127 that a user has received or sent. Accounts 124 may include personal financial account information for the user, possibly including bank login information. Accounts 124 may also include information for other types of user accounts, including email passwords, website passwords, and so forth. Finally, user data 120 may include any voice mail messages 128 left for or sent by a user. <i>See, e.g.</i>, Bodart 687 at [0057]: [0057] FIG. 5 depicts communication routing using virtual assistant 101 according to one or more aspects of the invention. If contact 215 attempts to telephone user 201, the call may be intercepted by virtual assistant 101. Virtual assistant 101 attempts to recognize contact 215 using caller ID (or some other system) and comparing the incoming number with the phone numbers of contacts in the user's

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	database. If contact 215 is not recognized, then virtual assistant 101 may by default forward the contact to voicemail to leave a message 503. Alternatively, user 201 may set up rules to process the call differently, perhaps forwarding unrecognized callers to her secretary. If the contact 215 is recognized, then virtual assistant 101 may forward the call appropriately (according to predefined rules). Alternatively, user 201 may have previously set up address book categories and/or rules prioritizing incoming calls (e.g., all calls from Fred go to voicemail, or Sally and Susan are personal friends). If such is the case, then only recognized contacts from particular categories or meeting certain criteria may be forwarded to user 201, or even forwarded to voicemail. To the extent it is found that Bodart 687 does not expressly disclose this limitation, the limitation is inherent. And to the extent it is found that Bodart 687 does not anticipate this claim, Bodart 687 renders it obvious, standing alone, in combination with the knowledge of a person of ordinary skill in the art, and/or in combination with one or more other prior art references identified in the Cover Pleading or herein, for the reasons identified in the Cover Pleading. A person of ordinary skill in the art would have been motivated to combine Bodart 687 with any of the other prior art references identified in the Cover Pleading or herein with a reasonable expectation of success because each of these references contains familiar elements within the similar fields of endeavor to address similar known problems, according to known methods which would yield predictable results.
[e] activate the second service with the second provider utilizing the second ID as a user ID for the first user; and	Bodart 687 discloses activate the second service with the second provider utilizing the second ID as a user ID for the first user. <i>See, e.g.,</i> Bodart 687 at [0003]: [0003] Having all this relevant information available in one place may have enhanced user productivity, but these PIMs have failed to take full advantage of the information. For example, when a user creates a new appointment, she must still discern how long of a lead time will be needed for a reminder, or provide one default value that is used for all reminders. Furthermore, if the user is not at her desk when the reminder is triggered, then she may forget the appointment, and the reminder is wasted. Alternatively, when multiple devices are synchronized, duplicative reminders may be unnecessarily sent, e.g., to a user's computer PIM (e.g., Outlook® brand PIM), to a user's PDA PIM (e.g., GoodLink® brand PIM), and to a user's watch PIM (e.g., Microsoft Smart Watch). When a user receives an incoming message, she must decide whether to take the call or respond to the instant

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[f] associate the second service with the first telephone number, wherein the first telephone number is associated with routing and interworking data necessary to utilize the second service.	Bodart 687 discloses associate the second service with the first telephone number, wherein the first telephone number is associated with routing and interworking data necessary to utilize the second service. <i>See, e.g.,</i> Bodart 687 at [0003]: [0003] Having all this relevant information available in one place may have enhanced user productivity, but these PIMs have failed to take full advantage of the information. For example, when a user creates a new appointment, she must still discern how long of a lead time will be needed for a reminder, or provide one default value that is used for all reminders. Furthermore, if the user is not at her desk when the reminder is triggered, then she may forget the appointment, and the reminder is wasted. Alternatively, when multiple devices are synchronized, duplicative reminders may be unnecessarily sent, e.g., to a user's computer PIM (e.g., Outlook® brand PIM), to a user's PDA PIM (e.g., GoodLink® brand PIM), and to a user's watch PIM (e.g., Microsoft Smart Watch). When a user

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	receives an incoming message, she must decide whether to take the call or respond to the instant message based on whether she recognizes the identifying phone number or screen name. Such little decisions and annoyances can be time consuming. Ultimately, PIMs and their users do not take full advantage of the information available to them to further enhance productivity. <i>See, e.g.</i>, Bodart 687 at [0021]-[0022]: [0021] User data 120 may be available to virtual assistant 101 either through its own user interface and data storage, or by electronic interface with the data and functions of other existing software packages. For example, user calendar 121 may be a component built into virtual assistant 101, or it may be a separate program (e.g., Microsoft Outlooks) which stores a user's calendar information and with which virtual assistant 120 can interface. Other user data may include contact information 125, the equivalent of a software rolodex, where users can store contact email addresses and phone numbers, along with other information. User data 120 may include a set of rules for use with rules engine 111, setting forth the logic used by virtual assistant to aid the user. In addition, there may be preference 126 data for individual application or operating system features. These preferences 126 may include preference settings for the virtual assistant software, or may include preferences for any other number of software programs or websites. [0022] User data 120 may also include a collection of user files 123, possibly including documents, presentations, photographs, web pages, and so forth. These files may be designated by a user, or may include all the files on a local computer system. Furthermore, user data 120 may include the emails 127 that a user has received or sent. Accounts 124 may include personal financial account information for the user, possibly including bank login information. Accounts 124 may also include information for other types of user accounts, including email passwords, website passwords, and so forth. Finally, user data 120 may include any voice mail messages 128 left for or sent by a user. <i>See, e.g.</i>, Bodart 687 at [0057]: [0057] FIG. 5 depicts communication routing using virtual assistant 101 according to one or more aspects of the invention. If contact 215 attempts to telephone user 201, the call may be intercepted by virtual assistant 101. Virtual assistant 101 attempts to recognize contact 215 using caller ID (or some other

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	system) and comparing the incoming number with the phone numbers of contacts in the user's database. If contact 215 is not recognized, then virtual assistant 101 may by default forward the contact to voicemail to leave a message 503. Alternatively, user 201 may set up rules to process the call differently, perhaps forwarding unrecognized callers to her secretary. If the contact 215 is recognized, then virtual assistant 101 may forward the call appropriately (according to predefined rules). Alternatively, user 201 may have previously set up address book categories and/or rules prioritizing incoming calls (e.g., all calls from Fred go to voicemail, or Sally and Susan are personal friends). If such is the case, then only recognized contacts from particular categories or meeting certain criteria may be forwarded to user 201, or even forwarded to voicemail. <i>See, e.g.,</i> Bodart 687 at [0002]: [0002] Personal productivity software has helped to streamline and simplify the role of information workers. Beginning with basic email clients, productivity software has grown to include a variety of other “desktop” applications, replacing paper calendars, rolodexes, and task lists with their software equivalents. Hybrid programs sometimes referred to as personal information managers (PIMs) have succeeded somewhat in combining these disparate programs into a single interface. Not only are such applications able to track appointments, to do's, contacts, and so forth, but they can combine the functions, such that setting up a meeting merely requires adding an appointment to your calendar and adding contacts to the appointment. Some applications have taken personal information managers a step further, enabling new interface methods, such as having a user's email read to her by phone. <i>See, e.g.,</i> Bodart 687 at [0040]: [0040] A personal information manager (PIM) may form the basis of user data to be used by virtual assistant 101. Well-known PIMs include Microsoft Outlook, Microsoft Entourage, Lotus Notes, ACT, GoodLink, and so forth. Virtual assistant 101 may use the data associated with each of these well-known applications, or alternatively, virtual assistant may provide its own PIM functionality and store the data in a format of its choosing. The user data to which a PIM may provide access includes calendar appointments, address book contacts, to do list items, email messages, notes, and so forth. As opposed to one single application, each of these types of PIM data may alternatively be managed by individual applications (e.g., iCal, Address Book, and Mail on an Apple Computer). In either

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	case, virtual assistant 101 may access each type of PIM data for use by user 201. <i>See, e.g.</i>, Bodart 687 at [0063]: [0063] If a caller's priority is considered high enough to be forwarded, then at step 604, the user's current status is determined. Status may be determined based on the latest geographic location of user 201 based on information received by virtual assistant 101. For example, if user 201 is located at home or at a client's office, then the incoming call or message may automatically be sent to leave a message. Status may also be determined by examining the appointments on the calendar of user 201. If a calendar appointment shows that the user is in a high priority meeting, for example, then a caller may be forwarded to voicemail. Based on all this, and possibly other information (e.g., status entered manually by user, cell phone turned to vibrate or powered off, etc.), virtual assistant will determine at step 605 whether user 201 is currently available. If not, as stated, the incoming caller or message sender will be forwarded in order to leave message. [0064] If the user is available, then based on the location at step 606, virtual assistant 101 may choose to which device the call or electronic communication should be forwarded, at step 607. If there is no response by user 201, then a call may still yet be forwarded to voicemail. Alternatively, virtual assistant 101 may attempt to send a text or email message to user 201 to determine the user's availability to take a particular call. If there is a response by user 201, then the process for virtual assistant 101 is effectively finished. To the extent it is found that Bodart 687 does not expressly disclose this limitation, the limitation is inherent. And to the extent it is found that Bodart 687 does not anticipate this claim, Bodart 687 renders it obvious, standing alone, in combination with the knowledge of a person of ordinary skill in the art, and/or in combination with one or more other prior art references identified in the Cover Pleading or herein, for the reasons identified in the Cover Pleading. A person of ordinary skill in the art would have been motivated to combine Bodart 687 with any of the other prior art references identified in the Cover Pleading or herein with a reasonable expectation of success because each of these references contains familiar elements within the similar fields of endeavor to address similar known problems, according to known methods which would yield predictable results.

2. Claim 2.

Claim 2 of the '254 Patent	U.S. Patent Application Pub. No. 2007/0043687 (“Bodart 687”)
2. The telephone system as recited in claim 1, wherein the server is further configured to associate a plurality of services with the first telephone number, wherein the plurality of services are provided by a plurality of providers different than the first provider, and wherein the plurality of services are utilized by the first user.	Bodart 687 discloses the telephone system as recited in claim 1, wherein the server is further configured to associate a plurality of services with the first telephone number, wherein the plurality of services are provided by a plurality of providers different than the first provider, and wherein the plurality of services are utilized by the first user. <i>See, e.g., claim 1 citations.</i> To the extent it is found that Bodart 687 does not expressly disclose this limitation, the limitation is inherent. And to the extent it is found that Bodart 687 does not anticipate this claim, Bodart 687 renders it obvious, standing alone, in combination with the knowledge of a person of ordinary skill in the art, and/or in combination with one or more other prior art references identified in the Cover Pleading or herein, for the reasons identified in the Cover Pleading. A person of ordinary skill in the art would have been motivated to combine Bodart 687 with any of the other prior art references identified in the Cover Pleading or herein with a reasonable expectation of success because each of these references contains familiar elements within the similar fields of endeavor to address similar known problems, according to known methods which would yield predictable results.

3. Claim 6.

Claim 6 of the '254 Patent	U.S. Patent Application Pub. No. 2007/0043687 (“Bodart 687”)
6. The telephone system as recited in claim 1, wherein the second service is a conferencing application, voice attendant application, or text messaging application.	Bodart 687 discloses the telephone system as recited in claim 1, wherein the second service is a conferencing application, voice attendant application, or text messaging application. <i>See, e.g., claim 1 citations.</i> To the extent it is found that Bodart 687 does not expressly disclose this limitation, the limitation is inherent. And to the extent it is found that Bodart 687 does not anticipate this claim, Bodart 687 renders it obvious, standing alone, in combination with the knowledge of a person of ordinary skill in the art, and/or in combination with one or more other prior art references identified in the Cover Pleading or herein, for the reasons identified in the Cover Pleading. A person of ordinary skill in the

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	art would have been motivated to combine Bodart 687 with any of the other prior art references identified in the Cover Pleading or herein with a reasonable expectation of success because each of these references contains familiar elements within the similar fields of endeavor to address similar known problems, according to known methods which would yield predictable results.

4. Claim 7.

Claim 7 of the '254 Patent	U.S. Patent Application Pub. No. 2007/0043687 (“Bodart 687”)
7 A method comprising:	Bodart 687 discloses a method comprising the following claim elements below. To the extent it is found that Bodart 687 does not expressly disclose this limitation, the limitation is inherent. And to the extent it is found that Bodart 687 does not anticipate this claim, Bodart 687 renders it obvious, standing alone, in combination with the knowledge of a person of ordinary skill in the art, and/or in combination with one or more other prior art references identified in the Cover Pleading or herein, for the reasons identified in the Cover Pleading. A person of ordinary skill in the art would have been motivated to combine Bodart 687 with any of the other prior art references identified in the Cover Pleading or herein with a reasonable expectation of success because each of these references contains familiar elements within the similar fields of endeavor to address similar known problems, according to known methods which would yield predictable results.
[a] providing a first service to a first user by a first provider, wherein the first service is telephone service, and wherein the first user has a first telephone number;	Bodart 687 discloses providing a first service to a first user by a first provider, wherein the first service is telephone service, and wherein the first user has a first telephone number. <i>See, e.g.,</i> claims 1[p] and 1[b] citations above. To the extent it is found that Bodart 687 does not expressly disclose this limitation, the limitation is inherent. And to the extent it is found that Bodart 687 does not anticipate this claim, Bodart 687 renders it obvious, standing alone, in combination with the knowledge of a person of ordinary skill in the art, and/or in combination with one or more other prior art references identified in the Cover Pleading or herein, for the reasons identified in the Cover Pleading. A person of ordinary skill in the art would have been motivated to combine Bodart 687 with any of the other prior art references identified in the Cover Pleading or herein with a reasonable expectation of success because each of

Claim 7 of the '254 Patent	U.S. Patent Application Pub. No. 2007/0043687 ("Bodart 687")
	these references contains familiar elements within the similar fields of endeavor to address similar known problems, according to known methods which would yield predictable results.
[b] receiving a request to provision a second service for the first user, wherein the second service is provided by a second provider, and wherein the second provider is different than the first provider;	Bodart 687 discloses receiving a request to provision a second service for the first user, wherein the second service is provided by a second provider, and wherein the second provider is different than the first provider. <i>See, e.g.,</i> claim 1[c] citations above. To the extent it is found that Bodart 687 does not expressly disclose this limitation, the limitation is inherent. And to the extent it is found that Bodart 687 does not anticipate this claim, Bodart 687 renders it obvious, standing alone, in combination with the knowledge of a person of ordinary skill in the art, and/or in combination with one or more other prior art references identified in the Cover Pleading or herein, for the reasons identified in the Cover Pleading. A person of ordinary skill in the art would have been motivated to combine Bodart 687 with any of the other prior art references identified in the Cover Pleading or herein with a reasonable expectation of success because each of these references contains familiar elements within the similar fields of endeavor to address similar known problems, according to known methods which would yield predictable results.
[c] responsive to receiving the request: creating a mapping from the first telephone number to a second identifier (ID), wherein the second ID is utilized by the second provider to identify the first user;	Bodart 687 discloses responsive to receiving the request: creating a mapping from the first telephone number to a second identifier (ID), wherein the second ID is utilized by the second provider to identify the first user. <i>See, e.g.,</i> claim 1[d] citations above. To the extent it is found that Bodart 687 does not expressly disclose this limitation, the limitation is inherent. And to the extent it is found that Bodart 687 does not anticipate this claim, Bodart 687 renders it obvious, standing alone, in combination with the knowledge of a person of ordinary skill in the art, and/or in combination with one or more other prior art references identified in the Cover Pleading or herein, for the reasons identified in the Cover Pleading. A person of ordinary skill in the art would have been motivated to combine Bodart 687 with any of the other prior art references identified in the Cover Pleading or herein with a reasonable expectation of success because each of these references contains familiar elements within the similar fields of endeavor to address similar known problems, according to known methods which would yield predictable results.

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[d] activating the second service with the second provider utilizing the second ID as a user ID for the first user; and	Bodart 687 discloses activating the second service with the second provider utilizing the second ID as a user ID for the first user. <i>See, e.g.</i>, claim 1[e] citations above. To the extent it is found that Bodart 687 does not expressly disclose this limitation, the limitation is inherent. And to the extent it is found that Bodart 687 does not anticipate this claim, Bodart 687 renders it obvious, standing alone, in combination with the knowledge of a person of ordinary skill in the art, and/or in combination with one or more other prior art references identified in the Cover Pleading or herein, for the reasons identified in the Cover Pleading. A person of ordinary skill in the art would have been motivated to combine Bodart 687 with any of the other prior art references identified in the Cover Pleading or herein with a reasonable expectation of success because each of these references contains familiar elements within the similar fields of endeavor to address similar known problems, according to known methods which would yield predictable results.
[e] associating the second service with the first telephone number, wherein the first telephone number is associated with routing and interworking data necessary to utilize the second service.	Bodart 687 discloses associating the second service with the first telephone number, wherein the first telephone number is associated with routing and interworking data necessary to utilize the second service. <i>See, e.g.</i>, claim 1[f] citations above. To the extent it is found that Bodart 687 does not expressly disclose this limitation, the limitation is inherent. And to the extent it is found that Bodart 687 does not anticipate this claim, Bodart 687 renders it obvious, standing alone, in combination with the knowledge of a person of ordinary skill in the art, and/or in combination with one or more other prior art references identified in the Cover Pleading or herein, for the reasons identified in the Cover Pleading. A person of ordinary skill in the art would have been motivated to combine Bodart 687 with any of the other prior art references identified in the Cover Pleading or herein with a reasonable expectation of success because each of these references contains familiar elements within the similar fields of endeavor to address similar known problems, according to known methods which would yield predictable results.

5. Claim 8.

Claim 8 of the '254 Patent	U.S. Patent Application Pub. No. 2007/0043687 ("Bodart 687")
8. The method as recited in claim 7, further comprising associating a plurality of services with the first telephone number, wherein the plurality of services are provided by a plurality of providers different than the first provider, and wherein the plurality of services are utilized by the first user.	Bodart 687 discloses the method as recited in claim 7, further comprising associating a plurality of services with the first telephone number, wherein the plurality of services are provided by a plurality of providers different than the first provider, and wherein the plurality of services are utilized by the first user. <i>See, e.g.,</i> claim 2 citations above. To the extent it is found that Bodart 687 does not expressly disclose this limitation, the limitation is inherent. And to the extent it is found that Bodart 687 does not anticipate this claim, Bodart 687 renders it obvious, standing alone, in combination with the knowledge of a person of ordinary skill in the art, and/or in combination with one or more other prior art references identified in the Cover Pleading or herein, for the reasons identified in the Cover Pleading. A person of ordinary skill in the art would have been motivated to combine Bodart 687 with any of the other prior art references identified in the Cover Pleading or herein with a reasonable expectation of success because each of these references contains familiar elements within the similar fields of endeavor to address similar known problems, according to known methods which would yield predictable results.

6. Claim 12.

Claim 12 of the '254 Patent	U.S. Patent Application Pub. No. 2007/0043687 ("Bodart 687")
12. The method as recited in claim 7, wherein the second service is a conferencing application, voice attendant application, or text messaging application.	Bodart 687 discloses the method as recited in claim 7, wherein the second service is a conferencing application, voice attendant application, or text messaging application. <i>See, e.g.,</i> claim 6 citations above. To the extent it is found that Bodart 687 does not expressly disclose this limitation, the limitation is inherent. And to the extent it is found that Bodart 687 does not anticipate this claim, Bodart 687 renders it obvious, standing alone, in combination with the knowledge of a person of ordinary skill in the art, and/or in combination with one or more other prior art references identified in the Cover Pleading or herein, for the reasons identified in the Cover Pleading. A person of ordinary skill in the art would have been motivated to combine Bodart 687 with any of the other prior art references

Claim 12 of the '254 Patent	U.S. Patent Application Pub. No. 2007/0043687 ("Bodart 687")
	identified in the Cover Pleading or herein with a reasonable expectation of success because each of these references contains familiar elements within the similar fields of endeavor to address similar known problems, according to known methods which would yield predictable results.

7. Claim 13.

Claim 13 of the '254 Patent	U.S. Patent Application Pub. No. 2007/0043687 ("Bodart 687")
13. A non-transitory computer readable storage medium comprising program instructions, wherein when executed the program instructions are operable to:	Bodart 687 discloses a non-transitory computer readable storage medium comprising program instructions, wherein when executed the program instructions are operable to perform the following claim elements below. <i>See, e.g.,</i> claims 1[a] and 1[b] citations above. To the extent it is found that Bodart 687 does not expressly disclose this limitation, the limitation is inherent. And to the extent it is found that Bodart 687 does not anticipate this claim, Bodart 687 renders it obvious, standing alone, in combination with the knowledge of a person of ordinary skill in the art, and/or in combination with one or more other prior art references identified in the Cover Pleading or herein, for the reasons identified in the Cover Pleading. A person of ordinary skill in the art would have been motivated to combine Bodart 687 with any of the other prior art references identified in the Cover Pleading or herein with a reasonable expectation of success because each of these references contains familiar elements within the similar fields of endeavor to address similar known problems, according to known methods which would yield predictable results.
[a] provide a first service to a first user by a first provider, wherein the first service is telephone service, and wherein the first user has a first telephone number;	Bodart 687 discloses provide a first service to a first user by a first provider, wherein the first service is telephone service, and wherein the first user has a first telephone number. <i>See, e.g.,</i> claim 1[b] citations above. To the extent it is found that Bodart 687 does not expressly disclose this limitation, the limitation is inherent. And to the extent it is found that Bodart 687 does not anticipate this claim, Bodart 687 renders it obvious, standing alone, in combination with the knowledge of a person of ordinary skill in the art, and/or in combination with one or more other prior art references identified in the Cover

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	Pleading or herein, for the reasons identified in the Cover Pleading. A person of ordinary skill in the art would have been motivated to combine Bodart 687 with any of the other prior art references identified in the Cover Pleading or herein with a reasonable expectation of success because each of these references contains familiar elements within the similar fields of endeavor to address similar known problems, according to known methods which would yield predictable results.
[b] receive a request to provision a second service for the first user, wherein the second service is provided by a second provider, and wherein the second provider is different than the first provider;	ToBodart 687 discloses receive a request to provision a second service for the first user, wherein the second service is provided by a second provider, and wherein the second provider is different than the first provider <i>See, e.g., claim 1[c] citations above.</i> the extent it is found that Bodart 687 does not expressly disclose this limitation, the limitation is inherent. And to the extent it is found that Bodart 687 does not anticipate this claim, Bodart 687 renders it obvious, standing alone, in combination with the knowledge of a person of ordinary skill in the art, and/or in combination with one or more other prior art references identified in the Cover Pleading or herein, for the reasons identified in the Cover Pleading. A person of ordinary skill in the art would have been motivated to combine Bodart 687 with any of the other prior art references identified in the Cover Pleading or herein with a reasonable expectation of success because each of these references contains familiar elements within the similar fields of endeavor to address similar known problems, according to known methods which would yield predictable results.
[c] responsive to receiving the request: create a mapping from the first telephone number to a second identifier (ID), wherein the second ID is utilized by the second provider to identify the first user;	Bodart 687 discloses responsive to receiving the request: create a mapping from the first telephone number to a second identifier (ID), wherein the second ID is utilized by the second provider to identify the first user <i>See, e.g., claim 1[d] citations above.</i> To the extent it is found that Bodart 687 does not expressly disclose this limitation, the limitation is inherent. And to the extent it is found that Bodart 687 does not anticipate this claim, Bodart 687 renders it obvious, standing alone, in combination with the knowledge of a person of ordinary skill in the art, and/or in combination with one or more other prior art references identified in the Cover Pleading or herein, for the reasons identified in the Cover Pleading. A person of ordinary skill in the art would have been motivated to combine Bodart 687 with any of the other prior art references

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Claim 13 of the '254 Patent	U.S. Patent Application Pub. No. 2007/0043687 ("Bodart 687")
	identified in the Cover Pleading or herein with a reasonable expectation of success because each of these references contains familiar elements within the similar fields of endeavor to address similar known problems, according to known methods which would yield predictable results.
[d] activate the second service with the second provider utilizing the second ID as a user ID for the first user; and	Bodart 687 discloses activate the second service with the second provider utilizing the second ID as a user ID for the first user. <i>See, e.g.,</i> claim 1[e] citations above. To the extent it is found that Bodart 687 does not expressly disclose this limitation, the limitation is inherent. And to the extent it is found that Bodart 687 does not anticipate this claim, Bodart 687 renders it obvious, standing alone, in combination with the knowledge of a person of ordinary skill in the art, and/or in combination with one or more other prior art references identified in the Cover Pleading or herein, for the reasons identified in the Cover Pleading. A person of ordinary skill in the art would have been motivated to combine Bodart 687 with any of the other prior art references identified in the Cover Pleading or herein with a reasonable expectation of success because each of these references contains familiar elements within the similar fields of endeavor to address similar known problems, according to known methods which would yield predictable results.
[e] associate the second service with the first telephone number, wherein the first telephone number is associated with routing and interworking data necessary to utilize the second service.	Bodart 687 discloses associate the second service with the first telephone number, wherein the first telephone number is associated with routing and interworking data necessary to utilize the second service. <i>See, e.g.,</i> claim 1[f] citations of above. To the extent it is found that Bodart 687 does not expressly disclose this limitation, the limitation is inherent. And to the extent it is found that Bodart 687 does not anticipate this claim, Bodart 687 renders it obvious, standing alone, in combination with the knowledge of a person of ordinary skill in the art, and/or in combination with one or more other prior art references identified in the Cover Pleading or herein, for the reasons identified in the Cover Pleading. A person of ordinary skill in the art would have been motivated to combine Bodart 687 with any of the other prior art references identified in the Cover Pleading or herein with a reasonable expectation of success because each of these references contains familiar elements within the similar fields of endeavor to address similar known problems, according to known methods which would yield predictable results.

8. Claim 14.

Claim 14 of the '254 Patent	U.S. Patent Application Pub. No. 2007/0043687 (“Bodart 687”)
14. The non-transitory computer readable storage medium as recited in claim 13, wherein the program instructions are further operable to associate a plurality of services with the first telephone number, wherein the plurality of services are provided by a plurality of providers different than the first provider, and wherein the plurality of services are utilized by the first user.	Bodart 687 discloses the non-transitory computer readable storage medium as recited in claim 13, wherein the program instructions are further operable to associate a plurality of services with the first telephone number, wherein the plurality of services are provided by a plurality of providers different than the first provider, and wherein the plurality of services are utilized by the first user. <i>See, e.g.</i>, claim 2 citations above. To the extent it is found that Bodart 687 does not expressly disclose this limitation, the limitation is inherent. And to the extent it is found that Bodart 687 does not anticipate this claim, Bodart 687 renders it obvious, standing alone, in combination with the knowledge of a person of ordinary skill in the art, and/or in combination with one or more other prior art references identified in the Cover Pleading or herein, for the reasons identified in the Cover Pleading. A person of ordinary skill in the art would have been motivated to combine Bodart 687 with any of the other prior art references identified in the Cover Pleading or herein with a reasonable expectation of success because each of these references contains familiar elements within the similar fields of endeavor to address similar known problems, according to known methods which would yield predictable results.