

UTILITY PATENT APPLICATION TRANSMITTAL <i>(Only for new nonprovisional applications under 37 CFR 1.53(b))</i>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Attorney Docket No.</td> <td>Blurt2003_CA2_US</td> </tr> <tr> <td>First Inventor</td> <td>Robert Joseph Hazy</td> </tr> <tr> <td>Title</td> <td>Audio Message Driven Customer Interaction Queuing System</td> </tr> <tr> <td>Express Mail Label No.</td> <td></td> </tr> </table>	Attorney Docket No.	Blurt2003_CA2_US	First Inventor	Robert Joseph Hazy	Title	Audio Message Driven Customer Interaction Queuing System	Express Mail Label No.	
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APPLICATION ELEMENTS <i>See MPEP chapter 600 concerning utility patent application contents.</i> 1. ☐ Fee Transmittal Form. (PTO/SB/17 or equivalent) 2. ☒ Applicant claims small entity status. See 37 CFR 1.27. 3. ☒ Specification. [Total Pages <u>28</u>] Both the claims and abstract must start on a new page (For information on the preferred arrangement, see MPEP § 608.01(a)) 4. ☒ Drawing(s). (35 U.S.C. 113) [Total Sheets <u>11</u>] 5. Inventor's Oath or Declaration. [Total Sheets <u>3</u>] (including substitute statements under 37 CFR 1.64 and assignments serving as an oath or declaration under 37 CFR 1.63(e)) a. ☐ Newly executed (original or copy) b. ☒ A copy from a prior application (37 CFR 1.63(d)) 6. ☒ Application Data Sheet. *See Note below. See 37 CFR 1.76 (PTO/AIA/14 or equivalent) 7. ☐ CD-ROM or CD-R. in duplicate, large table or Computer Program (Appendix) ☐ Landscape Table on CD 8. Nucleotide and/or Amino Acid Sequence Submission. (if applicable, items a. – c. are required) a. ☐ Computer Readable Form (CRF) b. ☐ Specification Sequence Listing on: i. ☐ CD-ROM or CD-R (2 copies); or ii. ☐ Paper c. ☐ Statements verifying identity of above copies	ACCOMPANYING APPLICATION PARTS 9. ☐ Assignment Papers. (cover sheet & document(s)) Name of Assignee _____ 10. ☐ 37 CFR 3.73(c) Statement. ☒ Power of Attorney. (when there is an assignee) 11. ☐ English Translation Document. (if applicable) 12. ☐ Information Disclosure Statement. (PTO/SB/08 or PTO-1449) ☐ Copies of citations attached 13. ☐ Preliminary Amendment. 14. ☐ Return Receipt Postcard. (MPEP § 503) (Should be specifically itemized) 15. ☐ Certified Copy of Priority Document(s). (if foreign priority is claimed) 16. ☐ Nonpublication Request. Under 35 U.S.C. 122(b)(2)(B)(i). Applicant must attach form PTO/SB/35 or equivalent. 17. ☐ Other: _____
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***Note:** (1) Benefit claims under 37 CFR 1.78 and foreign priority claims under 1.55 **must** be included in an Application Data Sheet (ADS).
(2) For applications filed under 35 U.S.C. 111, the application must contain an ADS specifying the applicant if the applicant is an assignee, person to whom the inventor is under an obligation to assign, or person who otherwise shows sufficient proprietary interest in the matter. See 37 CFR 1.46(b).

18. CORRESPONDENCE ADDRESS					
☐ The address associated with Customer Number: _____ OR ☒ Correspondence address below					
Name	Ashok Tankha				
Address	36 Greenleigh Drive				
City	Sewell	State	NJ	Zip Code	08080
Country	USA	Telephone	856-266-5145	Email	ash@ipprocurement.com

Signature	/a tankha/	Date	May 21, 2013
Name (Print/Type)	Ashok Tankha	Registration No. (Attorney/Agent)	33802

This collection of information is required by 37 CFR 1.53(b). The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to take 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. **SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.**
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AUDIO MESSAGE DRIVEN CUSTOMER INTERACTION QUEUING SYSTEM

CROSS-REFERENCE TO RELATED APPLICATIONS

[0001] This application is a continuation application of US patent application no.12/958,424, filed on December 2, 2010 in the United States Trademark and Patent Office, which is a continuation of US patent application no. 10/377,444, now US Patent no. 7895283, filed on March 3, 2003 in the United States Trademark and Patent Office, which claims benefit of provisional patent application no. 60/363,506 filed on March 8, 2002 in the United States Trademark and Patent Office.

BACKGROUND OF THE INVENTION – FIELD OF THE INVENTION

[0002] This invention relates to software systems, specifically systems designed to deliver customer service over the worldwide web and other networks.

BACKGROUND OF THE INVENTION

[0003] The present invention relates generally to Customer Relationship Management (CRM) applications and more specifically it relates to an audio message driven customer interaction queuing system (AMDCIQS) for audio-enabled web pages in a retail or customer support context. More generally, the system may include message types such as audio (primarily voice), video, text (email and SMS (short Messaging Service)) and fax. More specifically, this system primarily allows web page visitors to utter questions into a browser-resident voice recorder application akin to a Walkie-Talkie, queues these questions along with originating web page information before distributing them to customer service agents. These Agents can then research the question, using the web page as reference, and respond with an audio (or other) message, played upon the recorder application by the User after some brief service interval.

BACKGROUND OF THE INVENTION -- Description of the Prior Art

[0004] It can be appreciated that CRM applications have been in use for years, and have become a natural melting pot for traditional telephony customer interaction and newly emerging web contact paradigms such as email, Voice Over Internet Protocol (VoIP), web call-back request, and text chatting. Of these, voice applications are of particular interest in this discussion, but the other channels offer insight into the customer service equation as their service characteristics become germane to this invention.

[0005] The main problem with conventional CRM web applications is that their support for voice interaction is unsatisfactory, and voice interaction remains the channel preferred by customers and the most effective and proven channel for sales and support. Existing web-oriented customer service involves a compendium of textual and visual self-help material designed to deflect extraneous call traffic from call centers. When interaction is actually desired by customers on the web, their options include sending email to the vendor, asking for an immediate call back from the vendor, text chatting with customer support agents, or opening a VoIP voice session with an agent. The weaknesses of each of these methods appear in this discussion.

[0006] Email contact into CRM applications is managed on the user side through web-forms and/or email programs designed to help users isolate issues for discussion, and frequently targets groups within the vendor using the *To:* address to aid in triage of incoming service requests. In the vendor system, an ERMS or Email Response Management System aggregates the incoming email traffic, performs routing analysis over the mail, and routes them to service queues. In the contact center, managers devise staffing models to address this traffic in addition to the more prevalent voice traffic that besets the typical contact center. Service Level Agreements, or SLAs for email contacts vary widely, from as little as a few minutes for an automatically generated "receipt" response, to days or weeks. On average, the response cycle exceeds 24 hours. The net effect of this has been to damage the customer's expectation for timely service on this channel best characterized as a text message driven system.

[0007] Web Call Back is a second common form of customer interaction on websites and involves the voice medium. The drawbacks of this approach are threefold however. First, the

User needs to wait for a call back, which can take a variable amount of time. The User generally receives no notification of expected wait time, further undermining the expectation for timely or "worthwhile" service. Second, the User may need to drop the ISP connection to the Internet in order to receive the call. This is likely to disrupt the context for the question, and is likely to result in no transaction whatsoever. The third weakness of this approach is that the staffing model required to support web call back is identical to an out-dialing telemarketing application. As such, because the calls are real time and have indeterminate length, the model for staffing a center to field such calls is expensive. Add to that the expense of traditional call center infrastructure, and the attractiveness of this contact channel diminishes.

[0008] Text Chatting customer interaction shares some of the same weaknesses as Web Call Back from a staffing perspective. The primary weakness of this approach is that the staffing model required to support text chat is nearly identical to an out-dial telemarketing application. As such, because the conversations are real time and have indeterminate length, the model for staffing a center to field such calls is expensive. Another problem with text chat is that it requires text entry for users which is a frequent barrier to usage. A third problem with it is the User must wait in a queue before receiving service, further diminishing the User's excitement impulse to establish contact.

[0009] VoIP is the last form of current customer interaction over the web and shares the queuing weaknesses of the approaches above as well as their expensive staffing models since it is connection oriented. This means that users on either end of a connection must participate at the same time, unlike a messaging application. Additionally, VoIP infrastructure is expensive to acquire and manage. Finally, and most fatefully, the quality of VoIP remains a problem for most users. Even with the quick saturation of broadband services into the consumer market, underlying limitations of shared Internet communications without Quality of Service (QoS) guarantees makes VoIP unreliable and unsatisfying for many. VoIP voice fidelity is generally so bad that the pay-services for VoIP suffer due the prevalent belief it is inherently free because of its poor quality. For these reasons, the adoption curve for VoIP has been disappointing, even though it will ultimately be a useful contact channel. The horizon for this usefulness is still several years away at earliest. QoS issues aside, VoIP will always necessitate an expensive staffing model and infrastructure to support. And regardless of network performance improvements, any connection-oriented service technology forces customers to "queue" before asking their questions.

[00010] Though there has been no application to date of Instant Messaging technology for CRM, it is worth mentioning as it most closely resembles aspects of the invention under discussion here. Instant Messaging allows users to send text to one another, and permits audio and video real-time streaming. These applications, however, function in a peer-to-peer mode (even though intermediated by a host server) in which users seek out specific other users. What has not happened, though, is the application of this mode of interaction for *N:I* (N to one) customer service, and more particularly, not for voice. It is the combination of the last two features that drives a portion of the novelty of this application.

[00011] While these devices may be suitable for the particular purpose to which they address, they are not as suitable for voice-enabled web customer service as is the technology represented here. The net result of the above discussion is a pastiche of customer dissatisfaction and customer service organization frustration.

[00012] On the customer side, the interaction is marked by inconvenience, waiting, unnatural interaction paradigms employing text input and general technical obstacle. The result is diminished excitement on the part of consumer, reduced patience with inhumane technology solutions that solve nothing, drive frustration, and ultimately, undermine the transaction itself

[00013] On the customer service organization side, center managers are frustrated at mounting expenses from increasing staffing models, new infrastructure costs that deliver underwhelming performance, and burnt out customer service agents. The net result of the overload and expense pressure is a retreat from solving the problem.

[00014] In these respects, a voice message driven customer interaction queuing system according to the present invention substantially departs from the conventional concepts and designs of the prior art, and in so doing provides an apparatus primarily developed for the purpose of voice-enabled web pages in a retail or customer support context, allowing web page visitors to utter questions into a browser-resident recorder application akin to a Walkie-Talkie. These questions are then queued along with originating web page information and user data and distributed to customer service agents. Agents can

then research the question using the web page as reference, and respond with an audio (or other) message.

BACKGROUND OF THE INVENTION -- Objects and Advantages

[00015] To ease the acronym burden in this discussion, AMDCIQS is hereafter replaced with the name "Blurt", the inventor's name for the technology herein described. In view of the foregoing disadvantages inherent in the known types of CRM applications now present in the prior art, the present invention (Blurt) provides a new audio message driven customer interaction queuing system with the following advantages:

[00016] The primary feature of Blurt is the ability of the Blurt player to operate without the need to queue with customer service and wait for an agent before satisfying the customer's desire to ask a question. This results in the following advantages:

[00017] (a) Users can immediately record messages (of various media types) at the moment of conception.

[00018] (b) Users can issue messages spontaneously into a customer service organization without waiting for agents to become available first.

[00019] (c) Disruption is minimized to user routine.

[00020] (d) Impulse contact is enabled.

[00021] (e) Contact model is simplified for user.

[00022] A second primary feature of Blurt is that it is not connection-oriented, relying on messages as a medium of exchange versus persistent real-time telecom sessions (connections). The connectionless feature leads to a several advantages in the customer service center hosting Blurt:

[00023] (a) Load balancing for service requests.

[00024] (b) Reduced staffing requirements in service center.

[00025] (c) Audio fidelity improvement of messages (versus VoIP).

[00026] (d) Elimination (or avoidance) of expensive infrastructure (VoIP switches, ACDs and PBX switches).

[00027] The general purpose of the present invention, which will be described subsequently in greater detail, is to provide a new voice message driven customer interaction queuing system that has many of the advantages of the CRM applications mentioned heretofore and many novel features that result in a new voice message driven customer interaction queuing system which is not anticipated, rendered obvious, suggested, or even implied by any of the prior art CRM applications, either alone or in any combination thereof.

[00028] This system can be used to voice-enable web pages in a retail or customer support context, allowing web page visitors to utter questions into a browser-resident recorder/player application akin to a Walkie-Talkie. It then allows customers to continue browsing the website or shopping while customer service formulates their answer. Finally, it allows the user to receive the answer and listen to it on the radio-like device. This response cycle is designed to occur in less than about 2 minutes, which is usually less time than spent navigating a traditional call center phone menu. The ease of use, immediacy, instant familiarity with the device paradigm, and quick response time combine to make it easier for people to make a buying decision or to get help when they need it, thereby increasing transaction success rate.

[00029] The following business objectives succinctly list the high-level key issues addressed by the invention:

[00030] (a) The primary business objective is to increase on-line sales effectiveness by targeting causes for transaction abandonment.

[00031] (b) A second primary business objective is to enable spontaneous customer voice contact via the web order to establish sales opportunities and exploit the web sales channel

[00032] (c) Another business objective is to increase voice quality of web-transmitted voice such that the channel becomes acceptable to agents and customers

[00033] (d) Another business objective is to enable impulse contact from customers in order to establish sales opportunities

[00034] (e) Another business objective is reducing call center staffing expenses

[00035] (f) Another business objective is to reduce infrastructure and PSTN toll service costs.

[00036] (g) Another business objective is to relieve the “real time” constraints placed upon customer service organizations and the expense that results.

[00037] The technical process behind the invention addresses these needs. It allows web page visitors to utter questions into a browser-resident recorder application that visually resembles and functions like a Walkie-Talkie. These questions are queued with originating web page information and user data and distributed to customer service agents. These agents then research the question using the web page as reference, and respond with an audio message. The web page visitor plays the response upon the browser-resident player.

[00038] It should be noted that this voice message driven interaction paradigm applies to non-web applications as well. Traditional telephone customer service operations could employ this message-driven model as well, employing the back-end queuing function described above to achieve similar cost economies in the customer service operation to those described here in the web context.

[00039] The following technical objectives support the stated business objectives:

[00040] (a) A primary object of the present invention is to provide a voice message driven customer interaction queuing system that will overcome the shortcomings of the prior art devices.

[00041] (b) Another object is to provide a voice message driven customer interaction queuing system that enables voice message driven customer interaction queuing for persons desiring voice-oriented customer service on websites.

[00042] (c) Another object is to provide a voice message driven customer interaction queuing system that allows web site visitors to utter questions into a browser-resident recorder application akin to a Walkie-Talkie 2-way radio, and send these messages to customer service for timely handling.

[00043] (d) Another object is to provide a voice message driven customer interaction queuing system that offers a method for email-style store and forward service delivery for audio messages with a brief service interval (less than 1 minute message roundtrip is possible), supported by a reduced staffing model compared to that for connection-oriented call-handling contact centers.

[00044] (e) Another object is to provide a voice message driven customer interaction queuing system that queues audio questions along with originating web page URL and user information and then distributes these messages and supplemental data to customer service agents.

[00045] (f) Another object is to provide a voice message driven customer interaction queuing system that allows customer service agents to respond to questions with audio messages and route these answers back to the users initiating contact.

[00046] (g) Another object is to provide a server-side agent selection process for distribution of messages based upon topic of the originating URL, user data, availability of agent, work load of agent, and immediate prior history servicing the specific customer.

[00047] (h) Another object is to leverage platform-independent development tools that facilitate cross-platform portation of the invention.

[00048] (i) Another object is to develop DBMS independent architecture through the elimination of DBMS specific implementation features such as stored procedures and triggers.

[00049] (j) Another object of the invention is to create an architecture easily assimilated into either IT infrastructure of an end customer, or into the product suite architecture of a vendor in the CRM or CTI space.

[00050] (k) Another object is to provide continuity of service to the customer by assigning subsequent customer messages to the same agent until the session is concluded.

[00051] (l) Another object is to provide an administrative facility for the creation, management and deletion of agent accounts, user data profiles, and message management.

[00052] (m) Another object is to provide a voice message driven customer interaction queuing system that offers high voice quality by using client-side multi-media codec services for voice messages transported via the Internet.

[00053] (n) Another object of the invention is to provide a system that compresses voice into acceptably small files for transfer in an acceptably timely manner over a slow speed dialup connection at 28.8 kbps.

[00054] (o) Another object of the invention is to provide a user interface that downloads to the client browser in an acceptably timely manner over a slow speed dialup connection at 28.8 kbps.

[00055] (p) Another object of the invention is to provide a user interface that immediate taps into familiar user expectations by using a "Walkie-Talkie-like" interface requiring minimal explanation to operate successfully.

[00056] (q) Another object of the invention is to provide a user interface with toy-like appeal that encourages usage by leveraging user curiosity.

[00057] (q) Another object is to provide a voice message driven customer interaction queuing system that works independently of the variable quality of internet transport resulting from network latency (transport delay) and jitter (variation in latency), thereby increasing voice fidelity dramatically.

[00058] Other objects and advantages of the present invention will become obvious to the reader and it is intended that these objects and advantages be within the scope of the present invention.

[00059] To the accomplishment of the above and related objects, this invention may be embodied in the form illustrated in the accompanying drawings, attention being called to the fact, however, that the drawings are illustrative only, and that changes may be made in the specific construction illustrated.

SUMMARY OF THE INVENTION

[00060] In accordance with the present invention, an Audio Message Driven Customer Interaction Queuing System generally comprises client, server and agent elements designed to allow users to spontaneously create and issue messages into a web-based customer service facility without queuing beforehand.

[00061] There has thus been outlined, rather broadly, the more important features of the invention in order that the detailed description thereof may be better understood, and in order that the present contribution to the art may be better appreciated. There are additional features of the invention that will be described hereinafter.

[00062] In this respect, before explaining at least one embodiment of the invention in detail, it is to be understood that the invention is not limited in its application to the details of construction and to the arrangements of the components set forth in the following description or illustrated in the drawings. The invention is capable of other embodiments and of being practiced and carried out in various ways. Also, it is to be understood that the phraseology and terminology employed herein are for the purpose of the description and should not be regarded as limiting.

BRIEF DESCRIPTION OF THE DRAWINGS

[00063] Various other objects, features and attendant advantages of the present invention will become fully appreciated as the same becomes better understood when considered in conjunction with the accompanying drawings, in which like reference characters designate the same or similar parts throughout the several views, and wherein:

[00064] FIG. 1 shows high-level elements of the Blurt service delivery process.

[00065] FIG. 2 is a Blurt software component view showing the core elements of the Blurt Client, Blurt Server, and Blurt Agent.

[00066] FIG. 3 is a high-level flowchart of the software process for Users to send messages to Agents, and the response path for Agent messages returning to Users.

[00067] FIG. 4 is a Blurt System View with high-level process flow indicated.

[00068] FIG. 5 is a flowchart of the client software process for the “Record” operation of the Blurt client.

[00069] FIG. 6 is a flowchart of the client software process for the “Review” operation of the Blurt client.

[00070] FIG. 7 is a flowchart of the client software process for the “Play” operation of the Blurt client.

[00071] FIG. 8 is a flowchart of the client software process for the “Send” operation of the Blurt client.

[00072] FIG. 9 is a Blurt Server and DBMS architecture diagram with rough process flow.

[00073] FIG. 10 is a screen capture depicting the Blurt Client embedded in a web page.

[00074] FIG. 11 is a screen capture depicting the Blurt Agent browser interface with embedded Blurt Client.

DETAILED DESCRIPTION OF THE INVENTION

[00075] Turning now descriptively to the drawings, in which similar reference characters denote similar elements throughout the several views, the attached figures illustrate an audio/voice message driven customer interaction queuing system, which comprises client, server and agent elements.

[00076] By way of introduction, this discussion refers to 3-party and 2-party service models. In a 3-party model, a server brokers interaction between Users and Agents. In a 2-party model, User-Agent interaction occurs directly.

[00077] From the overall service level, the preferred 3-party service architecture functions in the following manner: A User visiting a blurt-enabled website creates an audio message using the Blurt Client (Figure 1, 10, 15, 50). The user then sends the message using the Blurt Client (Figure 1, 50) to the Blurt Server (Figure 1, 30). The Blurt Server then determines availability and selects an Agent (Figure 1, 40') to field the message, and distributes the message to the Agent. The Agent sees the User web page that originated the message (Figure 1, 40', 15', 15) and can manage multiple concurrent User dialogs by viewing the Connection Management area (Figure 1, 40', 15', 25). The Agent records responses to the User questions using the Blurt Client (Figure 1, 40', 15', 50') and sends the message back to the Blurt Server (Figure 1, 30). The Blurt Server then sends the response on to the User's Blurt Client for playback (Figure 1, 10, 15, 50).

[00078] From the software component level, the preferred 3-party software architecture functions in the following manner: A User visiting a blurt-enabled website creates an audio message using the Blurt Client (Figure 2, 50, 51, 52, 53). A Flash object (Figure 2, 50) drives JavaScript (Figure 2, 51), which in turn controls an ActiveX object (Figure 2, 52). The ActiveX object employs a Codec (Figure 2, 53) to capture and store audio files, and sends these to the Blurt Server JSP page (Figure 2, 99) and Java Servlets (Figure 2, 100,101,102), which handle disposition of the messages. The Blurt Server then assigns the message to an Agent and transfers the message to the Agent's Client (Figure 2, 50', 51', 52', 53'). The Agent controls playback using the Flash object (Figure 2, 50') in a manner similar to the User side, driving JavaScript (Figure 2, 51'), which in turn controls, an ActiveX object (Figure 2, 52'). The ActiveX object employs a Codec (Figure 2, 53') to retrieve and play the audio message, and to capture his response to the User's question, and to send the response back to the Blurt Server (Figure 2, 99, 100, 101, 102). The Blurt Server then sends the response on to the User's Blurt Client for playback (Figure 2, 50, 51, 52, 53) in a manner similar to Agent playback.

[00079] From the overall system level, the preferred 3-party architecture functions in the following manner: A User visiting a Blurt-enabled site creates an audio message

using the Blurt Client (Figure 4, 50, 51, 52, 53). The ActiveX portion of this client manages the collection and posting (Figure 4, connector 2) the message to the Blurt Server. On the server side this is handled by the postmessage servlet (Figure 4, 101). This servlet establishes a connection with the DBMS (Figure 4, 103) and creates a session (Figure 4, connector 3, 45) and resulting profile if this is a new contact (Figure 4, 43). The message is stored in the DBMS (Figure 4, 44) to await assignment to an agent, or forwarding to an agent if this is part of an existing session. The Blurt Server Bean Explorer classes embedded in JSP processes (Figure 4, 102, 99) then assess the new contact (Figure 4, connector 4) and identify an available agent for assignment of the message, or the incumbent agent for the session. If an incumbent has since become unavailable, the JSP process selects a new agent. It then instructs the getmessage Servlet (Figure 4, 100) to retrieve the message (Figure 4, connector 5) from the DBMS (Figure 4, 103, 44) and deliver it to the selected agent for playback (Figure 4, connector 6) on the Blurt Client (Figure 4, 50', 51', 52', 53'). Once the Agent has completed recording an audio response, the Blurt Client ActiveX control (Figure 4, 52') posts the message (Figure 4, connector 7) to the postmessage servlet (Figure 4, 101), which in turn inserts it into the DBMS 103 (Figure 4, connector 8). The getmessage servlet (Figure 4, 100) then notices the assignment, retrieves it (Figure 4, connector 9) and delivers the message to the User (Figure 4, connector 10) for playback on the Blurt client (Figure 4, 50, 51, 52, 53).

[00080] As for more specific details of architecture and operation, the preferred invention consists of the following elements:

[00081] The Blurt Client resides in a standard browser on a Personal Computer (PC). The Blurt Client comprises a Macromedia Flash interface driving JavaScript and an ActiveX control and uses standard or custom audio encoding/decoding codecs. The Blurt Server comprises Java Servlets, Enterprise Java Beans, a web and application server and generic database technology. The Blurt Agent consists of a standard browser structured into areas for displaying the User Web Page, Active Connections for the Agent, and the Blurt Client for message playback and recording.

[00082] The Blurt Client appears embedded in web pages "enabled" with the Blurt technology. Variations on the Blurt client involve alternatives in each of its components.

[00083] The Flash GUI portion of the Blurt Client may be replaced with a Java applet resident in a browser, or as a Java application running outside of a browser on a user desktop. In the event of a Java application, the service model can assume a standard client-server architecture (2-party) and facilitate direct messaging to a host. The Flash GUI may also be replaced by JavaScript, thereby reducing the need for a Flash player in the browser. This reduces GUI functionality however, impacting usability. The JavaScript portion of the Blurt client may be replaced using VB script or another scripting language. Each of these alternatives, however, impacts the userbase, as their ubiquity on User platforms is not assured.

[00084] The ActiveX portion of the Blurt Client may be replaced by Java. Java, however, is not as efficient to integrate with Windows audio services and could impact codec operation. Java would, however, promote cross platform operation, and would thereby increase user acceptance. The ActiveX portion of the Blurt Client may be replaced by next generation Microsoft .NET elements. This is a desirable alternative to the instantiation used in reduction to practice, which occurred 13 February 2002. .NET will reduce security-screening issues at client download time, thereby enhancing usability.

[00085] In the Codec portion of the Blurt Client, one may substitute a custom codec and include it in the download package at Client download time. This would aid in cross-platform compatibility, but will increase download size, thereby impacting adoption.

[00086] Functionally, the Blurt Client may operate in 3-party mode, or 2-party peer-to-peer mode. Reduction to practice focused upon 3-party mode. In either 3-party or 2-party mode, the Blurt Client functions identically from the user perspective. In 3-party mode, messages route to a server, where the server may distribute the message to multiple agents by applying an assignment availability algorithm, or to specific single users with

no assignment analysis required. In 2-party mode, User messages route to a single predefined specific user directly. The User may not direct the message routing as this would disrupt the N: 1 service model, where N users employ a tool to communicate with 1 Agent. There is no provision for User addressing to allow for addressing to arbitrary recipients. Transport for 2-party Blurt may employ SMTP, or a specially developed light transport client designed expressly for this purpose.

[00087] Blurt Client message handling currently employs encoding voice and using HTTP for file transfer. This transfer could alternately employ FTP or another file transfer protocol with no effective difference, other than potential diminished performance. Due to communication delay in file transfer, the preferred method of message handling involves encoding and immediate streaming of said file to the server to reduce perceived transmission time. Blurt Client streaming functionality thus changes the Send command to an implicit "approve and post" command for the message file as it has already, or is already, in transit upon command issuance. Alternative message handling could involve immediate streaming of audio prior to an encoding step, but the resulting file size of the stream would be prohibitive and defeat the gains of early transfer. Alternative message handling could also employ SMTP-style file transfer to effect file transfer to the destination; this would be problematic, however, as variations in User platform configuration may reduce broad applicability.

[00088] The Blurt Server consists of Java Servlets, Enterprise Java Beans, a Tomcat server, and generic database technology. It executes JSP pages and business logic related to managing the availability of agents and assignment of user-originated messages that include audio, URL data and user data elements. User messages may include text, fax and video as well. The server also manages audio responses from the Agent, routing, and then delivering them to the originating User's Blurt Client for playback on the User PC.

[00089] The Blurt Server may also be implemented with alternate technologies for dynamic page creation and delivery, including ASP, .NET or ColdFusion. These products are not open-source, however, impacting the cost of delivery for the system. The Blurt

Server may also employ alternate web and application server technologies including, but not limited to IBM's WebSphere, WebLogic, and Microsoft IIS. These alternatives do not offer substantive advantages to the Blurt Server function, but may suit customers of Blurt due to pre-existence in customer infrastructure.

[00090] Functionally, the Blurt Server may operate in 2 modes in a 3-party service model, or be omitted from the system with a modified Blurt Client performing peer-to-peer 2-party communication in a 2-party model. In the 3-party model, messages route to a server, where the server may distribute the message to multiple Agents by applying an assignment availability algorithm (mode 1), or to specific single users with no assignment analysis required (mode 2). In the 2-party model, User messages route to a single pre-defined specific Agent directly. The User may not direct the message routing as this would disrupt the N: 1 service model, where N users employ a tool to communicate with 1 Agent. Transport for 2-party Blurt may employ SMTP, or a specially developed light transport client designed expressly for this purpose.

[00091] The Blurt Agent consists of a standard browser segmented into areas comprised of the User URL area, the Connection Management area, and the Blurt Client area. These are the basic elements required to enable a rich customer service delivery process.

[00092] The Blurt Client area consists of a screen area displaying the Blurt Client player, which is comprised of Macromedia Flash, JavaScript and ActiveX, with reliance upon supplemental codecs for audio record and playback. These codecs may be added to this system by the Operating System itself (as in the case of Windows), or via custom development.

[00093] The User URL area consists of a screen area in which the User URL that accompanied the user message is expanded to show the agent from where the message originated in the Blurt enabled website.

[00094] The Connection Management area consists of graphical icons indicating user sessions currently assigned to the Agent, and which Customer is in focus in the User URL area undergoing service delivery.

[00095] The Blurt Agent may assume innumerable realizations as the core elements may recombine as desired by customers. Each of the core elements may be realized using various

technologies, thereby creating a large combination of possible instantiations in varied configurations.

[00096] The Blurt Client, comprised of an ActiveX Control (52), a Flash interface (50), and JavaScript (51) working with a supplemental codec (53), is connected among its components as follows:

[00097] The Flash Interface (50) of the Blurt Client collects user input in the form of button key presses and mouse hovering. The Flash Interface (50) passes these events to JavaScript (51), which in turn pass the events to an ActiveX Control (52). The ActiveX Control (52) then may interact with Operating System Audio services, supplying an audio file to play, or instructing it to capture audio stream from an input device such as a microphone. The ActiveX Control (50) may also interact with Blurt Server (30) components getmessage (100) and postmessage (101), and may execute HTTP Put, Post and Get commands for transportation and retrieval of audio files, User URL and other User data. The Blurt Client connectivity applies to both User and Agent instantiations of the Blurt Client.

[00098] The Blurt Server (30) connectivity consists of Java Servlets interacting with Enterprise Java Beans (102), a web server (Tomcat) server acting as a JSP container (99) and generic database technology (103).

[00099] The Java Servlets are comprised of getmessage (100) and postmessage (101) and interact with the ActiveX Control (52) of the Blurt Client. The Java servlets (100, 101) also feed the JSP (99) logic that assigns and delivers user-data-enhanced-messages to agents, and accepts their responses. The Java servlets (100, 101) also interact with subordinate DBMS technology (103) employing JDBC to insert and retrieve records into the database.

[000100] The Blurt Server JSP pages (99) interact with the Java servlets to accept and push content to Users and Agents.

[000101] On the User Side, the Server (30) pushes audio responses created by Agents, using HTTP (55) to communicate with the User Side browser (15). The Server (30) also communicates through the ActiveX Control (52), and indirectly to JavaScript (51), and indirectly to the Blurt Client Flash interface (50) to manage playback-control-button states, display message

information on the Blurt Client Interface (50) for presentation to the User, and to push audio content to the client.

[000102] On the Agent Side, the Server (30) employs HTTP to push User URL data to the Agent User URL area (26), and to push Connection Management information to the Connection Management area (25) of the Agent browser. The Server also interacts with the Agent instance of the Blurt Client (50') in the Blurt Client Frame of the Agent browser in the manner described above, with the distinction that the server responds to Agent Play requests for User input by updating the Connection Management area, and by retrieving content corresponding to the User URL, and displaying said content in the User URL area (26) of the Agent browser.

[000103] Variations on Blurt interprocess communication would derive from two sources, those being alternate development technology, or alternate Blurt topology in service of 2-party versus 3-party models.

[000104] Regarding alternate technology, the Flash GUI (50) portion of the Blurt Client may be replaced with a Java applet resident in a browser, or as a Java application running outside of a browser on a user desktop, or as a JavaScript browser application. This might include RPC-style communication, FTP interaction, and other functional equivalents for use in a conventional client-server model.

[000105] If the Flash GUI were indeed replaced by JavaScript or a Java Applet, this would eliminate the need for a Flash plug-in in the browser. Interprocess communication would thus rely upon Java messaging. The JavaScript portion of the Blurt client may be replaced using VB script or another scripting language.

[000106] In the event of Java Application or other conventional non-web oriented model, interprocess communication depends upon the design of said tools. Each of these alternatives, however, impacts the userbase, as their ubiquity on Windows platforms is not assured.

[000107] As suggested, another alternate instantiation alluded to above arises from the 2-party communication model (versus the 3-party model motivating most of this discussion). This service structure implements N: 1 messaging, where N Users may message 1 and only 1 Agent. This is in contrast to the 3-party model that enables multiple Agents to service an arbitrary number of

Users. This application is most likely in small businesses such as sole proprietorships, or in small professional practices. The reason this architecture becomes 2-party is that no server is necessary to perform the assignment to the single Agent. This affects connectivity in the following manner: Blurt may then implement a light mail client or leverage a pre-existing mail client on the User and Agent PCs such as MS Outlook Express to perform the file transport function.

[000108] The ActiveX portion of the Blurt Client may be replaced by Java. Java, however, is not as efficient to integrate with Windows audio services and could impact codec operation. Java would employ Java messaging to talk to other components. The ActiveX portion of the Blurt Client may also be replaced by next generation Microsoft .NET elements. This is a desirable alternative to that used in reduction to practice in the Blurt Prototype that operated successfully end-to-end-to-end 2/13/02. Details of this .NET strategy are emerging as of this writing, however, and did not appear to be available for development.

[000109] In the Codec portion of the Blurt Client, one may substitute a custom Codec and include it in the download package at Client download time. This would eliminate Windows API calls to the Audio system, replacing them with API calls of the Codec.

[000110] The Blurt Server (**30**) may also be implemented with alternate technologies for dynamic page creation and delivery, including ASP, .NET or ColdFusion. The Blurt Server may also employ alternate web and application server (**99**) technologies including, but not limited to IBM's WebSphere, WebLogic, and Microsoft IIS. These would employ the interprocess communications peculiar to each platform.

[000111] Functionally, a Blurt System may operate in 3-party mode, or 2-party peer-to-peer mode. Reduction to practice focused upon 3-party mode. In either 3-party or 2-party mode, the Blurt Client functions identically from the user perspective.

[000112] In 3-party mode, messages route to a server, where the server may distribute the message to multiple agents by applying an assignment availability algorithm, or to

specific single users with no assignment analysis required (e.g. a service brokerage between providers and consumers).

[000113] Additional variations upon 3 -party and 2-party themes assume somewhat academic options entirely motivated by the desire to circumvent the protection this patent application seeks. Some of these include a 3-party system that includes peer-to-peer file transfer of audio and related data initiated but not mediated by a server. Additionally, 3-party solutions could employ SMTP or FTP as a means for file transfer, but do not represent innovation and are again designed to avoid claims herein. Other variations could include conversion of Blurt audio messages into telephony streams directed into a voice mail system or other telephony infrastructure. While this innovation does employ an alternate path, it relies upon the fundamental claim here of premeditated voice message queuing in a customer interaction queuing context, thus infringing claims herein.

[000114] Blurt message handling on the client currently employs encoding voice and using HTTP for file transfer. This transfer could alternately employ FTP or another file transfer protocol with no effective difference, other than potential diminished performance. Due to communication delay in file transfer, the preferred method of message handling involves encoding and immediate streaming of the file to the server to reduce perceived transmission time. Blurt Client functionality thus changes the Send command to an implicit "approve and post" command for the message file as it has already, or is already, in transit upon command issuance. This innovation provides marginal transfer time improvement, however, as Blurt generates small audio files, and the inclusion of streaming logic would increase download package size and retard initial client download, diminishing the improvement accordingly in a tradeoff. Alternative message handling could involve immediate streaming of audio prior to an encoding step, but the resulting file size of the stream would be prohibitive and defeat the gains of early transfer. Alternative message handling could also employ SMTP-style file transfer to effect file transfer to the destination; this would be problematic, however, as variations in User platform configuration would reduce broad applicability.

[000115] Several additional alternatives present themselves in the realization of Blurt, each being inspired by the innovation presently under examination in this document. These alternatives

are in scope for Blurt development, only delayed by race to reduce the core concept to practice, which has occurred.

[000116] Some of these innovations include analyzing other User Data and User URL to accomplish routing in the Blurt Server logic. This would allow call centers to triage messages and deliver them to subject experts. Further enhancements along this line would involve speech to text analysis and key word spotting within the audio stream to accomplish the same purpose. Other innovations at the same logic step of the service cycle would facilitate business logic controllable by the host of the system such as "Business Day" rules, versus off hour rules, and auto-audio responses generated during relevant times to manage user expectations when the service is likely to be delayed.

[000117] In addition to routing innovation, complementary applications may develop as enabled directly by this core innovation. These are fully anticipated here and claimed, including 3-party incident billing systems, 3-party subscription billing systems, and two party equivalents. Additional applications claimed include ASP hosted 3-party solutions in a service bureau configuration for all variations of systems above and related billing systems.

[000118] Additional innovations in the client pertinent to security are also claimed. These may include user authentication and voice encryption, or the employment of digital signatures to establish user identity.

[000119] Additional innovations enriching the communication stream are also claimed. These include bundling attachments with messages to aid in the dialog or for other purposes, and creation of a spontaneous customized portal for Users or Agents which house relevant material.

[000120] As to a further discussion of the manner of usage and operation of the present invention, the same should be apparent from the above description. Accordingly, no further discussion relating to the manner of usage and operation will be provided.

[000121] With respect to the above description then, it is to be realized that the optimum dimensional relationships for the parts of the invention, to include variations in

size, materials, shape, form, function and manner of operation, assembly and use, are deemed readily apparent and obvious to one skilled in the art, and all equivalent relationships to those illustrated in the drawings and described in the specification are intended to be encompassed by the present invention.

[000122] Therefore, the foregoing is considered as illustrative only of the principles of the invention. Further, since numerous modifications and changes will readily occur to those skilled in the art, it is not desired to limit the invention to the exact construction and operation shown and described, and accordingly, all suitable modifications and equivalents may be resorted to, falling within the scope of the invention.

FIGURE REFERENCE NUMERALS

Number	Item
10	Customer PC
15	Customer browser originating web page
15'	Agent browser
20	Communication network
25	Agent browser connection management area
26	Agent browser User URL Area
30	Service host server
35	Service Host LAN
40'	Agent PCs
43	Profiles
45	Sessions
47	Messages
50	Customer Flash GUI
50'	Agent Flash GUI
51	JavaScript Customer
52	ActiveX Control Customer
53	Media Codec Customer
51'	JavaScript Agent
52'	ActiveX Control Agent
53'	Media Codec Agent

55	HTTP or alternate transfer protocol
99	Java Server Pages (JSP) Container
100	getMessage Java Servlet
101	postMessage Java Servlet
102	Enterprise Java Beans
103	Data Base Management System (DBMS)

1 CLAIMS

2

3 I claim:

4

5 1. A method for connectionless exchange of electronic messages between a user and a
6 host agent of a customer service center, comprising:

7

8 a user client application on a user device, said user client application configured
9 to:

10

11 locally record and store an audio query message of said user on said user
12 device;

13

14 transmit said recorded audio query message to a host server;

15

16 said host server configured to receive, distribute and assign the stored audio query
17 message to said host agent device; and

18

19 an agent client application on said host agent device configured to record and
20 transmit a response to the user client application.

21

22 2. The method of claim 1, wherein the transfer of query messages over said network
23 occurs using protocols defined by hypertext transfer protocol or file transfer protocol.

24

25 3. The method of claim 1, wherein said host server comprises Java servlets, Enterprise
26 Java Bean component, a web and application server and a generic database
27 technology.

28

29 4. The method of claim 1, wherein the agent client application is embedded in each host
30 agent's browser interface.

- 1 5. The method of claim 1, wherein the user client application and the agent client
2 application each comprise a graphical user interface and employ standard or custom
3 audio encoding and decoding techniques.
4
- 5 6. The method of claim 1, wherein the user records an audio query message in a
6 browser-resident recorder/player application on the user device, and wherein a host
7 agent response to said audio query message is played back to the user by said
8 recorder/player application.
9
- 10 7. The method of claim 1, wherein said user reviews said recorded audio query message
11 prior to transmission to said host server.
12
- 13 8. A system for connection less exchange of electronic messages between a user and a
14 host agent of a customer service center, comprising:
15
- 16 a user client application resident on a user device, wherein said user client
17 application comprises a control interface, wherein said user client application is
18 configured to:
19
- 20 locally record and store an audio query message of said user on said user
21 device;
22
- 23 provide a means for optionally reviewing said recorded audio query
24 message prior to transmission; and
25
- 26 transmit said recorded audio query message to a host server in a store and
27 forward manner;
28
- 29 said host server at said customer service center, comprising:
30

1 a first component for retrieving said audio query message from
2 said host server; and
3
4 a second component for transmitting an audio response message
5 between said server and said user device in either direction;
6
7 said host server assigning said audio query message to a host agent device;
8
9 an agent client application on said host agent device configured to receive and
10 playback said audio query message; and
11
12 said agent client application configured to locally record said audio response
13 message.
14
15 9. A computer program product comprising computer executable instructions embodied
16 in a non-transitory computer-readable storage medium, wherein said computer
17 program product comprises:
18
19 a first computer parsable program code on a user device configured to:
20
21 locally record and store an audio query message of a user on said user
22 device; and
23
24 transmit said recorded audio query message to a host server by a user
25 client application on the user device;
26
27 a second computer parsable program code on said host server configured to
28 receive, distribute and assign said stored audio query message to said host server
29 device; and
30

1 a third computer parsable program code on a host agent device configured to
2 record and transmit a response to the user client application of said audio query
3 generating user.

4
5 10. A module resident on an electronic device of a user, said module configured for
6 sending an electronic message, said module further configured for:

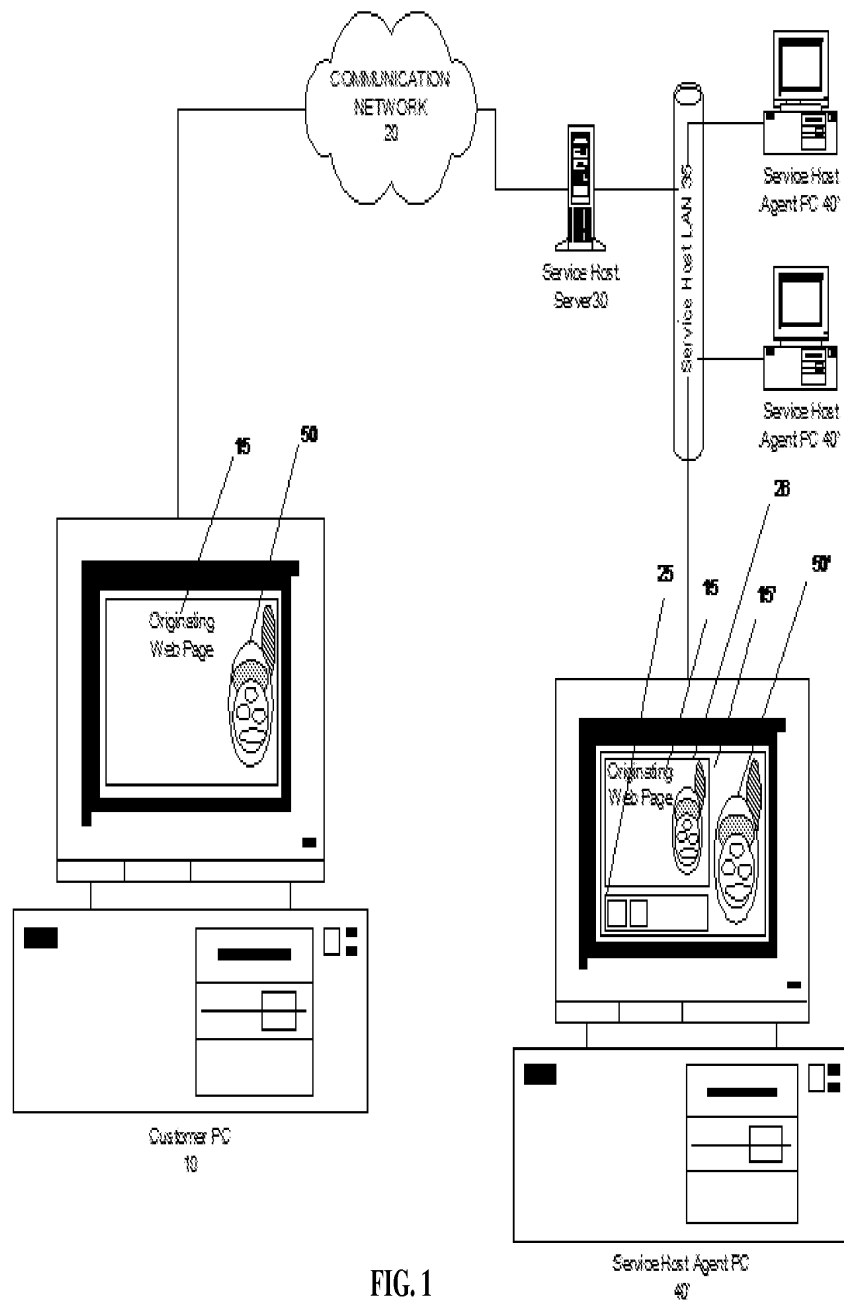
7
8 locally recording and storing an audio query message of said user on said
9 electronic device; and

10
11 transmitting said recorded audio querys message.

12

ABSTRACT

This application is for an audio message-driven customer interaction queuing system for any public web page to allow web page visitors to utter questions into a browser-resident recorder application. The questions queue along with originating web page information and are distributed to customer service agents. These agents research the question,, using web page as reference, and respond with an audio message, played upon the recorder application by the user after some brief service interval. The invention includes client, server and agent elements. The Client resides in a standard browser on a PC and consists of a Macromedia Flash interface driving an ActiveX control and JavaScript using audio encoding/decoding codecs. The Server consists of Java Servlets, Enterprise Java Beans, a web and application server and generic database technology. The Agent consists of a browser partitioned into areas to accommodate customer URL viewing, Connection Management, and a Client for message playback/record/send functions.



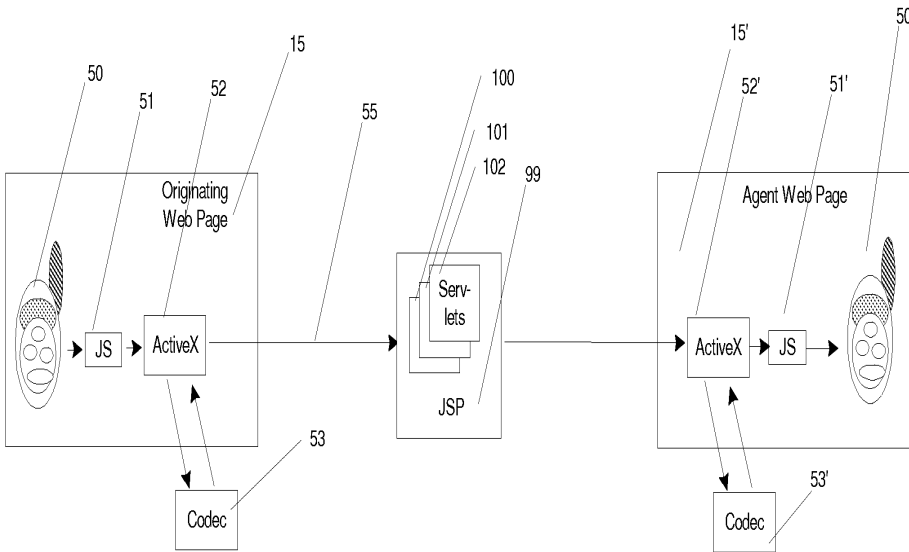


FIG. 2

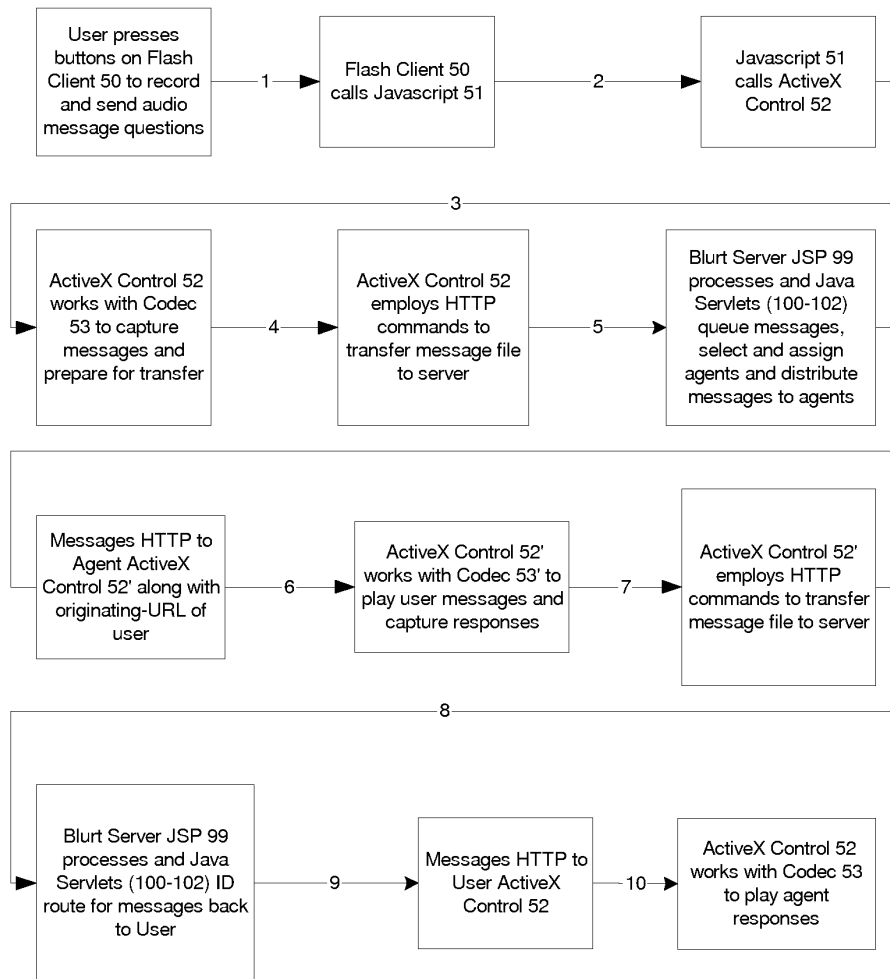


FIG. 3

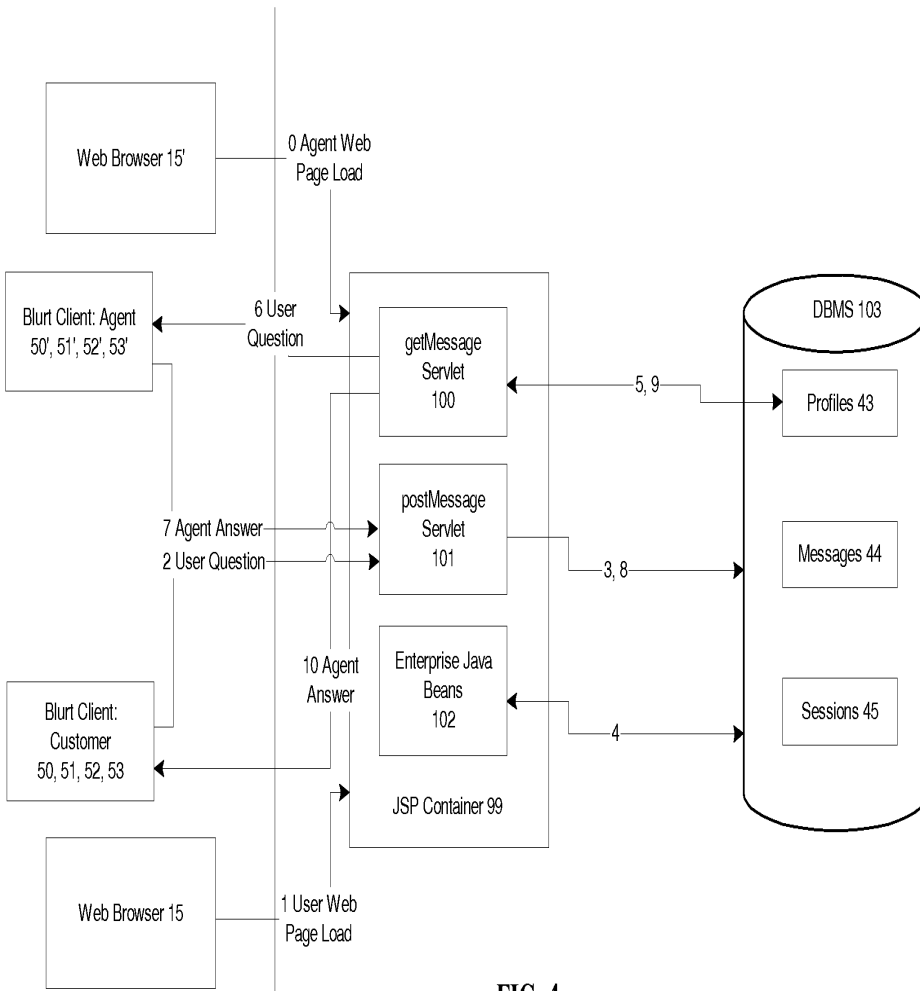


FIG. 4

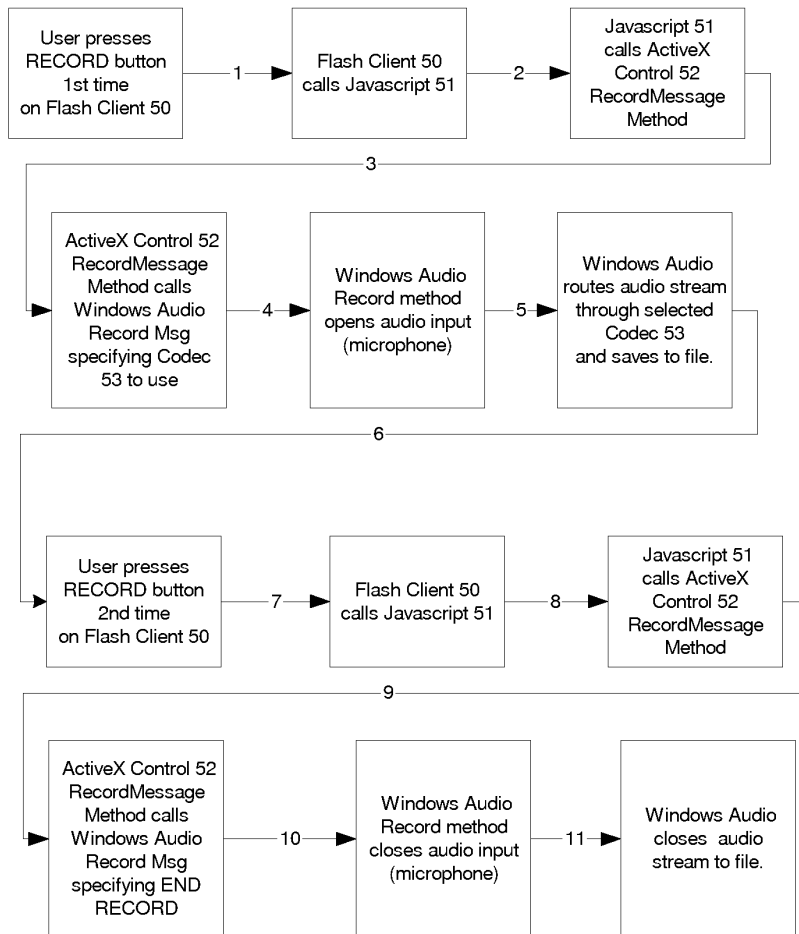


FIG. 5

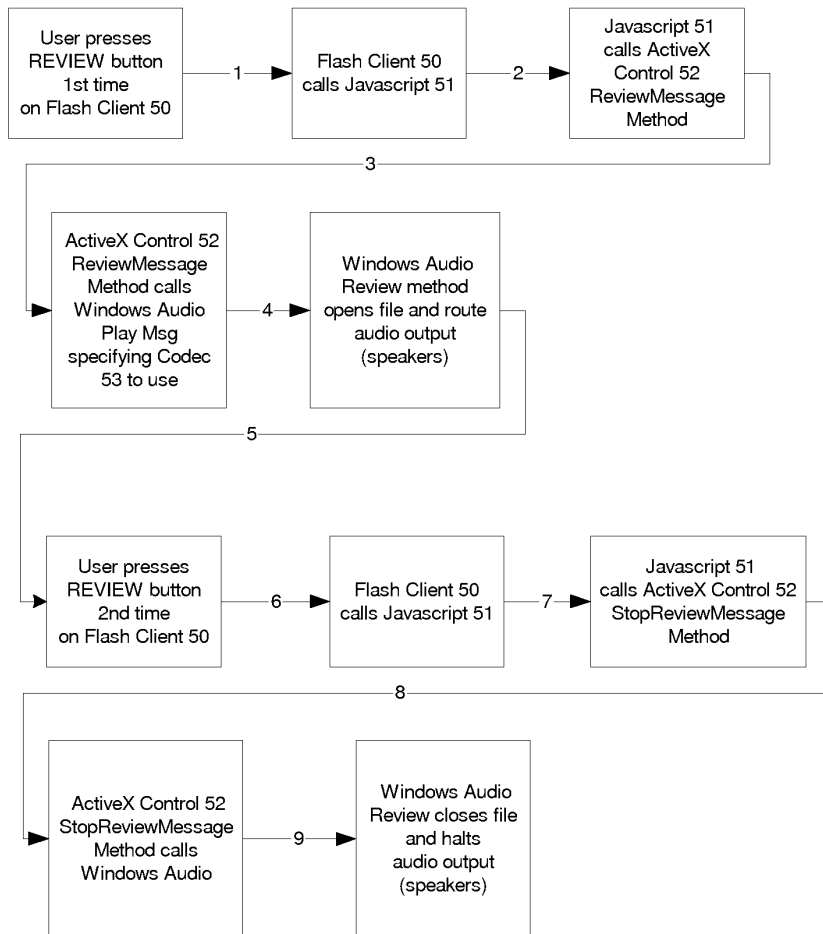


FIG. 6

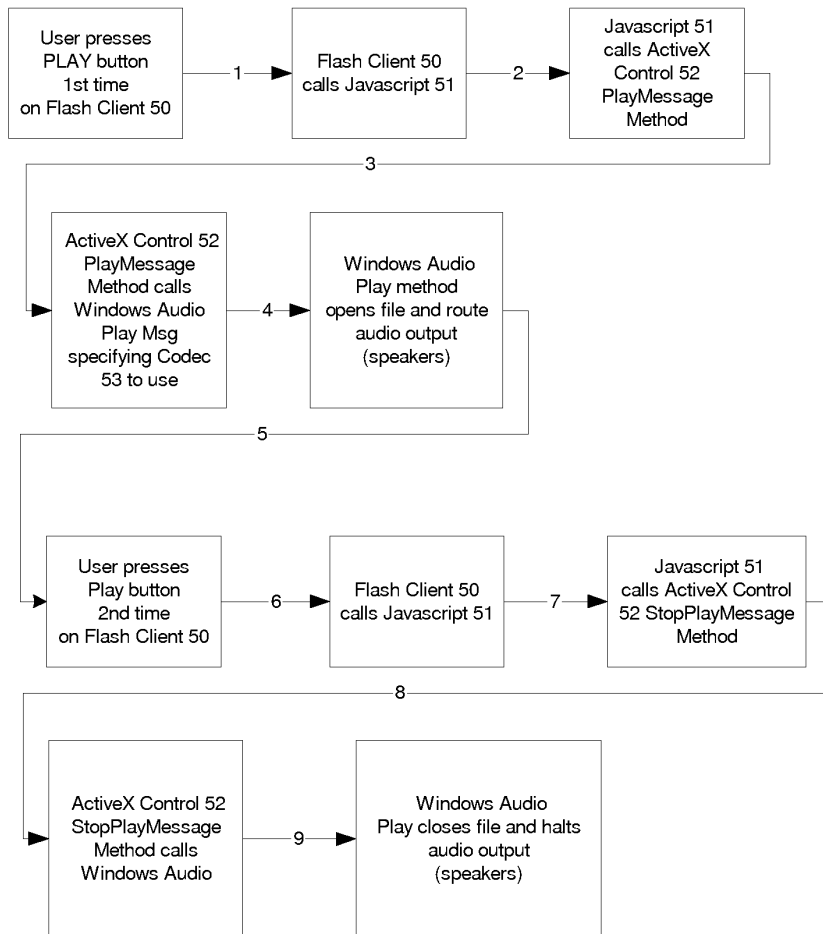


FIG. 7

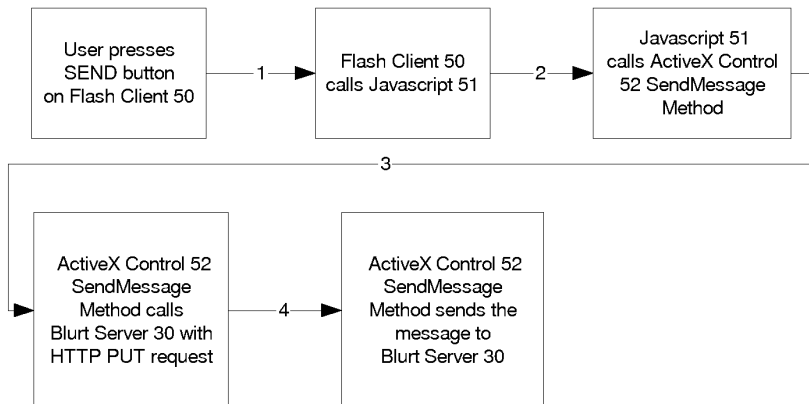


FIG. 8

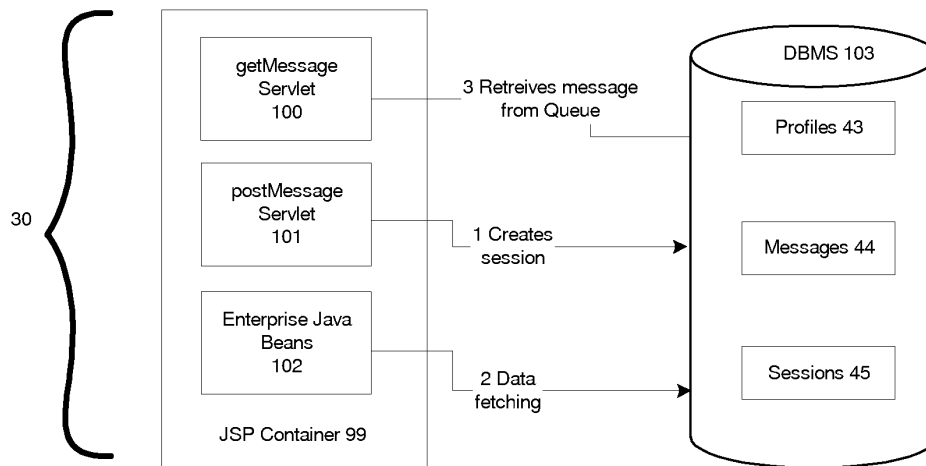


FIG. 9

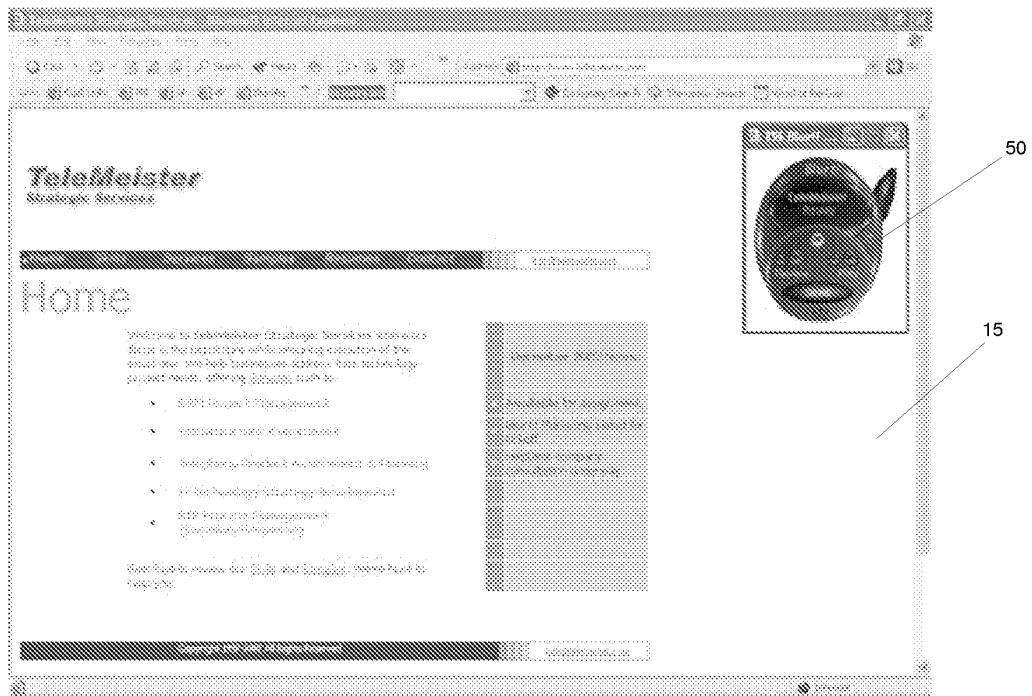


FIG. 10

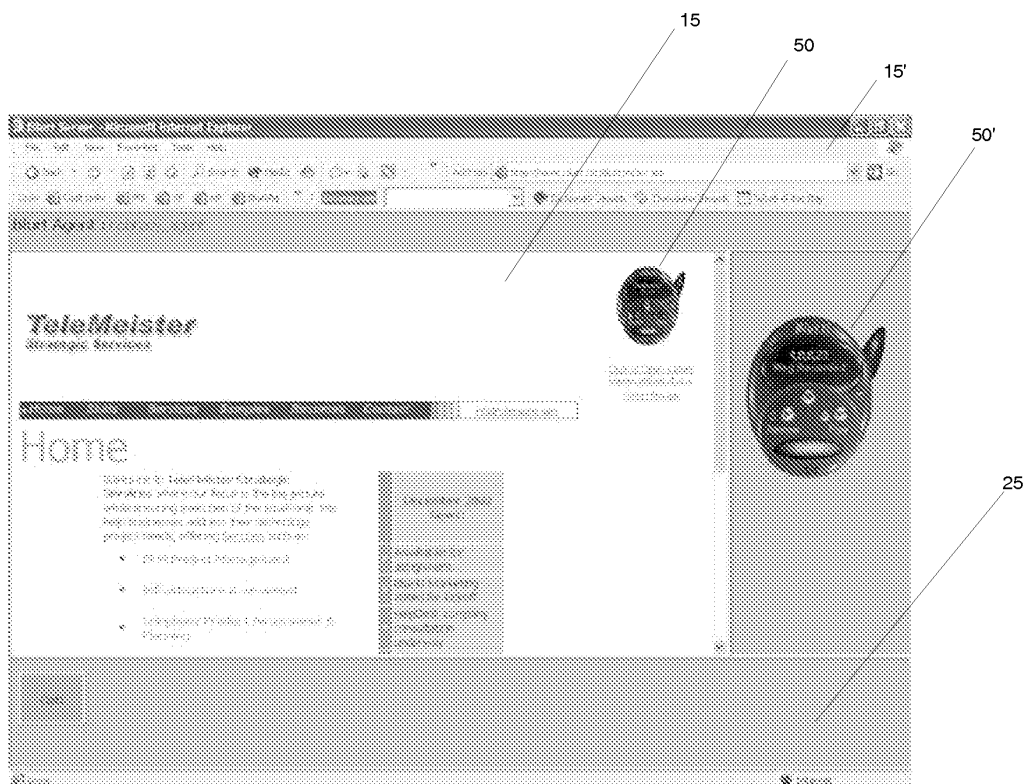


FIG. 11

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	Filing Date	
	First Named Inventor	Robert Joseph Hazy
	Title	Audio Message Driven Customer
	Art Unit	
	Examiner Name	
	Attorney Docket Number	BLURT2003_CA

I hereby revoke all previous powers of attorney given in the above-identified application.

☐ A Power of Attorney is submitted herewith.

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Ashok Tankha	33802

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I am the:

☒ Applicant/Inventor.

OR

☐ Assignee of record of the entire interest. See 37 CFR 3.71. Statement under 37 CFR 3.73(b) (Form PTO/SB/96) submitted herewith or filed on _____

SIGNATURE of Applicant or Assignee of Record

Signature		Date	11/18/2010
Name	Robert Joseph Hazy	Telephone	916 792-9210
Title and Company			

NOTE: Signatures of all the inventors or assignees of record of the entire interest or their representative(s) are required. Submit multiple forms if more than one signature is required, see below.

☒ *Total of 1 forms are submitted.

This collection of information is required by 37 CFR 1.31, 1.32 and 1.33. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to take 3 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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Application Data Sheet 37 CFR 1.76		Attorney Docket Number	BLURT2003_CA2_US
		Application Number	
Title of Invention	Audio Message Driven Customer Interaction Queuing System		
The application data sheet is part of the provisional or nonprovisional application for which it is being submitted. The following form contains the bibliographic data arranged in a format specified by the United States Patent and Trademark Office as outlined in 37 CFR 1.76. This document may be completed electronically and submitted to the Office in electronic format using the Electronic Filing System (EFS) or the document may be printed and included in a paper filed application.			

Secrecy Order 37 CFR 5.2

☐ Portions or all of the application associated with this Application Data Sheet may fall under a Secrecy Order pursuant to 37 CFR 5.2 (Paper filers only. Applications that fall under Secrecy Order may not be filed electronically.)
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Inventor 1					Remove	
Legal Name						
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	Robert	Joseph	Hazy			
Residence Information (Select One) ☒ US Residency ☐ Non US Residency ☐ Active US Military Service						
City	El Dorado Hills	State/Province	CA	Country of Residence i	US	
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Address 2						
City	El Dorado Hills	State/Province	CA			
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All Inventors Must Be Listed - Additional Inventor Information blocks may be generated within this form by selecting the Add button. Add						

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Enter either Customer Number or complete the Correspondence Information section below. For further information see 37 CFR 1.33(a).			
☒ An Address is being provided for the correspondence information of this application.			
Name 1	AshokTankha	Name 2	
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Address 2			
City	Sewell	State/Province	NJ
Country i	US	Postal Code	08080
Phone Number	856-266-5145	Fax Number	856-374-0246
Email Address	ash@ipprocurement.com		 Add Email Remove Email

Application Data Sheet 37 CFR 1.76		Attorney Docket Number	BLURT2003_CA2_US
		Application Number	
Title of Invention	Audio Message Driven Customer Interaction Queuing System		

Application Information:

Title of the Invention	Audio Message Driven Customer Interaction Queuing System		
Attorney Docket Number	BLURT2003_CA2_US	Small Entity Status Claimed	☐
Application Type	Nonprovisional		
Subject Matter	Utility		
Total Number of Drawing Sheets (if any)	11	Suggested Figure for Publication (if any)	

Publication Information:

☐	Request Early Publication (Fee required at time of Request 37 CFR 1.219)
☐	Request Not to Publish. I hereby request that the attached application not be published under 35 U.S.C. 122(b) and certify that the invention disclosed in the attached application has not and will not be the subject of an application filed in another country, or under a multilateral international agreement, that requires publication at eighteen months after filing.

Representative Information:

Representative information should be provided for all practitioners having a power of attorney in the application. Providing this information in the Application Data Sheet does not constitute a power of attorney in the application (see 37 CFR 1.32). Either enter Customer Number or complete the Representative Name section below. If both sections are completed the customer Number will be used for the Representative Information during processing.					
Please Select One: ☐ Customer Number ☒ US Patent Practitioner ☐ Limited Recognition (37 CFR 11.9)					
Prefix	Given Name	Middle Name	Family Name	Suffix	Remove
	Ashok		Tankha		
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This section allows for the applicant to either claim benefit under 35 U.S.C. 119(e), 120, 121, or 365(c) or indicate National Stage entry from a PCT application. Providing this information in the application data sheet constitutes the specific reference required by 35 U.S.C. 119(e) or 120, and 37 CFR 1.78.					
Prior Application Status	Pending	Remove			
Application Number	Continuity Type	Prior Application Number	Filing Date (YYYY-MM-DD)		
	Continuation of	12958424	2010-12-02		
Prior Application Status	Patented	Remove			
Application Number	Continuity Type	Prior Application Number	Filing Date (YYYY-MM-DD)	Patent Number	Issue Date (YYYY-MM-DD)
12958424	Continuation of	10377444	2003-03-03	7895283	2011-02-22

Application Data Sheet 37 CFR 1.76		Attorney Docket Number	BLURT2003_CA2_US
		Application Number	
Title of Invention	Audio Message Driven Customer Interaction Queuing System		
Prior Application Status	Expired	Remove	
Application Number	Continuity Type	Prior Application Number	Filing Date (YYYY-MM-DD)
10377444	non provisional of	60363506	2002-03-08
Additional Domestic Benefit/National Stage Data may be generated within this form by selecting the Add button.			Add

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This section allows for the applicant to claim priority to a foreign application. Providing this information in the application data sheet constitutes the claim for priority as required by 35 U.S.C. 119(b) and 37 CFR 1.55(d). When priority is claimed to a foreign application that is eligible for retrieval under the priority document exchange program (PDX) ^hthe information will be used by the Office to automatically attempt retrieval pursuant to 37 CFR 1.55(h)(1) and (2). Under the PDX program, applicant bears the ultimate responsibility for ensuring that a copy of the foreign application is received by the Office from the participating foreign intellectual property office, or a certified copy of the foreign priority application is filed, within the time period specified in 37 CFR 1.55(g)(1).

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Application Number	Country ⁱ	Filing Date (YYYY-MM-DD)	Access Code ^j (if applicable)
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Statement under 37 CFR 1.55 or 1.78 for AIA (First Inventor to File) Transition Applications

☒	This application (1) claims priority to or the benefit of an application filed before March 16, 2013 and (2) also contains, or contained at any time, a claim to a claimed invention that has an effective filing date on or after March 16, 2013.
-------------------------------------	--

Authorization to Permit Access:

☒	Authorization to Permit Access to the Instant Application by the Participating Offices
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Application Data Sheet 37 CFR 1.76		Attorney Docket Number	BLURT2003_CA2_US
		Application Number	
Title of Invention	Audio Message Driven Customer Interaction Queuing System		

If checked, the undersigned hereby grants the USPTO authority to provide the European Patent Office (EPO), the Japan Patent Office (JPO), the Korean Intellectual Property Office (KIPO), the World Intellectual Property Office (WIPO), and any other intellectual property offices in which a foreign application claiming priority to the instant patent application is filed access to the instant patent application. See 37 CFR 1.14(c) and (h). This box should not be checked if the applicant does not wish the EPO, JPO, KIPO, WIPO, or other intellectual property office in which a foreign application claiming priority to the instant patent application is filed to have access to the instant patent application.

In accordance with 37 CFR 1.14(h)(3), access will be provided to a copy of the instant patent application with respect to: 1) the instant patent application-as-filed; 2) any foreign application to which the instant patent application claims priority under 35 U.S.C. 119(a)-(d) if a copy of the foreign application that satisfies the certified copy requirement of 37 CFR 1.55 has been filed in the instant patent application; and 3) any U.S. application-as-filed from which benefit is sought in the instant patent application.

In accordance with 37 CFR 1.14(c), access may be provided to information concerning the date of filing this Authorization.

Applicant Information:

Providing assignment information in this section does not substitute for compliance with any requirement of part 3 of Title 37 of CFR to have an assignment recorded by the Office.				
Applicant 1				Remove
If the applicant is the inventor (or the remaining joint inventor or inventors under 37 CFR 1.45), this section should not be completed. The information to be provided in this section is the name and address of the legal representative who is the applicant under 37 CFR 1.43; or the name and address of the assignee, person to whom the inventor is under an obligation to assign the invention, or person who otherwise shows sufficient proprietary interest in the matter who is the applicant under 37 CFR 1.46. If the applicant is an applicant under 37 CFR 1.46 (assignee, person to whom the inventor is obligated to assign, or person who otherwise shows sufficient proprietary interest) together with one or more joint inventors, then the joint inventor or inventors who are also the applicant should be identified in this section.				
Clear				
☐ Assignee	☐ Legal Representative under 35 U.S.C. 117	☐ Joint Inventor		
☐ Person to whom the inventor is obligated to assign.		☐ Person who shows sufficient proprietary interest		
If applicant is the legal representative, indicate the authority to file the patent application, the inventor is:				
Name of the Deceased or Legally Incapacitated Inventor :				
If the Applicant is an Organization check here. ☐				
Prefix	Given Name	Middle Name	Family Name	Suffix

Application Data Sheet 37 CFR 1.76		Attorney Docket Number	BLURT2003_CA2_US
		Application Number	
Title of Invention	Audio Message Driven Customer Interaction Queuing System		

Mailing Address Information:			
Address 1			
Address 2			
City		State/Province	
Country i		Postal Code	
Phone Number		Fax Number	
Email Address			
Additional Applicant Data may be generated within this form by selecting the Add button. Add			

Non-Applicant Assignee Information:

Providing assignment information in this section does not substitute for compliance with any requirement of part 3 of Title 37 of CFR to have an assignment recorded by the Office.

Assignee 1				
Complete this section only if non-applicant assignee information is desired to be included on the patent application publication in accordance with 37 CFR 1.215(b). Do not include in this section an applicant under 37 CFR 1.46 (assignee, person to whom the inventor is obligated to assign, or person who otherwise shows sufficient proprietary interest), as the patent application publication will include the name of the applicant(s).				
Remove				
If the Assignee is an Organization check here. ☐				
Prefix	Given Name	Middle Name	Family Name	Suffix
Mailing Address Information:				
Address 1				
Address 2				
City		State/Province		
Country i		Postal Code		
Phone Number		Fax Number		
Email Address				
Additional Assignee Data may be generated within this form by selecting the Add button. Add				

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number.

Application Data Sheet 37 CFR 1.76		Attorney Docket Number	BLURT2003_CA2_US
		Application Number	
Title of Invention	Audio Message Driven Customer Interaction Queuing System		

Signature:

Remove

NOTE: This form must be signed in accordance with 37 CFR 1.33. See 37 CFR 1.4 for signature requirements and certifications

Signature	/a tankha/			Date (YYYY-MM-DD)	2013-05-20
First Name	Ashok	Last Name	Tankha	Registration Number	33802
Additional Signature may be generated within this form by selecting the Add button.					Add

This collection of information is required by 37 CFR 1.76. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 23 minutes to complete, including gathering, preparing, and submitting the completed application data sheet form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. **SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.**

Privacy Act Statement

The Privacy Act of 1974 (P.L. 93-579) requires that you be given certain information in connection with your submission of the attached form related to a patent application or patent. Accordingly, pursuant to the requirements of the Act, please be advised that: (1) the general authority for the collection of this information is 35 U.S.C. 2(b)(2); (2) furnishing of the information solicited is voluntary; and (3) the principal purpose for which the information is used by the U.S. Patent and Trademark Office is to process and/or examine your submission related to a patent application or patent. If you do not furnish the requested information, the U.S. Patent and Trademark Office may not be able to process and/or examine your submission, which may result in termination of proceedings or abandonment of the application or expiration of the patent.

The information provided by you in this form will be subject to the following routine uses:

1. The information on this form will be treated confidentially to the extent allowed under the Freedom of Information Act (5 U.S.C. 552) and the Privacy Act (5 U.S.C. 552a). Records from this system of records may be disclosed to the Department of Justice to determine whether the Freedom of Information Act requires disclosure of these records.
2. A record from this system of records may be disclosed, as a routine use, in the course of presenting evidence to a court, magistrate, or administrative tribunal, including disclosures to opposing counsel in the course of settlement negotiations.
3. A record in this system of records may be disclosed, as a routine use, to a Member of Congress submitting a request involving an individual, to whom the record pertains, when the individual has requested assistance from the Member with respect to the subject matter of the record.
4. A record in this system of records may be disclosed, as a routine use, to a contractor of the Agency having need for the information in order to perform a contract. Recipients of information shall be required to comply with the requirements of the Privacy Act of 1974, as amended, pursuant to 5 U.S.C. 552a(m).
5. A record related to an International Application filed under the Patent Cooperation Treaty in this system of records may be disclosed, as a routine use, to the International Bureau of the World Intellectual Property Organization, pursuant to the Patent Cooperation Treaty.
6. A record in this system of records may be disclosed, as a routine use, to another federal agency for purposes of National Security review (35 U.S.C. 181) and for review pursuant to the Atomic Energy Act (42 U.S.C. 218(c)).
7. A record from this system of records may be disclosed, as a routine use, to the Administrator, General Services, or his/her designee, during an inspection of records conducted by GSA as part of that agency's responsibility to recommend improvements in records management practices and programs, under authority of 44 U.S.C. 2904 and 2906. Such disclosure shall be made in accordance with the GSA regulations governing inspection of records for this purpose, and any other relevant (i.e., GSA or Commerce) directive. Such disclosure shall not be used to make determinations about individuals.
8. A record from this system of records may be disclosed, as a routine use, to the public after either publication of the application pursuant to 35 U.S.C. 122(b) or issuance of a patent pursuant to 35 U.S.C. 151. Further, a record may be disclosed, subject to the limitations of 37 CFR 1.14, as a routine use, to the public if the record was filed in an application which became abandoned or in which the proceedings were terminated and which application is referenced by either a published application, an application open to public inspections or an issued patent.
9. A record from this system of records may be disclosed, as a routine use, to a Federal, State, or local law enforcement agency, if the USPTO becomes aware of a violation or potential violation of law or regulation.

CERTIFICATION OF MICRO ENTITY STATUS (GROSS INCOME BASIS)				
Application Number or Control Number (if applicable):		Patent Number (if applicable):		
First Named Inventor: Robert Joseph Hazy		Title of Invention: AUDIO MESSAGE-DRIVEN CUSTOMER INTERACTION QUEUEING SYSTEM		
The applicant hereby certifies the following— (1) SMALL ENTITY REQUIREMENT - The applicant qualifies as a small entity as defined in 37 CFR 1.27. (2) APPLICATION FILING LIMIT - Neither the applicant nor the inventor nor a joint inventor has been named as the inventor or a joint inventor on more than four previously filed U.S. patent applications, excluding provisional applications and international applications under the Patent Cooperation Treaty (PCT) for which the basic national fee under 37 CFR 1.492(a) was not paid, and also excluding patent applications for which the applicant has assigned all ownership rights or is obligated to assign all ownership rights as a result of the applicant's previous employment. (3) GROSS INCOME LIMIT ON APPLICANTS AND INVENTORS - Neither the applicant nor the inventor nor a joint inventor, in the calendar year preceding the calendar year in which the applicable fee is being paid, had a gross income, as defined in section 61(a) of the Internal Revenue Code of 1986 (26 U.S.C. 61(a)), exceeding the "Maximum Qualifying Gross Income" reported on the USPTO website at http://www.uspto.gov/patents/law/micro_entity.jsp which is equal to three times the median household income for that preceding calendar year, as most recently reported by the Bureau of the Census. (4) GROSS INCOME LIMIT ON PARTIES WITH AN "OWNERSHIP INTEREST" - Neither the applicant nor the inventor nor a joint inventor has assigned, granted, or conveyed, nor is under an obligation by contract or law to assign, grant, or convey, a license or other ownership interest in the application concerned to an entity that, in the calendar year preceding the calendar year in which the applicable fee is being paid, had a gross income, as defined in section 61(a) of the Internal Revenue Code of 1986, exceeding the "Maximum Qualifying Gross Income" reported on the USPTO website at http://www.uspto.gov/patents/law/micro_entity.jsp which is equal to three times the median household income for that preceding calendar year, as most recently reported by the Bureau of the Census.				
SIGNATURE by a party set forth in 37 CFR 1.33(b)				
Signature				
Name	Robert J. Hazy			
Date	5-16-2013	Telephone	916 792-9210	Registration No.
☐	There is more than one inventor and I am one of the inventors who are jointly identified as the applicant. Additional certification form(s) signed by the other joint inventor(s) are included with this form.			

Electronic Patent Application Fee Transmittal				
Application Number:				
Filing Date:				
Title of Invention:		Audio Message Driven Customer Interaction Queuing System		
First Named Inventor/Applicant Name:		Robert Joseph Hazy		
Filer:		Ashok Tankha		
Attorney Docket Number:		BLURT2003_CA2_US		
Filed as Micro Entity				
Utility under 35 USC 111(a) Filing Fees				
Description	Fee Code	Quantity	Amount	Sub-Total in USD(\$)
Basic Filing:				
BASIC UTILITY PATENT FILING FEE-MCRO-ENT	3011	1	70	70
Utility Search Fee	3111	1	150	150
Utility Examination Fee	3311	1	180	180
Pages:				
Claims:				
Independent Claims in Excess of 3	3201	1	105	105
Miscellaneous-Filing:				
Petition:				

Description	Fee Code	Quantity	Amount	Sub-Total in USD(\$)
Patent-Appeals-and-Interference:				
Post-Allowance-and-Post-Issuance:				
Extension-of-Time:				
Miscellaneous:				
Total in USD (\$)				505

Electronic Acknowledgement Receipt	
EFS ID:	15825734
Application Number:	13898475
International Application Number:	
Confirmation Number:	2010
Title of Invention:	Audio Message Driven Customer Interaction Queuing System
First Named Inventor/Applicant Name:	Robert Joseph Hazy
Customer Number:	64188
Filer:	Ashok Tankha
Filer Authorized By:	
Attorney Docket Number:	BLURT2003_CA2_US
Receipt Date:	21-MAY-2013
Filing Date:	
Time Stamp:	01:10:14
Application Type:	Utility under 35 USC 111(a)

Payment information:

Submitted with Payment	yes
Payment Type	Credit Card
Payment was successfully received in RAM	\$ 505
RAM confirmation Number	8243
Deposit Account	503291
Authorized User	TANKHA, ASHOK
The Director of the USPTO is hereby authorized to charge indicated fees and credit any overpayment as follows: Charge any Additional Fees required under 37 C.F.R. Section 1.21 (Miscellaneous fees and charges)	

File Listing:					
Document Number	Document Description	File Name	File Size(Bytes)/ Message Digest	Multi Part /.zip	Pages (if appl.)
1	Transmittal of New Application	BLURT2003_CA2_Transmittal.pdf	214432	no	1
			8b07b466fa20aa0b384e23c3ed36cf4fa54ac564		
Warnings:					
Information:					
2		BLURT2003_CA2_Specification.pdf	114712	yes	28
			45955f47a0216d54c08dfab0bba7f84174b160d9		
	Multipart Description/PDF files in .zip description				
	Document Description		Start	End	
	Specification		1	23	
	Claims		24	27	
	Abstract		28	28	
Warnings:					
Information:					
3	Drawings-only black and white line drawings	BLURT2003_CA2_Drawings.pdf	122489	no	11
			a3bc583f83cb03b24739b5b433f47695bb690e64		
Warnings:					
Information:					
4	Oath or Declaration filed	BLURT2003_CA2_Declaration.pdf	269627	no	3
			1f21c2605b52cca1dbb9a3d6494f3a49e817b0d4		
Warnings:					
Information:					
5	Power of Attorney	BLURT2003_CA2_POA.pdf	126636	no	1
			05a16a52b2366f18b5d02d56f81c46e194b085d3		
Warnings:					
Information:					
6	Application Data Sheet	BLURT2003_CA2_US_ADS.pdf	1503501	no	7
			85dad9a70e07157939d00586c3d0f0fb726cc6da		
Warnings:					
Information:					
7	Certification of Micro Entity (Gross Income Basis)	BLURT2003_CA2_US_MES.pdf	356388	no	1
			3c749bb2b5a933874cd81f08e98e4fd0b7b9e58f		

Warnings:					
Information:					
8	Fee Worksheet (SB06)	fee-info.pdf	36664	no	2
			a257aa0d88ee1ce2aac1067210c7508b27673e44		
Warnings:					
Information:					
Total Files Size (in bytes):				2744449	
This Acknowledgement Receipt evidences receipt on the noted date by the USPTO of the indicated documents, characterized by the applicant, and including page counts, where applicable. It serves as evidence of receipt similar to a Post Card, as described in MPEP 503. <u>New Applications Under 35 U.S.C. 111</u> If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application. <u>National Stage of an International Application under 35 U.S.C. 371</u> If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course. <u>New International Application Filed with the USPTO as a Receiving Office</u> If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.					

Doc Code: Oath

Document Description: Oath or declaration filed

PTO/SB/01 (04-09)

Approved for use through 09/30/2010. OMB 0651-0032

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

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DECLARATION FOR UTILITY OR DESIGN PATENT APPLICATION (37 CFR 1.63)	Attorney Docket Number	BLURT2003_CA
	First Named Inventor	Robert Joseph Hazy
	COMPLETE IF KNOWN	
	Application Number	
	Filing Date	
	Art Unit	
☒ Declaration Submitted With Initial Filing	OR	☐ Declaration Submitted After Initial Filing (surcharge (37 CFR 1.16(f)) required)
Examiner Name		

I hereby declare that: (1) Each inventor's residence, mailing address, and citizenship are as stated below next to their name; and (2) I believe the inventor(s) named below to be the original and first inventor(s) of the subject matter which is claimed and for which a patent is sought on the invention titled:

Audio Message Driven Customer Interaction Queuing System

(Title of the Invention)

the application of which

☒ is attached hereto

OR

☐ was filed on (MM/DD/YYYY) _____ as United States Application Number or PCT International Application Number _____ and was amended on (MM/DD/YYYY) _____ (if applicable).

I hereby state that I have reviewed and understand the contents of the above identified application, including the claims, as amended by any amendment specifically referred to above.

I acknowledge the duty to disclose information which is material to patentability as defined in 37 CFR 1.56, including for continuation-in-part applications, material information which became available between the filing date of the prior application and the national or PCT international filing date of the continuation-in-part application.

Authorization To Permit Access To Application by Participating Offices

☒ If checked, the undersigned hereby grants the USPTO authority to provide the European Patent Office (EPO), the Japan Patent Office (JPO), the Korean Intellectual Property Office (KIPO), the World Intellectual Property Office (WIPO), and any other intellectual property offices in which a foreign application claiming priority to the above-identified patent application is filed access to the above-identified patent application. See 37 CFR 1.14(c) and (h). This box should not be checked if the applicant does not wish the EPO, JPO, KIPO, WIPO, or other intellectual property office in which a foreign application claiming priority to the above-identified patent application is filed to have access to the above-identified patent application.

In accordance with 37 CFR 1.14(h)(3), access will be provided to a copy of the above-identified patent application with respect to: 1) the above-identified patent application-as-filed; 2) any foreign application to which the above-identified patent application claims priority under 35 U.S.C. 119(a)-(d) if a copy of the foreign application that satisfies the certified copy requirement of 37 CFR 1.55 has been filed in the above-identified patent application; and 3) any U.S. application-as-filed from which benefit is sought in the above-identified patent application.

In accordance with 37 CFR 1.14(c), access may be provided to information concerning the date of filing the Authorization to Permit Access to Application by Participating Offices.

[Page 1 of 3]

This collection of information is required by 35 U.S.C. 115 and 37 CFR 1.63. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to take 21 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 and select option 2.

DECLARATION — Utility or Design Patent Application

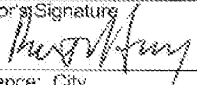
Claim of Foreign Priority Benefits

I hereby claim foreign priority benefits under 35 U.S.C. 119(a)-(d) or (f), or 365(b) of any foreign application(s) for patent, inventor's or plant breeder's rights certificate(s), or 365(a) of any PCT international application which designated at least one country other than the United States of America, listed below and have also identified below, by checking the box, any foreign application for patent, inventor's or plant breeder's rights certificate(s), or any PCT international application having a filing date before that of the application on which priority is claimed.

Prior Foreign Application Number(s)	Country	Foreign Filing Date (MM/DD/YYYY)	Priority Not Claimed	Certified Copy Attached?	
				YES	NO
			☐	☐	☐
			☐	☐	☐
			☐	☐	☐
			☐	☐	☐

☐ Additional foreign application number(s) are listed on a supplemental priority data sheet PTO/SB/02B attached hereto.

DECLARATION — Utility or Design Patent Application

Direct all correspondence to:	☐ The address associated with Customer Number:	☐	OR	☒ Correspondence address below
Name Ashok Tankha				
Address 36 Greenleigh Drive				
City Sewell		State NJ		Zip 08080
Country USA	Telephone 856-266-5145		Email ash@ipprocurement.com	
WARNING: Petitioner/applicant is cautioned to avoid submitting personal information in documents filed in a patent application that may contribute to identity theft. Personal information such as social security numbers, bank account numbers, or credit card numbers (other than a check or credit card authorization form PTO-2038 submitted for payment purposes) is never required by the USPTO to support a petition or an application. If this type of personal information is included in documents submitted to the USPTO, petitioners/applicants should consider redacting such personal information from the documents before submitting them to the USPTO. Petitioner/applicant is advised that the record of a patent application is available to the public after publication of the application (unless a non-publication request in compliance with 37 CFR 1.213(a) is made in the application) or issuance of a patent. Furthermore, the record from an abandoned application may also be available to the public if the application is referenced in a published application or an issued patent (see 37 CFR 1.14). Checks and credit card authorization forms PTO-2038 submitted for payment purposes are not retained in the application file and therefore are not publicly available. Petitioner/applicant is advised that documents which form the record of a patent application (such as the PTO/SB/01) are placed into the Privacy Act system of records DEPARTMENT OF COMMERCE, COMMERCE-PAT-7, System name: <i>Patent Application Files</i>. Documents not retained in an application file (such as the PTO-2038) are placed into the Privacy Act system of COMMERCE/PAT-TM-10, System name: <i>Deposit Accounts and Electronic Funds Transfer Profiles</i>. I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true, and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under 18 U.S.C. 1001 and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.				
NAME OF SOLE OR FIRST INVENTOR:		☐ A petition has been filed for this unsigned inventor		
Given Name (first and middle (if any)) Robert Joseph		Family Name or Surname Hazy		
Inventor's Signature 		Date 11/18/2010		
Residence: City El Dorado Hills	State CA	Country USA	Citizenship USA	
Mailing Address 2640 Tam O'Shanter Dr., El Dorado Hills, CA 95762, USA				
City El Dorado Hills	State CA	Zip 95762	Country USA	
☐ Additional inventors or a legal representative are being named on the supplemental sheet(s) PTO/SB/02A or 02LR attached hereto				

SCORE Placeholder Sheet for IFW Content

Application Number: 13898475

Document Date: 05/21/2013

The presence of this form in the IFW record indicates that the following document type was received in electronic format on the date identified above. This content is stored in the SCORE database.

- Drawings – Other than Black and White Line Drawings

Since this was an electronic submission, there is no physical artifact folder, no artifact folder is recorded in PALM, and no paper documents or physical media exist. The TIFF images in the IFW record were created from the original documents that are stored in SCORE.

To access the documents in the SCORE database, refer to instructions developed by SIRA.

At the time of document entry (noted above):

- Examiners may access SCORE content via the eDAN interface.
- Other USPTO employees can bookmark the current SCORE URL (<http://es/ScoreAccessWeb/>).
- External customers may access SCORE content via the Public and Private PAIR interfaces.

Form Revision Date: February 8, 2006

PATENT APPLICATION FEE DETERMINATION RECORD Substitute for Form PTO-875						Application or Docket Number 13/898,475				
APPLICATION AS FILED - PART I										
(Column 1)		(Column 2)		SMALL ENTITY		OTHER THAN SMALL ENTITY				
FOR	NUMBER FILED	NUMBER EXTRA	RATE(\$)	FEE(\$)		RATE(\$)	FEE(\$)			
BASIC FEE (37 CFR 1.16(a), (b), or (c))	N/A	N/A	N/A			N/A	70			
SEARCH FEE (37 CFR 1.16(k), (l), or (m))	N/A	N/A	N/A			N/A	150			
EXAMINATION FEE (37 CFR 1.16(o), (p), or (q))	N/A	N/A	N/A			N/A	180			
TOTAL CLAIMS (37 CFR 1.16(i))	10	minus 20 = *			OR	x 20 =	0.00			
INDEPENDENT CLAIMS (37 CFR 1.16(h))	4	minus 3 = *	1		OR	x 105 =	105			
APPLICATION SIZE FEE (37 CFR 1.16(s))	If the specification and drawings exceed 100 sheets of paper, the application size fee due is \$310 (\$155 for small entity) for each additional 50 sheets or fraction thereof. See 35 U.S.C. 41(a)(1)(G) and 37 CFR 1.16(s).						0.00			
MULTIPLE DEPENDENT CLAIM PRESENT (37 CFR 1.16(j))							0.00			
* If the difference in column 1 is less than zero, enter "0" in column 2.				TOTAL		TOTAL	505			
APPLICATION AS AMENDED - PART II										
(Column 1)		(Column 2)		(Column 3)		SMALL ENTITY		OTHER THAN SMALL ENTITY		
AMENDMENT A		CLAIMS REMAINING AFTER AMENDMENT		HIGHEST NUMBER PREVIOUSLY PAID FOR	PRESENT EXTRA	RATE(\$)	ADDITIONAL FEE(\$)		RATE(\$)	ADDITIONAL FEE(\$)
	Total (37 CFR 1.16(i))	*	Minus	**	=	x	=	OR	x	=
	Independent (37 CFR 1.16(h))	*	Minus	***	=	x	=	OR	x	=
	Application Size Fee (37 CFR 1.16(s))							OR		
	FIRST PRESENTATION OF MULTIPLE DEPENDENT CLAIM (37 CFR 1.16(j))							OR		
TOTAL ADD'L FEE								OR	TOTAL ADD'L FEE	
AMENDMENT B		CLAIMS REMAINING AFTER AMENDMENT		HIGHEST NUMBER PREVIOUSLY PAID FOR	PRESENT EXTRA	RATE(\$)	ADDITIONAL FEE(\$)		RATE(\$)	ADDITIONAL FEE(\$)
	Total (37 CFR 1.16(i))	*	Minus	**	=	x	=	OR	x	=
	Independent (37 CFR 1.16(h))	*	Minus	***	=	x	=	OR	x	=
	Application Size Fee (37 CFR 1.16(s))							OR		
	FIRST PRESENTATION OF MULTIPLE DEPENDENT CLAIM (37 CFR 1.16(j))							OR		
TOTAL ADD'L FEE								OR	TOTAL ADD'L FEE	
* If the entry in column 1 is less than the entry in column 2, write "0" in column 3. ** If the "Highest Number Previously Paid For" IN THIS SPACE is less than 20, enter "20". *** If the "Highest Number Previously Paid For" IN THIS SPACE is less than 3, enter "3". The "Highest Number Previously Paid For" (Total or Independent) is the highest found in the appropriate box in column 1.										



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UNITED STATES DEPARTMENT OF COMMERCE
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P.O. Box 1450
Alexandria, Virginia 22313-1450
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APPLICATION NUMBER	FILING or 371(c) DATE	GRP ART UNIT	FIL FEE REC'D	ATTY. DOCKET NO.	TOT CLAIMS	IND CLAIMS
13/898,475	05/21/2013	2447	505	BLURT2003_CA2_US	10	4

CONFIRMATION NO. 2010

Ashok Tankha
36 Greenleigh Drive
Sewell, NJ 08080

FILING RECEIPT



OC000000061913256

Date Mailed: 06/18/2013

Receipt is acknowledged of this non-provisional patent application. The application will be taken up for examination in due course. Applicant will be notified as to the results of the examination. Any correspondence concerning the application must include the following identification information: the U.S. APPLICATION NUMBER, FILING DATE, NAME OF APPLICANT, and TITLE OF INVENTION. Fees transmitted by check or draft are subject to collection. Please verify the accuracy of the data presented on this receipt. **If an error is noted on this Filing Receipt, please submit a written request for a Filing Receipt Correction. Please provide a copy of this Filing Receipt with the changes noted thereon. If you received a "Notice to File Missing Parts" for this application, please submit any corrections to this Filing Receipt with your reply to the Notice. When the USPTO processes the reply to the Notice, the USPTO will generate another Filing Receipt incorporating the requested corrections**

Inventor(s)

Robert Joseph Hazy, El Dorado Hills, CA;

Applicant(s)

Robert Joseph Hazy, El Dorado Hills, CA;

Power of Attorney:

Ashok Tankha--33802

Domestic Priority data as claimed by applicant

This application is a CON of 12/958,424 12/02/2010 PAT 8468210
which is a CON of 10/377,444 03/03/2003 PAT 7895283
which claims benefit of 60/363,506 03/08/2002

Foreign Applications for which priority is claimed (You may be eligible to benefit from the **Patent Prosecution Highway** program at the USPTO. Please see <http://www.uspto.gov> for more information.) - None.

Foreign application information must be provided in an Application Data Sheet in order to constitute a claim to foreign priority. See 37 CFR 1.55 and 1.76.

Permission to Access - A proper **Authorization to Permit Access to Application by Participating Offices** (PTO/SB/39 or its equivalent) has been received by the USPTO.

If Required, Foreign Filing License Granted: 06/12/2013

The country code and number of your priority application, to be used for filing abroad under the Paris Convention, is **US 13/898,475**

Projected Publication Date: 09/26/2013

Non-Publication Request: No

page 1 of 3

Early Publication Request: No

**** MICRO ENTITY ****

Title

Audio Message Driven Customer Interaction Queuing System

Preliminary Class

709

Statement under 37 CFR 1.55 or 1.78 for AIA (First Inventor to File) Transition Applications: Yes

PROTECTING YOUR INVENTION OUTSIDE THE UNITED STATES

Since the rights granted by a U.S. patent extend only throughout the territory of the United States and have no effect in a foreign country, an inventor who wishes patent protection in another country must apply for a patent in a specific country or in regional patent offices. Applicants may wish to consider the filing of an international application under the Patent Cooperation Treaty (PCT). An international (PCT) application generally has the same effect as a regular national patent application in each PCT-member country. The PCT process **simplifies** the filing of patent applications on the same invention in member countries, but **does not result** in a grant of "an international patent" and does not eliminate the need of applicants to file additional documents and fees in countries where patent protection is desired.

Almost every country has its own patent law, and a person desiring a patent in a particular country must make an application for patent in that country in accordance with its particular laws. Since the laws of many countries differ in various respects from the patent law of the United States, applicants are advised to seek guidance from specific foreign countries to ensure that patent rights are not lost prematurely.

Applicants also are advised that in the case of inventions made in the United States, the Director of the USPTO must issue a license before applicants can apply for a patent in a foreign country. The filing of a U.S. patent application serves as a request for a foreign filing license. The application's filing receipt contains further information and guidance as to the status of applicant's license for foreign filing.

Applicants may wish to consult the USPTO booklet, "General Information Concerning Patents" (specifically, the section entitled "Treaties and Foreign Patents") for more information on timeframes and deadlines for filing foreign patent applications. The guide is available either by contacting the USPTO Contact Center at 800-786-9199, or it can be viewed on the USPTO website at <http://www.uspto.gov/web/offices/pac/doc/general/index.html>.

For information on preventing theft of your intellectual property (patents, trademarks and copyrights), you may wish to consult the U.S. Government website, <http://www.stopfakes.gov>. Part of a Department of Commerce initiative, this website includes self-help "toolkits" giving innovators guidance on how to protect intellectual property in specific countries such as China, Korea and Mexico. For questions regarding patent enforcement issues, applicants may call the U.S. Government hotline at 1-866-999-HALT (1-866-999-4258).

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Title 37, Code of Federal Regulations, 5.11 & 5.15

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NOT GRANTED

No license under 35 U.S.C. 184 has been granted at this time, if the phrase "IF REQUIRED, FOREIGN FILING LICENSE GRANTED" DOES NOT appear on this form. Applicant may still petition for a license under 37 CFR 5.12, if a license is desired before the expiration of 6 months from the filing date of the application. If 6 months has lapsed from the filing date of this application and the licensee has not received any indication of a secrecy order under 35 U.S.C. 181, the licensee may foreign file the application pursuant to 37 CFR 5.15(b).

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APPLICATION NUMBER	FILING OR 371(C) DATE	FIRST NAMED APPLICANT	ATTY. DOCKET NO./TITLE
13/898,475	05/21/2013	Robert Joseph Hazy	BLURT2003_CA2_US

CONFIRMATION NO. 2010

POA ACCEPTANCE LETTER

AshokTankha
36 Greenleigh Drive
Sewell, NJ 08080



OC000000061913196

Date Mailed: 06/18/2013

NOTICE OF ACCEPTANCE OF POWER OF ATTORNEY

This is in response to the Power of Attorney filed 05/21/2013.

The Power of Attorney in this application is accepted. Correspondence in this application will be mailed to the above address as provided by 37 CFR 1.33.

/hnguyen/

Office of Data Management, Application Assistance Unit (571) 272-4000, or (571) 272-4200, or 1-888-786-0101



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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
13/898,475	05/21/2013	Robert Joseph Hazy	BLURT2003_CA2_US	2010
7590 Ashok Tankha 36 Greenleigh Drive Sewell, NJ 08080			EXAMINER IBRAHIM, MOHAMED	
			ART UNIT 2444	PAPER NUMBER
			MAIL DATE 08/23/2013	DELIVERY MODE PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.



UNITED STATES DEPARTMENT OF COMMERCE
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APPLICATION NO./ CONTROL NO.	FILING DATE	FIRST NAMED INVENTOR / PATENT IN REEXAMINATION	ATTORNEY DOCKET NO.
13/898,475	21 May, 2013	HAZY, ROBERT JOSEPH	BLURT2003_CA2_US

AshokTankha 36 Greenleigh Drive Sewell, NJ 08080		EXAMINER	
		SCOTT D. PRIEBE	
		ART UNIT	PAPER
		OPIM	20130816

DATE MAILED:

Please find below and/or attached an Office communication concerning this application or proceeding.

Commissioner for Patents

Attached is a communication to applicant explaining that the instant application is being identified as a pre-AIA application despite applicant's statement under 37 CFR 1.55 or 1.78 made in the instant application, either on the Application Data Sheet (ADS) or in an otherwise filed paper.

**Application Identified as a Pre-AIA Application
Despite the 37 CFR 1.55 or 1.78 Statement of Record**

The statement under 37 CFR 1.55 or 1.78 (“the 1.55/1.78 statement”) and the domestic benefit/national stage information in this application conflict as to whether this application is to be examined under the AIA (First Inventor to File) or pre-AIA (First to Invent) law.

This application, with a filing date on or after March 16, 2013, contains the 1.55/1.78 statement indicating that this application should be examined under the AIA (First Inventor to File). This statement was either (1) on the Application Data Sheet (ADS) by virtue of the 1.55/1.78 statement for AIA (First Inventor to File) Transition Applications check box being selected or (2) in an otherwise filed paper. The 1.55/1.78 statement provided:

This application * * * contains, or contained at any time, a claim to a claimed invention that has an effective filing date on or after March 16, 2013.

However, this application is separately identified in the Domestic Benefit/National Stage Information section of the ADS as a continuation (CON) or divisional (DIV) of an application filed before March 16, 2013, indicating that this application should be examined under pre-AIA (First to Invent) law because it does not contain, or did not contained at any time, a claim to a claimed invention that has an effective filing date on or after March 16, 2013. DUE TO THIS APPLICATION BEING IDENTIFIED AS A CONTINUATION OR DIVISIONAL OF AN APPLICATION FILED BEFORE MARCH 16, 2013, THIS APPLICATION IS BEING IDENTIFIED AS A PRE-AIA (FIRST TO INVENT) APPLICATION DESPITE THE 1.55/1.78 STATEMENT OF RECORD.

Accordingly, this application is/will be examined under pre-AIA (First to Invent) law; all forthcoming Office actions on the merits will be labeled “**AIA (First Inventor to File) Status: No**” (see upper right box on form PTOL-37/37D and/or PTOL-326/326AE).

Moreover, if applicant has received any Office action on the merits, which identified the instant application as “**AIA (First Inventor to File) Status: Yes,**” said Status information was in error and is hereby corrected to “**No**” to indicate that that the present application is a pre-AIA (First to Invent) application.

NO RESPONSE TO THIS COMMUNICATION IS REQUIRED UNLESS APPLICANT BELIEVES THAT THE APPLICATION CONTAINS, OR EVER CONTAINED A CLAIM TO A CLAIMED INVENTION HAVING AN EFFECTIVE FILING DATE ON OR AFTER MARCH 16, 2013 AND IS AN AIA (FIRST INVENTOR TO FILE) APPLICATION.

If applicant believes that the application is an AIA (First Inventor to File) application, applicant must file a corrected ADS (with appropriate markings as set forth in 37 CFR 1.76(c)(2)) identifying the instant application as a **continuation-in-part (CIP)** application in the Domestic Benefit/National Stage Information section of the ADS and request in writing that the application

be examined under the AIA (First Inventor to File) because the identification of the application as a CON/DIV application on filing was an error. IN THIS SITUATION, APPLICANT'S RESPONSE IS DUE WITHIN TWO MONTHS OF THE MAILING DATE OF THIS COMMUNICATION; THE RESPONSE PERIOD IS NOT EXTENDABLE UNDER 37 CFR 1.136.

Questions regarding this communication may be directed to a TC AIA Specialist as appropriate.

Technology Center	TC AIA Specialist	Contact Information
1600, 1700, 2900	Kathleen Bragdon	(571) 272-0931
2100, 2400	Christopher Grant	(571) 272-7294
2600, 2800	Cassandra Spyrou	(571) 272-1624
3600, 3700	Tom Hughes	(571) 272-4357



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13/898,475	05/21/2013	Robert Joseph Hazy	BLURT2003_CA2_US

CONFIRMATION NO. 2010

AshokTankha
36 Greenleigh Drive
Sewell, NJ 08080

PUBLICATION NOTICE



Title:Audio Message Driven Customer Interaction Queuing System

Publication No.US-2013-0253970-A1

Publication Date:09/26/2013

NOTICE OF PUBLICATION OF APPLICATION

The above-identified application will be electronically published as a patent application publication pursuant to 37 CFR 1.211, et seq. The patent application publication number and publication date are set forth above.

The publication may be accessed through the USPTO's publically available Searchable Databases via the Internet at www.uspto.gov. The direct link to access the publication is currently <http://www.uspto.gov/patft/>.

The publication process established by the Office does not provide for mailing a copy of the publication to applicant. A copy of the publication may be obtained from the Office upon payment of the appropriate fee set forth in 37 CFR 1.19(a)(1). Orders for copies of patent application publications are handled by the USPTO's Office of Public Records. The Office of Public Records can be reached by telephone at (703) 308-9726 or (800) 972-6382, by facsimile at (703) 305-8759, by mail addressed to the United States Patent and Trademark Office, Office of Public Records, Alexandria, VA 22313-1450 or via the Internet.

In addition, information on the status of the application, including the mailing date of Office actions and the dates of receipt of correspondence filed in the Office, may also be accessed via the Internet through the Patent Electronic Business Center at www.uspto.gov using the public side of the Patent Application Information and Retrieval (PAIR) system. The direct link to access this status information is currently <http://pair.uspto.gov/>. Prior to publication, such status information is confidential and may only be obtained by applicant using the private side of PAIR.

Further assistance in electronically accessing the publication, or about PAIR, is available by calling the Patent Electronic Business Center at 1-866-217-9197.

Office of Data Management, Application Assistance Unit (571) 272-4000, or (571) 272-4200, or 1-888-786-0101



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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
13/898,475	05/21/2013	Robert Joseph Hazy	BLURT2003_CA2_US	2010
Ashok Tankha 36 Greenleigh Drive Sewell, NJ 08080			EXAMINER IBRAHIM, MOHAMED	
			ART UNIT 2444	PAPER NUMBER
			MAIL DATE 10/16/2013	DELIVERY MODE PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary	Application No. 13/898,475	Applicant(s) HAZY, ROBERT JOSEPH	
	Examiner MOHAMED IBRAHIM	Art Unit 2444	AIA (First Inventor to File) Status No

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 05/21/2013.
☐ A declaration(s)/affidavit(s) under **37 CFR 1.130(b)** was/were filed on ____.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ An election was made by the applicant in response to a restriction requirement set forth during the interview on ____; the restriction requirement and election have been incorporated into this action.
- 4) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 5) ☒ Claim(s) 1-10 is/are pending in the application.
5a) Of the above claim(s) ____ is/are withdrawn from consideration.
- 6) ☐ Claim(s) ____ is/are allowed.
- 7) ☒ Claim(s) 1-10 is/are rejected.
- 8) ☐ Claim(s) ____ is/are objected to.
- 9) ☐ Claim(s) ____ are subject to restriction and/or election requirement.

* If any claims have been determined allowable, you may be eligible to benefit from the **Patent Prosecution Highway** program at a participating intellectual property office for the corresponding application. For more information, please see http://www.uspto.gov/patents/init_events/pph/index.jsp or send an inquiry to PPHfeedback@uspto.gov.

Application Papers

- 10) ☐ The specification is objected to by the Examiner.
- 11) ☒ The drawing(s) filed on 05/21/2013 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

Certified copies:

- a) ☐ All b) ☐ Some * c) ☐ None of the:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. ____.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Information Disclosure Statement(s) (PTO/SB/08)
Paper No(s)/Mail Date ____.
- 3) ☐ Interview Summary (PTO-413)
Paper No(s)/Mail Date. ____.
- 4) ☐ Other: ____.

1. The present application is being examined under the pre-AIA first to invent provisions.

DETAILED ACTION

2. This action is in response to the application filed on 21 May 2013.

Claims 1-10 are presently pending for examination.

Double Patenting

3. The nonstatutory double patenting rejection is based on a judicially created doctrine grounded in public policy (a policy reflected in the statute) so as to prevent the unjustified or improper timewise extension of the “right to exclude” granted by a patent and to prevent possible harassment by multiple assignees. A nonstatutory double patenting rejection is appropriate where the claims at issue are not identical, but at least one examined application claim is not patentably distinct from the reference claim(s) because the examined application claim is either anticipated by, or would have been obvious over, the reference claim(s). See, e.g., *In re Berg*, 140 F.3d 1428, 46 USPQ2d 1226 (Fed. Cir. 1998); *In re Goodman*, 11 F.3d 1046, 29 USPQ2d 2010 (Fed. Cir. 1993); *In re Longi*, 759 F.2d 887, 225 USPQ 645 (Fed. Cir. 1985); *In re Van Ornum*, 686 F.2d 937, 214 USPQ 761 (CCPA 1982); *In re Vogel*, 422 F.2d 438, 164 USPQ 619 (CCPA 1970); and *In re Thorington*, 418 F.2d 528, 163 USPQ 644 (CCPA 1969).

A timely filed terminal disclaimer in compliance with 37 CFR 1.321I or 1.321(d) may be used to overcome an actual or provisional rejection based on a nonstatutory double patenting ground provided the reference application or patent either is shown to

be commonly owned with this application, or claims an invention made as a result of activities undertaken within the scope of a joint research agreement. A terminal disclaimer must be signed in compliance with 37 CFR 1.321(b).

The USPTO internet Web site contains terminal disclaimer forms which may be used. Please visit <http://www.uspto.gov/forms/>. The filing date of the application will determine what form should be used. A web-based eTerminal Disclaimer may be filled out completely online using web-screens. An eTerminal Disclaimer that meets all requirements is auto-processed and approved immediately upon submission. For more information about eTerminal Disclaimers, refer to <http://www.uspto.gov/patents/process/file/efs/guidance/eTD-info-I.jsp>.

4. Claims 1-10 are rejected on the ground of nonstatutory double patenting as being unpatentable over claims 1-18 of U.S. Patent No. 7895283 and claims 1-8 of U. S. Patent No. 8468210. Although the claims at issue are not identical, they are not patentably distinct from each other because both sets of claims are directed to a method and system for connectionless exchange of electronic messages between a user and a host agent of a customer service comprising similar steps or processes.

Claim Rejections – 35 USC § 101

5. 35 U.S.C. 101 reads as follows:

Whoever invents or discovers any new and useful process, machine, manufacture, or composition of matter, or any new and useful improvement thereof, may obtain a patent therefor, subject to the conditions and requirements of this title.

Claims 8 and 10 rejected under 35 U.S.C. 101 because the claimed invention is directed to non-statutory subject matter.

With regard to claim 8, the claim is directed to system however the components of the system lack any hardware component which is required for a system claim.

With regard claim 10, the claim is directed to a module which is a software per se.

Claim Rejections – 35 USC § 103

6. In the event the determination of the status of the application as subject to AIA 35 U.S.C. 102 and 103 (or as subject to pre-AIA 35 U.S.C. 102 and 103) is incorrect, any correction of the statutory basis for the rejection will not be considered a new ground of rejection if the prior art relied upon, and the rationale supporting the rejection, would be the same under either status.

7. The following is a quotation of pre-AIA 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

8. Claims 1-10 are rejected under pre-AIA 35 U.S.C. 103(a) as being unpatentable over Gusick et al., (Gusick), U. S. Patent Publication No. 2001/0047270.

Regarding claim 1, Gusick discloses a method for connectionless exchange of electronic messages between a user and a host agent of a customer service center

(see Gusick, fig. 5 and ¶s [009] and [0015]), comprising: a user client application on a user device, said user client application configured to: transmit said recorded audio query message to a host server (see Gusick, ¶s [0045] and [0053]); said host server configured to receive, distribute and assign the stored audio query message to said host agent device; and an agent client application on said host agent device configured to record and transmit a response to the user client application (see Gusick, ¶ [0057]). Although Gusick discloses the invention substantially as claimed, it does not explicitly disclose locally record and store an audio query message of said user on said user device. It would have been obvious to one of ordinary skill in the art at the time of applicant's invention to use the computer (fig. 1 item 142) or PDA (fig. 1 item 146) in Gusick's invention to record and store audio messages in advance for a later transmittal to a customer service in order to carefully and accurately review one's question prior to submitting to a customer service.

Regarding claim 2, Gusick teaches wherein the transfer of query messages over said network occurs using protocols defined by hypertext transfer protocol or file transfer protocol (see Gusick, ¶s [0113] and [0115]).

Regarding claim 3, Gusick teaches wherein said host server comprises Java servlets, Enterprise Java Bean component, a web and application server and a generic database technology (see Gusick, ¶s [0034]-[0035]).

Regarding claim 4, Gusick teaches wherein the agent client application is embedded in each host agent's browser interface (see Gusick, ¶s [0013], [0028] and [0029]).

Regarding claim 5, Gusick teaches wherein the user client application and the agent client application each comprise a graphical user interface and employ standard or custom audio encoding and decoding techniques (see Gusick, ¶s [0004], [0007], [0018] and [0036]).

Regarding claim 6, Gusick teaches wherein the user records an audio query message in a browser-resident recorder/player application on the user device, and wherein a host agent response to said audio query message is played back to the user by said recorder/player application (see Gusick, ¶ [0057]).

Although Gusick does not explicitly teach wherein said user reviews said recorded audio query message prior to transmission to said host server. It would have been obvious to one of ordinary skill in the art at the time of applicant's invention to use the computer (fig. 1 item 142) or PDA (fig. 1 item 146) in Gusick's invention to record and store audio messages in advance for a later transmittal to a customer service in order to carefully and accurately review one's question prior to submitting to a customer service

Claim 8 lists all the same elements of claim 1, but in a system form rather than a method form. Therefore, the supporting rationale of rejection to claim 1 applies equally

as well to claim 8.

Claim 9 lists all the same elements of claim 1, but in a computer readable storage medium form rather than a method form. Therefore, the supporting rationale of rejection to claim 1 applies equally as well to claim 9.

Regarding claim 10, Gusick teaches a module resident on an electronic device of a user, said module configured for sending an electronic message (see Gusick, ¶ [0057]), said module further configured for: and transmitting said recorded audio query message (see Gusick, ¶s [0045] and [0053]).

Although Gusick discloses the invention substantially as claimed, it does not explicitly disclose locally record and store an audio query message of said user on said user device. It would have been obvious to one of ordinary skill in the art at the time of applicant's invention to use the computer (fig. 1 item 142) or PDA (fig. 1 item 146) in Gusick's invention to record and store audio messages in advance for a later transmittal to a customer service in order to carefully and accurately review one's question prior to submitting to a customer service.

Prior Art of Record

9. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure. Please refer to form PTO-892 (Notice of Reference Cited) for a list of relevant prior art.

Conclusion

10. Any inquiry concerning this communication or earlier communications from the examiner should be directed to MOHAMED IBRAHIM whose telephone number is (571)270-1132. The examiner can normally be reached on Monday through Friday from 9:30AM to 6:00PM.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Peter-Anthony Pappas can be reached on 571-272-7646. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

/Mohamed Ibrahim/
Primary Examiner, Art Unit 2444

Notice of References Cited	Application/Control No. 13/898,475	Applicant(s)/Patent Under Reexamination HAZY, ROBERT JOSEPH	
	Examiner MOHAMED IBRAHIM	Art Unit 2444	Page 1 of 1

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
*	A	US-2001/0047270 A1	11-2001	Gusick et al.	705/1
*	B	US-7,023,979 B1	04-2006	Wu et al.	379/265.11
*	C	US-2007/0019794 A1	01-2007	Cohen et al.	379/088.04
*	D	US-2002/0035616 A1	03-2002	Diamond et al.	709/219
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	
	V	
	W	
	X	

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.



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BIB DATA SHEET

CONFIRMATION NO. 2010

SERIAL NUMBER 13/898,475	FILING or 371(c) DATE 05/21/2013 RULE	CLASS 709	GROUP ART UNIT 2444	ATTORNEY DOCKET NO. BLURT2003_CA2_US		
APPLICANTS Robert Joseph Hazy, El Dorado Hills, CA; ** CONTINUING DATA ***** This application is a CON of 12/958,424 12/02/2010 PAT 8468210 which is a CON of 10/377,444 03/03/2003 PAT 7895283 which claims benefit of 60/363,506 03/08/2002 ** FOREIGN APPLICATIONS ***** ** IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** ** MICRO ENTITY ** 06/12/2013						
Foreign Priority claimed ☐ Yes ☒ No 35 USC 119(a-d) conditions met ☐ Yes ☒ No Verified and /MOHAMED IBRAHIM/ Acknowledged Examiner's Signature		☐ Met after Allowance MI Initials	STATE OR COUNTRY CA	SHEETS DRAWINGS 11	TOTAL CLAIMS 10	INDEPENDENT CLAIMS 4
ADDRESS AshokTankha 36 Greenleigh Drive Sewell, NJ 08080						
TITLE Audio Message Driven Customer Interaction Queuing System						
FILING FEE RECEIVED 505	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:			☐ All Fees		
				☐ 1.16 Fees (Filing)		
				☐ 1.17 Fees (Processing Ext. of time)		
				☐ 1.18 Fees (Issue)		
				☐ Other _____		
				☐ Credit		

EAST Search History**EAST Search History (Prior Art)**

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	4	(Hazy near2 Robert).in.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2013/10/07 13:15
L2	23	(electronic with message with exchang\$3) same (customer with service with center)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2013/10/07 13:19
L3	21	2 and (audio with message)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2013/10/07 13:19
L4	21	3 and (question or query)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2013/10/07 13:19
L5	187286	(voice or speak or audio) same (query or question or message)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2013/10/07 13:25
L6	363	5 same (customer with service with center)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2013/10/07 13:25
L7	263	6 same (record\$3 or transmit\$5 or send\$3 or receiv\$3 or retriev\$3)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2013/10/07 13:26
L8	8	7 and connectionless	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2013/10/07 13:26
L9	3818	(local\$3 with record\$3 with message or query or question))	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2013/10/07 13:35
L10	7	9 same (send\$3 or transmit\$5 or forward\$3) with (customer with service)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2013/10/07 13:36
L11	33728	709/206,217,240.ccls.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2013/10/07 13:41
L12	452	370/270.ccls.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2013/10/07 13:41

EAST Search History

L13	131060	"379".clas.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2013/10/07 13:42
L14	3	11 and 12 and 13	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2013/10/07 13:42
L15	4914	11 and (audio or voice) with (query or question or message or inquiry)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2013/10/07 13:44
L16	593	15 and (customer with service)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2013/10/07 13:45
L17	285	16 and agent	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2013/10/07 13:45
L18	285	17 and (transmit\$5 or send\$3 or retriev\$3)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2013/10/07 13:45
L19	237	18 and (record\$3)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2013/10/07 13:49
L23	2	"20010047270".pn.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2013/10/07 13:57
L24	4	"7895283".pn. or "8468210".pn.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2013/10/07 13:59

EAST Search History (Interference)

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L20	4	(Hazy near2 Robert).in.	US-PGPUB; USPAT; UPAD	OR	OFF	2013/10/07 13:55
L21	4	20 and (record\$3)	US-PGPUB; USPAT; UPAD	OR	OFF	2013/10/07 13:56
L22	1	"20010047270".pn.	US-PGPUB; USPAT; UPAD	OR	OFF	2013/10/07 13:56

10/ 7/ 2013 2:33:54 PM

C:\Users\mibrahim1\Documents\EAST\Workspaces\13898475.wsp

Search Notes 	Application/Control No. 13898475	Applicant(s)/Patent Under Reexamination HAZY, ROBERT JOSEPH
	Examiner MOHAMED IBRAHIM	Art Unit 2444

CPC- SEARCHED		
Symbol	Date	Examiner

CPC COMBINATION SETS - SEARCHED		
Symbol	Date	Examiner

US CLASSIFICATION SEARCHED			
Class	Subclass	Date	Examiner

SEARCH NOTES		
Search Notes	Date	Examiner
Inventor (s) search	10/7/2013	MI
Double Patenting Search	10/7/2013	MI
Text Search	10/7/2013	MI
Classification Search limited by text	10/7/2013	MI

INTERFERENCE SEARCH			
US Class/ CPC Symbol	US Subclass / CPC Group	Date	Examiner

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re. application of:

Application No.: 13/898,475

Filed: 05/21/2013

Applicant: Robert Joseph Hazy

Title: Audio message driven customer
interaction queuing system

Examiner: Ibrahim, Mohammed

Art Unit: 2444

Att. Docket No.: BLURT2003_CA2_US

Mail Stop Amendment

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

Response to Office Action

Examiner Ibrahim:

In response to the final office action dated October 16, 2013, please amend the
above referenced application as shown below:

Amendments to the Claims are reflected in the listing of claims, which begin on page 2
of this response.

Remarks begin on page 7 of this response.

Attachments:

1. Transmittal Form, PTO/SB/21;
2. Petition for 2 month time extension, Form PTO/SB/22;
3. Payment of the following fee:
 - \$300 for 2 month time extension;

The Director is hereby authorized to charge any underpayment of fee, or any other fee
that may be required to deposit account # 503291.

Amendments to the Claims

Claim 1 (original): A method for connectionless exchange of electronic messages between a user and a host agent of a customer service center, comprising:

a user client application on a user device, said user client application configured to:

locally record and store an audio query message of said user on said user device;

transmit said recorded audio query message to a host server;

said host server configured to receive, distribute and assign the stored audio query message to said host agent device; and

an agent client application on said host agent device configured to record and transmit a response to the user client application.

Claim 2 (original): The method of claim 1, wherein the transfer of query messages over said network occurs using protocols defined by hypertext transfer protocol or file transfer protocol.

Claim 3 (original): The method of claim 1, wherein said host server comprises Java servlets, Enterprise Java Bean component, a web and application server and a generic database technology.

Claim 4 (original): The method of claim 1, wherein the agent client application is embedded in each host agent's browser interface.

Claim 5 (original): The method of claim 1, wherein the user client application and the agent client application each comprise a graphical user interface and employ standard or custom audio encoding and decoding techniques.

Claim 6 (original): The method of claim 1, wherein the user records an audio query message in a browser-resident recorder/player application on the user device, and wherein a host agent response to said audio query message is played back to the user by said recorder/player application.

Claim 7 (original): The method of claim 1, wherein said user reviews said recorded audio query message prior to transmission to said host server.

Claim 8 (currently amended):. A computer implemented system for connectionless exchange of electronic messages between a user and a host agent of a customer service center, said computer implemented system comprising:

a first non-transitory computer readable storage medium configured to store a user client application;

at least one first processor communicatively coupled to said first non-transitory computer readable storage medium, said at least one processor configured to execute said user client application;

said user client application configuring said processor to:

~~a user client application resident on a user device, wherein said user client application comprises a control interface, wherein said user client application is configured to:~~

locally record and store an audio query message of said user on said user device;

provide ~~a means~~ an interface for optionally reviewing said recorded audio query message prior to transmission; and

transmit said recorded audio query message to a host server in a store and forward manner;

[[said]] a host server at said customer service center, comprising:

~~a first component for retrieving said audio query message from said host server; and~~

~~a second component for transmitting an audio response message between said server and said user device in either direction;~~

~~said host server~~ for assigning said audio query message to a host agent device[[:]], said host server comprising:

an agent client application on said host agent device configured to receive and playback said audio query message; [[and]]

said agent client application configured to locally record said audio response message; and

said agent client application configured to transmit said audio response message from said host server to said user device.

Claim 9 (original): A computer program product comprising computer executable instructions embodied in a non-transitory computer-readable storage medium, wherein said computer program product comprises:

a first computer parsable program code on a user device configured to:

locally record and store an audio query message of a user on said user device; and

transmit said recorded audio query message to a host server by a user client application on the user device;

a second computer parsable program code on said host server configured to receive, distribute and assign said stored audio query message to said host server device; and

a third computer parsable program code on a host agent device configured to record and transmit a response to the user client application of said audio query generating user.

Claim 10 (currently amended): ~~A module resident on an~~ An electronic device of a user, ~~said module configured for sending an electronic message, said module further configured for~~ said electronic device comprising:

a non-transitory computer readable storage medium configured to store a client application;

at least one processor communicatively coupled to said non-transitory computer readable storage medium, said at least one processor configured to execute said client application;

at least one input device communicatively coupled to said processor, wherein said input device comprises a microphone; and

said client application configuring said at least one processor to:

locally record an audio query message received through said microphone;

store said recorded audio query message on said electronic device; and

transmit said stored audio query message.

~~locally recording and storing an audio query message of said user on said electronic device; and~~

~~transmitting said recorded audio querys message.~~

Remarks

The Present Invention and the Pending Claims

This invention, in general, relates to a method and system for sending voice messages from a sender to a recipient.

Claims 1-10 are currently pending. Reconsideration and allowance of the pending claims is respectfully requested.

Summary of the Office Action

Claims 1-10 are rejected on the ground of non-statutory double patenting as being unpatentable over claims 1-18 of U.S. Patent No. 7895283 and claims 1-8 of U.S. Patent No. 8468210.

Claims 8 and 10 rejected under 35 U.S.C. 101 because the claimed invention is directed to non-statutory subject matter.

Claims 1-10 are rejected under pre-AIA 35 U.S.C. 103(a) as being unpatentable over Gusick et. al., (Gusick), U. S. Patent Publication No. 2001/0047270.

Amendments to the claims

Claims 8 and 10 are currently amended.

Applicant's arguments

The office action states **“Claims 1-10 are rejected on the ground of nonstatutory double patenting as being unpatentable over claims 1-18 of U.S. Patent No. 7895283 and claims 1-8 of U.S. Patent No. 8468210.”**

In response to the above rejection, applicant files a terminal disclaimer in accordance with 37 C.F.R 1.321 and accordingly applicant respectfully requests that the rejection on the grounds of non-statutory double patenting be withdrawn.

The office action states: **“Claims 8 and 10 are rejected under 35 U.S.C. 101 because the claimed invention is directed to non-statutory subject matter.”**

In response to above rejection of claims 8 and 10 under 35 U.S.C. 101 applicant has amended claims 8 and 10 to include hardware components and accordingly applicant respectfully requests that the rejection of claims 8 and 10 be reconsidered and withdrawn.

The office action states: **“Claims 1-10 are rejected under pre-AIA 35 U.S.C. 103(a) as being unpatentable over Gusick et. al., (Gusick), U. S. Patent Publication No. 2001/0047270.”**

In response to the above rejection applicant submits that all the limitations of claims 1, 8, 9 and 10 are not anticipated by Gusick.

Claims 1, 8, 9 and 10 recites, *inter alia* locally recording an audio message, followed by storing the recorded audio message and further sending the audio message via a communication network.

Gusick does not disclose or teach locally recording an audio message and followed by storing the recorded audio message and further sending the audio message via a communications network.

The office action states that “It would have been obvious to one of ordinary skill in the art at the time of applicant's invention to use the computer (fig. 1 item 142) or PDA (fig. 1 item 146) in Gusick's invention to record and store audio messages in advance for a later transmittal to a customer service in order to carefully and accurately

review one's question prior to submitting to a customer service", to which applicant respectfully disagrees and submits that Gusick merely mentions a PDA, there is no evidence in the disclosure of Gusick that would teach or suggest a person skilled in the art to come up with all the claimed limitations of claims 1, 8, 9 and 10. The examiner takes notice that from the mere mention of a PDA by Gusick, it would have been obvious for a person ordinarily skilled in the art to come up with the claimed invention. Applicant respectfully disagrees with examiner's findings and submits that the examiner makes mere conclusory statements. Mere conclusory statements cannot be used to sustain an obviousness rejection. (see *In re Kahn*, 441 F.3d 977, 988, 78 USPQ2d 1329, 1336 (Fed. Cir. 2006), stated that "[R]ejections on obviousness cannot be sustained by mere conclusory statements; instead, there must be some articulated reasoning with some rational underpinning to support the legal conclusion of obviousness." KSR, 550 U.S. at ___, 82 USPQ2d at 139.

Therefore applicant submits that the following limitations are not taught or suggested by Gusick:

"locally record and store an audio query message of said user on said user device;

transmit said recorded audio query message to a host server; and

an agent client application on said host agent device configured to record and transmit a response to the user client application" **in claim 1**,

"locally record and store an audio query message of said user on said user device;

provide an interface for optionally reviewing said recorded audio query message prior to transmission; and

transmit said recorded audio query message to a host server in a store and forward manner;

said agent client application configured to locally record said audio response message; and

said agent client application configured to transmit said audio response message from said host server to said user device” in claim 8,

“locally record and store an audio query message of a user on said user device; and

transmit said recorded audio query message to a host server by a user client application on the user device; and

a third computer parsable program code on a host agent device configured to record and transmit a response to the user client application of said audio query generating user” **in claim 9**, and

“locally record an audio query message received through said microphone;

store said recorded audio query message on said electronic device; and

transmit said stored audio query message” **in claim 10.**

For the reasons presented above, applicant submits that from the teachings of Gusick, there is no reasonable expectation of success in arriving at the applicant’s invention claimed in applicant’s claims 1, 8, 9 and 10. Accordingly, applicant respectfully requests that the rejection of claims 1, 8, 9 and 10 under 35 USC 103(a) be reconsidered and withdrawn.

Claims 2-7 are dependent on claim 1. Since claim 1 is not obvious over Gusick, applicant submits that dependent claims 2-7 are also not obvious over Gusick. Accordingly, applicant requests that the rejection of dependent claims 2-7 be withdrawn.

Conclusion

Applicant respectfully requests that a timely Notice of Allowance be issued for this application. In the interest of compact prosecution, if the prosecution of the application can be advanced or if a claim may be made potentially allowable by an Examiner's amendment, applicant requests Examiner Ibrahim to call the undersigned with the proposed amendment.

Respectfully submitted,

Date: February 20, 2014

/s tankha/
Ashok Tankha
Attorney For Applicant
Reg. No. 33,802

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Sewell, NJ 08080
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Phone: 856-266-5145
Email: ash@ipprocure.com

PETITION FOR EXTENSION OF TIME UNDER 37 CFR 1.136(a)		Docket Number (Optional) BLURT2003_CA2_US																														
Application Number 13/898,475	Filed 05/21/2013																															
For Audio message driven customer interaction queuing system																																
Art Unit 2444	Examiner Ibrahim, Mohammed																															
This is a request under the provisions of 37 CFR 1.136(a) to extend the period for filing a reply in the above-identified application. The requested extension and fee are as follows (check time period desired and enter the appropriate fee below): <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;"></th> <th style="width: 15%; text-align: center;"><u>Fee</u></th> <th style="width: 15%; text-align: center;"><u>Small Entity Fee</u></th> <th style="width: 15%; text-align: center;"><u>Micro Entity Fee</u></th> <th style="width: 25%;"></th> </tr> </thead> <tbody> <tr> <td>☐ One month (37 CFR 1.17(a)(1))</td> <td style="text-align: center;">\$200</td> <td style="text-align: center;">\$100</td> <td style="text-align: center;">\$50</td> <td>\$ _____</td> </tr> <tr> <td>☒ Two months (37 CFR 1.17(a)(2))</td> <td style="text-align: center;">\$600</td> <td style="text-align: center;">\$300</td> <td style="text-align: center;">\$150</td> <td>\$ 300 _____</td> </tr> <tr> <td>☐ Three months (37 CFR 1.17(a)(3))</td> <td style="text-align: center;">\$1,400</td> <td style="text-align: center;">\$700</td> <td style="text-align: center;">\$350</td> <td>\$ _____</td> </tr> <tr> <td>☐ Four months (37 CFR 1.17(a)(4))</td> <td style="text-align: center;">\$2,200</td> <td style="text-align: center;">\$1,100</td> <td style="text-align: center;">\$550</td> <td>\$ _____</td> </tr> <tr> <td>☐ Five months (37 CFR 1.17(a)(5))</td> <td style="text-align: center;">\$3,000</td> <td style="text-align: center;">\$1,500</td> <td style="text-align: center;">\$750</td> <td>\$ _____</td> </tr> </tbody> </table> ☒ Applicant asserts small entity status. See 37 CFR 1.27. ☐ Applicant certifies micro entity status. See 37 CFR 1.29. Form PTO/SB/15A or B or equivalent must either be enclosed or have been submitted previously. ☐ A check in the amount of the fee is enclosed. ☐ Payment by credit card. Form PTO-2038 is attached. ☐ The Director has already been authorized to charge fees in this application to a Deposit Account. ☒ The Director is hereby authorized to charge any fees which may be required, or credit any overpayment, to Deposit Account Number <u>503291</u>. ☐ Payment made via EFS-Web. WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038. I am the ☐ applicant/inventor. ☐ assignee of record of the entire interest. See 37 CFR 3.71. 37 CFR 3.73(b) statement is enclosed (Form PTO/SB/96). ☒ attorney or agent of record. Registration number <u>33802</u>. ☐ attorney or agent acting under 37 CFR 1.34. Registration number _____. <u>/a tankha/</u> <u>02-20-2014</u> Signature Date <u>Ashok Tankha</u> <u>856-266-5145</u> Typed or printed name Telephone Number NOTE: This form must be signed in accordance with 37 CFR 1.33. See 37 CFR 1.4 for signature requirements and certifications. Submit multiple forms if more than one signature is required, see below*. ☐ * Total of _____ forms are submitted.				<u>Fee</u>	<u>Small Entity Fee</u>	<u>Micro Entity Fee</u>		☐ One month (37 CFR 1.17(a)(1))	\$200	\$100	\$50	\$ _____	☒ Two months (37 CFR 1.17(a)(2))	\$600	\$300	\$150	\$ 300 _____	☐ Three months (37 CFR 1.17(a)(3))	\$1,400	\$700	\$350	\$ _____	☐ Four months (37 CFR 1.17(a)(4))	\$2,200	\$1,100	\$550	\$ _____	☐ Five months (37 CFR 1.17(a)(5))	\$3,000	\$1,500	\$750	\$ _____
	<u>Fee</u>	<u>Small Entity Fee</u>	<u>Micro Entity Fee</u>																													
☐ One month (37 CFR 1.17(a)(1))	\$200	\$100	\$50	\$ _____																												
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☐ Three months (37 CFR 1.17(a)(3))	\$1,400	\$700	\$350	\$ _____																												
☐ Four months (37 CFR 1.17(a)(4))	\$2,200	\$1,100	\$550	\$ _____																												
☐ Five months (37 CFR 1.17(a)(5))	\$3,000	\$1,500	\$750	\$ _____																												

This collection of information is required by 37 CFR 1.136(a). The information is required to obtain or retain a benefit by the public, which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to take 6 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. **SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.**

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The **Privacy Act of 1974 (P.L. 93-579)** requires that you be given certain information in connection with your submission of the attached form related to a patent application or patent. Accordingly, pursuant to the requirements of the Act, please be advised that: (1) the general authority for the collection of this information is 35 U.S.C. 2(b)(2); (2) furnishing of the information solicited is voluntary; and (3) the principal purpose for which the information is used by the U.S. Patent and Trademark Office is to process and/or examine your submission related to a patent application or patent. If you do not furnish the requested information, the U.S. Patent and Trademark Office may not be able to process and/or examine your submission, which may result in termination of proceedings or abandonment of the application or expiration of the patent.

The information provided by you in this form will be subject to the following routine uses:

1. The information on this form will be treated confidentially to the extent allowed under the Freedom of Information Act (5 U.S.C. 552) and the Privacy Act (5 U.S.C. 552a). Records from this system of records may be disclosed to the Department of Justice to determine whether disclosure of these records is required by the Freedom of Information Act.
2. A record from this system of records may be disclosed, as a routine use, in the course of presenting evidence to a court, magistrate, or administrative tribunal, including disclosures to opposing counsel in the course of settlement negotiations.
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9. A record from this system of records may be disclosed, as a routine use, to a Federal, State, or local law enforcement agency, if the USPTO becomes aware of a violation or potential violation of law or regulation.

Electronic Patent Application Fee Transmittal				
Application Number:		13898475		
Filing Date:		21-May-2013		
Title of Invention:		Audio Message Driven Customer Interaction Queuing System		
First Named Inventor/Applicant Name:		Robert Joseph Hazy		
Filer:		Ashok Tankha		
Attorney Docket Number:		BLURT2003_CA2_US		
Filed as Small Entity				
Utility under 35 USC 111(a) Filing Fees				
Description	Fee Code	Quantity	Amount	Sub-Total in USD(\$)
Basic Filing:				
Pages:				
Claims:				
Miscellaneous-Filing:				
Petition:				
Patent-Appeals-and-Interference:				
Post-Allowance-and-Post-Issuance:				
Extension-of-Time:				
Extension - 2 months with \$0 paid	2252	1	300	300

Description	Fee Code	Quantity	Amount	Sub-Total in USD(\$)
Miscellaneous:				
Total in USD (\$)				300

Electronic Acknowledgement Receipt	
EFS ID:	18247703
Application Number:	13898475
International Application Number:	
Confirmation Number:	2010
Title of Invention:	Audio Message Driven Customer Interaction Queuing System
First Named Inventor/Applicant Name:	Robert Joseph Hazy
Correspondence Address:	AshokTankha - 36 Greenleigh Drive - Sewell NJ 08080 US 856-266-5145 ash@ipprocurement.com
Filer:	Ashok Tankha
Filer Authorized By:	
Attorney Docket Number:	BLURT2003_CA2_US
Receipt Date:	20-FEB-2014
Filing Date:	21-MAY-2013
Time Stamp:	02:20:56
Application Type:	Utility under 35 USC 111(a)

Payment information:

Submitted with Payment	yes
Payment Type	Credit Card
Payment was successfully received in RAM	\$300

RAM confirmation Number	9644				
Deposit Account	503291				
Authorized User	TANKHA, ASHOK				
The Director of the USPTO is hereby authorized to charge indicated fees and credit any overpayment as follows: Charge any Additional Fees required under 37 C.F.R. Section 1.21 (Miscellaneous fees and charges)					
File Listing:					
Document Number	Document Description	File Name	File Size(Bytes)/ Message Digest	Multi Part /.zip	Pages (if appl.)
1	Transmittal Letter	Blurt2003_CA2_US_Transmittal_sb0021.pdf	261865	no	2
			90713c3a2a063208b3020c51625effb64d33f609		
Warnings:					
Information:					
2	Amendment/Req. Reconsideration-After Non-Final Reject	Blurt2003_CA2_US_Response.pdf	52811	no	11
			54656fd7dc8e11658ab4f2ca2676d5b7163f57b5		
Warnings:					
Information:					
3	Extension of Time	Blurt2003_CA2_US_Time_Extension_sb0022.pdf	187117	no	2
			33453eaf84e7094000344182db2d74ab60fc4816		
Warnings:					
Information:					
4	Fee Worksheet (SB06)	fee-info.pdf	30412	no	2
			aa7343b4e1ba944a7b5e8fb207ab2699c2da0b4c7		
Warnings:					
Information:					
Total Files Size (in bytes):			532205		

This Acknowledgement Receipt evidences receipt on the noted date by the USPTO of the indicated documents, characterized by the applicant, and including page counts, where applicable. It serves as evidence of receipt similar to a Post Card, as described in MPEP 503.

New Applications Under 35 U.S.C. 111

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

National Stage of an International Application under 35 U.S.C. 371

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

New International Application Filed with the USPTO as a Receiving Office

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.

TRANSMITTAL FORM <i>(to be used for all correspondence after initial filing)</i>	Application Number	13/898,475
	Filing Date	05/21/2013
	First Named Inventor	Robert Joseph Hazy
	Art Unit	2444
	Examiner Name	Ibrahim, Mohammed
Total Number of Pages in This Submission	Attorney Docket Number	BLURT2003_CA2_US

ENCLOSURES (Check all that apply)		
☐ Fee Transmittal Form ☐ Fee Attached ☒ Amendment/Reply ☐ After Final ☐ Affidavits/declaration(s) ☒ Extension of Time Request ☐ Express Abandonment Request ☐ Information Disclosure Statement ☐ Certified Copy of Priority Document(s) ☐ Reply to Missing Parts/ Reply to Missing Parts under 37 CFR 1.52 or 1.53	☐ Drawing(s) ☐ Licensing-related Papers ☐ Petition ☐ Petition to Convert to a Provisional Application ☐ Power of Attorney, Revocation Change of Correspondence Address ☐ Terminal Disclaimer ☐ Request for Refund ☐ CD, Number of CD(s) _____ ☐ Landscape Table on CD	☐ After Allowance Communication to TC ☐ Appeal Communication to Board of Appeals and Interferences ☐ Appeal Communication to TC (Appeal Notice, Brief, Reply Brief) ☐ Proprietary Information ☐ Status Letter ☐ Other Enclosure(s) (please Identify below):
Remarks		
SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT		
Firm Name	Lipton, Weinberger & Husick	
Signature	/a tankha/	
Printed name	Ashok Tankha	
Date	02-20-2014	Reg. No. 33802

CERTIFICATE OF TRANSMISSION/MAILING			
I hereby certify that this correspondence is being facsimile transmitted to the USPTO or deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below:			
Signature			
Typed or printed name		Date	

This collection of information is required by 37 CFR 1.5. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: **Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.**

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Privacy Act Statement

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Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number.

PATENT APPLICATION FEE DETERMINATION RECORD Substitute for Form PTO-875				Application or Docket Number 13/898,475		Filing Date 05/21/2013		☐ To be Mailed	
ENTITY: ☐ LARGE ☐ SMALL ☒ MICRO									
APPLICATION AS FILED – PART I									
(Column 1)		(Column 2)							
FOR	NUMBER FILED	NUMBER EXTRA		RATE (\$)		FEE (\$)			
☐ BASIC FEE (37 CFR 1.16(a), (b), or (c))	N/A	N/A		N/A					
☐ SEARCH FEE (37 CFR 1.16(k), (i), or (m))	N/A	N/A		N/A					
☐ EXAMINATION FEE (37 CFR 1.16(o), (p), or (q))	N/A	N/A		N/A					
TOTAL CLAIMS (37 CFR 1.16(i))	minus 20 =	*		X \$ =					
INDEPENDENT CLAIMS (37 CFR 1.16(h))	minus 3 =	*		X \$ =					
☐ APPLICATION SIZE FEE (37 CFR 1.16(s))		If the specification and drawings exceed 100 sheets of paper, the application size fee due is \$310 (\$155 for small entity) for each additional 50 sheets or fraction thereof. See 35 U.S.C. 41(a)(1)(G) and 37 CFR 1.16(s).							
☐ MULTIPLE DEPENDENT CLAIM PRESENT (37 CFR 1.16(j))									
* If the difference in column 1 is less than zero, enter "0" in column 2.						TOTAL			
APPLICATION AS AMENDED – PART II									
(Column 1)		(Column 2)		(Column 3)					
AMENDMENT	02/20/2014	CLAIMS REMAINING AFTER AMENDMENT		HIGHEST NUMBER PREVIOUSLY PAID FOR	PRESENT EXTRA	RATE (\$)		ADDITIONAL FEE (\$)	
	Total (37 CFR 1.16(i))	* 10	Minus	** 20	= 0	X \$20 =		0	
	Independent (37 CFR 1.16(h))	* 4	Minus	***4	= 0	X \$105 =		0	
	☐ Application Size Fee (37 CFR 1.16(s))								
	☐ FIRST PRESENTATION OF MULTIPLE DEPENDENT CLAIM (37 CFR 1.16(j))								
						TOTAL ADD'L FEE		0	
(Column 1)		(Column 2)		(Column 3)					
AMENDMENT		CLAIMS REMAINING AFTER AMENDMENT		HIGHEST NUMBER PREVIOUSLY PAID FOR	PRESENT EXTRA	RATE (\$)		ADDITIONAL FEE (\$)	
	Total (37 CFR 1.16(i))	*	Minus	**	=	X \$ =			
	Independent (37 CFR 1.16(h))	*	Minus	***	=	X \$ =			
	☐ Application Size Fee (37 CFR 1.16(s))								
	☐ FIRST PRESENTATION OF MULTIPLE DEPENDENT CLAIM (37 CFR 1.16(j))								
						TOTAL ADD'L FEE			
* If the entry in column 1 is less than the entry in column 2, write "0" in column 3. ** If the "Highest Number Previously Paid For" IN THIS SPACE is less than 20, enter "20". *** If the "Highest Number Previously Paid For" IN THIS SPACE is less than 3, enter "3". The "Highest Number Previously Paid For" (Total or Independent) is the highest number found in the appropriate box in column 1.									

LIE
/ANGELA s. WHITE/

This collection of information is required by 37 CFR 1.16. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. **SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.**

If you need assistance in completing the form, call 1-800-PTO-9199 and select option 2.

TERMINAL DISCLAIMER TO OBTAIN A DOUBLE PATENTING REJECTION OVER A "PRIOR" PATENT	Docket Number (Optional) BLURT2003_CA2_US
In re Application of: Robert Joseph Hazy Application No.: 13/898,475 Filed: 05/21/2013 For: Audio Message Driven Customer Interaction Queuing System The owner*, <u>Robert Joseph Hazy</u>, of <u>100</u> percent interest in the instant application hereby disclaims, except as provided below, the terminal part of the statutory term of any patent granted on the instant application which would extend beyond the expiration date of the full statutory term of prior patent No. <u>7895283</u> as the term of said prior patent is presently shortened by any terminal disclaimer. The owner hereby agrees that any patent so granted on the instant application shall be enforceable only for and during such period that it and the prior patent are commonly owned. This agreement runs with any patent granted on the instant application and is binding upon the grantee, its successors or assigns. In making the above disclaimer, the owner does not disclaim the terminal part of the term of any patent granted on the instant application that would extend to the expiration date of the full statutory term of the prior patent, "as the term of said prior patent is presently shortened by any terminal disclaimer," in the event that said prior patent later: - expires for failure to pay a maintenance fee; - is held unenforceable; - is found invalid by a court of competent jurisdiction; - is statutorily disclaimed in whole or terminally disclaimed under 37 CFR 1.321; - has all claims canceled by a reexamination certificate; - is reissued; or - is in any manner terminated prior to the expiration of its full statutory term as presently shortened by any terminal disclaimer. Check either box 1 or 2 below, if appropriate. 1. ☐ For submissions on behalf of a business/organization (e.g., corporation, partnership, university, government agency, etc.), the undersigned is empowered to act on behalf of the business/organization. I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon. 2. ☒ The undersigned is an attorney or agent of record. Reg. No. <u>33802</u> <u>/s/ tankha/</u> Signature <u>05/21/2014</u> Date <u>Ashok Tankha</u> Typed or printed name <u>856-266-5145</u> Telephone Number ☒ Terminal disclaimer fee under 37 CFR 1.20(d) included. WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038. *Statement under 37 CFR 3.73(b) is required if terminal disclaimer is signed by the assignee (owner). Form PTO/SB/96 may be used for making this certification. See MPEP § 324.	

This collection of information is required by 37 CFR 1.321. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to take 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. **SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.**

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TERMINAL DISCLAIMER TO OBTAIN A DOUBLE PATENTING REJECTION OVER A "PRIOR" PATENT	Docket Number (Optional) BLURT2003_CA2_US
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3. A record in this system of records may be disclosed, as a routine use, to a Member of Congress submitting a request involving an individual, to whom the record pertains, when the individual has requested assistance from the Member with respect to the subject matter of the record.
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5. A record related to an International Application filed under the Patent Cooperation Treaty in this system of records may be disclosed, as a routine use, to the International Bureau of the World Intellectual Property Organization, pursuant to the Patent Cooperation Treaty.
6. A record in this system of records may be disclosed, as a routine use, to another federal agency for purposes of National Security review (35 U.S.C. 181) and for review pursuant to the Atomic Energy Act (42 U.S.C. 218(c)).
7. A record from this system of records may be disclosed, as a routine use, to the Administrator, General Services, or his/her designee, during an inspection of records conducted by GSA as part of that agency's responsibility to recommend improvements in records management practices and programs, under authority of 44 U.S.C. 2904 and 2906. Such disclosure shall be made in accordance with the GSA regulations governing inspection of records for this purpose, and any other relevant (*i.e.*, GSA or Commerce) directive. Such disclosure shall not be used to make determinations about individuals.
8. A record from this system of records may be disclosed, as a routine use, to the public after either publication of the application pursuant to 35 U.S.C. 122(b) or issuance of a patent pursuant to 35 U.S.C. 151. Further, a record may be disclosed, subject to the limitations of 37 CFR 1.14, as a routine use, to the public if the record was filed in an application which became abandoned or in which the proceedings were terminated and which application is referenced by either a published application, an application open to public inspection or an issued patent.
9. A record from this system of records may be disclosed, as a routine use, to a Federal, State, or local law enforcement agency, if the USPTO becomes aware of a violation or potential violation of law or regulation.

Electronic Patent Application Fee Transmittal				
Application Number:		13898475		
Filing Date:		21-May-2013		
Title of Invention:		Audio Message Driven Customer Interaction Queuing System		
First Named Inventor/Applicant Name:		Robert Joseph Hazy		
Filer:		Ashok Tankha		
Attorney Docket Number:		BLURT2003_CA2_US		
Filed as Micro Entity				
Utility under 35 USC 111(a) Filing Fees				
Description	Fee Code	Quantity	Amount	Sub-Total in USD(\$)
Basic Filing:				
Pages:				
Claims:				
Miscellaneous-Filing:				
Petition:				
Patent-Appeals-and-Interference:				
Post-Allowance-and-Post-Issuance:				
Extension-of-Time:				

Description	Fee Code	Quantity	Amount	Sub-Total in USD(\$)
Miscellaneous:				
Statutory or Terminal Disclaimer	1814	2	160	320
Total in USD (\$)				320

Electronic Acknowledgement Receipt	
EFS ID:	19098604
Application Number:	13898475
International Application Number:	
Confirmation Number:	2010
Title of Invention:	Audio Message Driven Customer Interaction Queuing System
First Named Inventor/Applicant Name:	Robert Joseph Hazy
Correspondence Address:	AshokTankha - 36 Greenleigh Drive - Sewell NJ 08080 US 856-266-5145 ash@ipprocurement.com
Filer:	Ashok Tankha
Filer Authorized By:	
Attorney Docket Number:	BLURT2003_CA2_US
Receipt Date:	22-MAY-2014
Filing Date:	21-MAY-2013
Time Stamp:	00:41:24
Application Type:	Utility under 35 USC 111(a)

Payment information:

Submitted with Payment	yes
Payment Type	Credit Card
Payment was successfully received in RAM	\$320

RAM confirmation Number	8760				
Deposit Account	503291				
Authorized User	TANKHA, ASHOK				
The Director of the USPTO is hereby authorized to charge indicated fees and credit any overpayment as follows: Charge any Additional Fees required under 37 C.F.R. Section 1.21 (Miscellaneous fees and charges)					
File Listing:					
Document Number	Document Description	File Name	File Size(Bytes)/ Message Digest	Multi Part /.zip	Pages (if appl.)
1	Transmittal Letter	Blurt2003_CA2_US_Transmittal_sb0021.pdf	262196	no	2
			2a1cdd921bb105e393ea81425ef29543553a4cb3		
Warnings:					
Information:					
2	Terminal Disclaimer Filed	Blurt2003_CA2_US_Pat_7895283_sb0026.pdf	374049	no	2
			5a5e9abd0da4ccd08c282179c446cde0699c4a1e		
Warnings:					
Information:					
3	Terminal Disclaimer Filed	Blurt2003_CA2_US_Pat_8468210_sb0026.pdf	373949	no	2
			ee11597b9e12f6c9a115b83df77a7c43af9ac431		
Warnings:					
Information:					
4	Fee Worksheet (SB06)	fee-info.pdf	30294	no	2
			4240611efe2efcf8125490973b1346e2217dca3a		
Warnings:					
Information:					
Total Files Size (in bytes):			1040488		

This Acknowledgement Receipt evidences receipt on the noted date by the USPTO of the indicated documents, characterized by the applicant, and including page counts, where applicable. It serves as evidence of receipt similar to a Post Card, as described in MPEP 503.

New Applications Under 35 U.S.C. 111

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

National Stage of an International Application under 35 U.S.C. 371

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

New International Application Filed with the USPTO as a Receiving Office

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.

TRANSMITTAL FORM <i>(to be used for all correspondence after initial filing)</i>	Application Number	13/898,475
	Filing Date	05/21/2013
	First Named Inventor	Robert Joseph Hazy
	Art Unit	2444
	Examiner Name	Ibrahim, Mohamed
Total Number of Pages in This Submission	Attorney Docket Number	BLURT2003_CA2_US

ENCLOSURES (Check all that apply)		
☐ Fee Transmittal Form ☐ Fee Attached ☒ Amendment/Reply ☐ After Final ☐ Affidavits/declaration(s) ☐ Extension of Time Request ☐ Express Abandonment Request ☐ Information Disclosure Statement ☐ Certified Copy of Priority Document(s) ☐ Reply to Missing Parts/ Incomplete Application ☐ Reply to Missing Parts under 37 CFR 1.52 or 1.53	☐ Drawing(s) ☐ Licensing-related Papers ☐ Petition ☐ Petition to Convert to a Provisional Application ☐ Power of Attorney, Revocation ☐ Change of Correspondence Address ☒ Terminal Disclaimer ☐ Request for Refund ☐ CD, Number of CD(s) _____ ☐ Landscape Table on CD	☐ After Allowance Communication to TC ☐ Appeal Communication to Board of Appeals and Interferences ☐ Appeal Communication to TC (Appeal Notice, Brief, Reply Brief) ☐ Proprietary Information ☐ Status Letter ☐ Other Enclosure(s) (please Identify below):
Remarks		
SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT		
Firm Name	Lipton, Weinberger & Husick	
Signature	/a tankha/	
Printed name	Ashok Tankha	
Date	05-21-2014	Reg. No. 33802

CERTIFICATE OF TRANSMISSION/MAILING			
I hereby certify that this correspondence is being facsimile transmitted to the USPTO or deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below:			
Signature			
Typed or printed name		Date	

This collection of information is required by 37 CFR 1.5. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: **Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.**

If you need assistance in completing the form, call 1-800-PTO-9199 and select option 2.

Privacy Act Statement

The **Privacy Act of 1974 (P.L. 93-579)** requires that you be given certain information in connection with your submission of the attached form related to a patent application or patent. Accordingly, pursuant to the requirements of the Act, please be advised that: (1) the general authority for the collection of this information is 35 U.S.C. 2(b)(2); (2) furnishing of the information solicited is voluntary; and (3) the principal purpose for which the information is used by the U.S. Patent and Trademark Office is to process and/or examine your submission related to a patent application or patent. If you do not furnish the requested information, the U.S. Patent and Trademark Office may not be able to process and/or examine your submission, which may result in termination of proceedings or abandonment of the application or expiration of the patent.

The information provided by you in this form will be subject to the following routine uses:

1. The information on this form will be treated confidentially to the extent allowed under the Freedom of Information Act (5 U.S.C. 552) and the Privacy Act (5 U.S.C. 552a). Records from this system of records may be disclosed to the Department of Justice to determine whether disclosure of these records is required by the Freedom of Information Act.
2. A record from this system of records may be disclosed, as a routine use, in the course of presenting evidence to a court, magistrate, or administrative tribunal, including disclosures to opposing counsel in the course of settlement negotiations.
3. A record in this system of records may be disclosed, as a routine use, to a Member of Congress submitting a request involving an individual, to whom the record pertains, when the individual has requested assistance from the Member with respect to the subject matter of the record.
4. A record in this system of records may be disclosed, as a routine use, to a contractor of the Agency having need for the information in order to perform a contract. Recipients of information shall be required to comply with the requirements of the Privacy Act of 1974, as amended, pursuant to 5 U.S.C. 552a(m).
5. A record related to an International Application filed under the Patent Cooperation Treaty in this system of records may be disclosed, as a routine use, to the International Bureau of the World Intellectual Property Organization, pursuant to the Patent Cooperation Treaty.
6. A record in this system of records may be disclosed, as a routine use, to another federal agency for purposes of National Security review (35 U.S.C. 181) and for review pursuant to the Atomic Energy Act (42 U.S.C. 218(c)).
7. A record from this system of records may be disclosed, as a routine use, to the Administrator, General Services, or his/her designee, during an inspection of records conducted by GSA as part of that agency's responsibility to recommend improvements in records management practices and programs, under authority of 44 U.S.C. 2904 and 2906. Such disclosure shall be made in accordance with the GSA regulations governing inspection of records for this purpose, and any other relevant (*i.e.*, GSA or Commerce) directive. Such disclosure shall not be used to make determinations about individuals.
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9. A record from this system of records may be disclosed, as a routine use, to a Federal, State, or local law enforcement agency, if the USPTO becomes aware of a violation or potential violation of law or regulation.

Application Number 	Application/Control No. 13/898,475	Applicant(s)/Patent under Reexamination HAZY, ROBERT JOSEPH	
Document Code - DISQ		Internal Document – DO NOT MAIL	

TERMINAL DISCLAIMER	☒ APPROVED	☐ DISAPPROVED
Date Filed : 5/22/14	This patent is subject to a Terminal Disclaimer	

Approved/Disapproved by:

ANDRE ROBINSON
2 TDS WERE APPRVD.



UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE
United States Patent and Trademark Office
Address: COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, Virginia 22313-1450
www.uspto.gov

NOTICE OF ALLOWANCE AND FEE(S) DUE

7590 06/06/2014
ASHOKTANKHA
36 GREENLEIGH DRIVE
SEWELL, NJ 08080

EXAMINER

IBRAHIM, MOHAMED

ART UNIT

PAPER NUMBER

2444

DATE MAILED: 06/06/2014

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
13/898,475	05/21/2013	Robert Joseph Hazy	BLURT2003_CA2_US	2010

TITLE OF INVENTION: Audio Message Driven Customer Interaction Queuing System

APPLN. TYPE	ENTITY STATUS	ISSUE FEE DUE	PUBLICATION FEE DUE	PREV. PAID ISSUE FEE	TOTAL FEE(S) DUE	DATE DUE
nonprovisional	MICRO	\$240	\$0	\$0	\$240	09/08/2014

THE APPLICATION IDENTIFIED ABOVE HAS BEEN EXAMINED AND IS ALLOWED FOR ISSUANCE AS A PATENT. PROSECUTION ON THE MERITS IS CLOSED. THIS NOTICE OF ALLOWANCE IS NOT A GRANT OF PATENT RIGHTS. THIS APPLICATION IS SUBJECT TO WITHDRAWAL FROM ISSUE AT THE INITIATIVE OF THE OFFICE OR UPON PETITION BY THE APPLICANT. SEE 37 CFR 1.313 AND MPEP 1308.

THE ISSUE FEE AND PUBLICATION FEE (IF REQUIRED) MUST BE PAID WITHIN THREE MONTHS FROM THE MAILING DATE OF THIS NOTICE OR THIS APPLICATION SHALL BE REGARDED AS ABANDONED. THIS STATUTORY PERIOD CANNOT BE EXTENDED. SEE 35 U.S.C. 151. THE ISSUE FEE DUE INDICATED ABOVE DOES NOT REFLECT A CREDIT FOR ANY PREVIOUSLY PAID ISSUE FEE IN THIS APPLICATION. IF AN ISSUE FEE HAS PREVIOUSLY BEEN PAID IN THIS APPLICATION (AS SHOWN ABOVE), THE RETURN OF PART B OF THIS FORM WILL BE CONSIDERED A REQUEST TO REAPPLY THE PREVIOUSLY PAID ISSUE FEE TOWARD THE ISSUE FEE NOW DUE.

HOW TO REPLY TO THIS NOTICE:

I. Review the ENTITY STATUS shown above. If the ENTITY STATUS is shown as SMALL or MICRO, verify whether entitlement to that entity status still applies.

If the ENTITY STATUS is the same as shown above, pay the TOTAL FEE(S) DUE shown above.

If the ENTITY STATUS is changed from that shown above, on PART B - FEE(S) TRANSMITTAL, complete section number 5 titled "Change in Entity Status (from status indicated above)".

For purposes of this notice, small entity fees are 1/2 the amount of undiscounted fees, and micro entity fees are 1/2 the amount of small entity fees.

II. PART B - FEE(S) TRANSMITTAL, or its equivalent, must be completed and returned to the United States Patent and Trademark Office (USPTO) with your ISSUE FEE and PUBLICATION FEE (if required). If you are charging the fee(s) to your deposit account, section "4b" of Part B - Fee(s) Transmittal should be completed and an extra copy of the form should be submitted. If an equivalent of Part B is filed, a request to reapply a previously paid issue fee must be clearly made, and delays in processing may occur due to the difficulty in recognizing the paper as an equivalent of Part B.

III. All communications regarding this application must give the application number. Please direct all communications prior to issuance to Mail Stop ISSUE FEE unless advised to the contrary.

IMPORTANT REMINDER: Utility patents issuing on applications filed on or after Dec. 12, 1980 may require payment of maintenance fees. It is patentee's responsibility to ensure timely payment of maintenance fees when due.

PART B - FEE(S) TRANSMITTAL

**Complete and send this form, together with applicable fee(s), to: Mail Mail Stop ISSUE FEE
Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450
or Fax (571)-273-2885**

INSTRUCTIONS: This form should be used for transmitting the ISSUE FEE and PUBLICATION FEE (if required). Blocks 1 through 5 should be completed where appropriate. All further correspondence including the Patent, advance orders and notification of maintenance fees will be mailed to the current correspondence address as indicated unless corrected below or directed otherwise in Block 1, by (a) specifying a new correspondence address; and/or (b) indicating a separate "FEE ADDRESS" for maintenance fee notifications.

CURRENT CORRESPONDENCE ADDRESS (Note: Use Block 1 for any change of address)

7590 06/06/2014
ASHOKTANKHA
36 GREENLEIGH DRIVE
SEWELL, NJ 08080

Note: A certificate of mailing can only be used for domestic mailings of the Fee(s) Transmittal. This certificate cannot be used for any other accompanying papers. Each additional paper, such as an assignment or formal drawing, must have its own certificate of mailing or transmission.

Certificate of Mailing or Transmission

I hereby certify that this Fee(s) Transmittal is being deposited with the United States Postal Service with sufficient postage for first class mail in an envelope addressed to the Mail Stop ISSUE FEE address above, or being facsimile transmitted to the USPTO (571) 273-2885, on the date indicated below.

(Depositor's name)
(Signature)
(Date)

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
13/898,475	05/21/2013	Robert Joseph Hazy	BLURT2003_CA2_US	2010

TITLE OF INVENTION: Audio Message Driven Customer Interaction Queuing System

APPLN. TYPE	ENTITY STATUS	ISSUE FEE DUE	PUBLICATION FEE DUE	PREV. PAID ISSUE FEE	TOTAL FEE(S) DUE	DATE DUE
nonprovisional	MICRO	\$240	\$0	\$0	\$240	09/08/2014

EXAMINER	ART UNIT	CLASS-SUBCLASS
IBRAHIM, MOHAMED	2444	709-207000

1. Change of correspondence address or indication of "Fee Address" (37 CFR 1.363).

- ☐ Change of correspondence address (or Change of Correspondence Address form PTO/SB/122) attached.
- ☐ "Fee Address" indication (or "Fee Address" Indication form PTO/SB/47; Rev 03-02 or more recent) attached. **Use of a Customer Number is required.**

2. For printing on the patent front page, list

- (1) The names of up to 3 registered patent attorneys or agents OR, alternatively, 1 _____
- (2) The name of a single firm (having as a member a registered attorney or agent) and the names of up to 2 registered patent attorneys or agents. If no name is listed, no name will be printed. 2 _____
- 3 _____

3. ASSIGNEE NAME AND RESIDENCE DATA TO BE PRINTED ON THE PATENT (print or type)

PLEASE NOTE: Unless an assignee is identified below, no assignee data will appear on the patent. If an assignee is identified below, the document has been filed for recordation as set forth in 37 CFR 3.11. Completion of this form is NOT a substitute for filing an assignment.

(A) NAME OF ASSIGNEE

(B) RESIDENCE: (CITY and STATE OR COUNTRY)

Please check the appropriate assignee category or categories (will not be printed on the patent): ☐ Individual ☐ Corporation or other private group entity ☐ Government

4a. The following fee(s) are submitted:

- ☐ Issue Fee
- ☐ Publication Fee (No small entity discount permitted)
- ☐ Advance Order - # of Copies _____

4b. Payment of Fee(s): (**Please first reapply any previously paid issue fee shown above**)

- ☐ A check is enclosed.
- ☐ Payment by credit card. Form PTO-2038 is attached.
- ☐ The Director is hereby authorized to charge the required fee(s), any deficiency, or credits any overpayment, to Deposit Account Number _____ (enclose an extra copy of this form).

5. **Change in Entity Status** (from status indicated above)

- ☐ Applicant certifying micro entity status. See 37 CFR 1.29
- ☐ Applicant asserting small entity status. See 37 CFR 1.27
- ☐ Applicant changing to regular undiscounted fee status.

NOTE: Absent a valid certification of Micro Entity Status (see forms PTO/SB/15A and 15B), issue fee payment in the micro entity amount will not be accepted at the risk of application abandonment.

NOTE: If the application was previously under micro entity status, checking this box will be taken to be a notification of loss of entitlement to micro entity status.

NOTE: Checking this box will be taken to be a notification of loss of entitlement to small or micro entity status, as applicable.

NOTE: This form must be signed in accordance with 37 CFR 1.31 and 1.33. See 37 CFR 1.4 for signature requirements and certifications.

Authorized Signature _____

Date _____

Typed or printed name _____

Registration No. _____



UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE
United States Patent and Trademark Office
Address: COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, Virginia 22313-1450
www.uspto.gov

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
13/898,475	05/21/2013	Robert Joseph Hazy	BLURT2003_CA2_US	2010
7590 06/06/2014		EXAMINER		
ASHOKTANKHA		IBRAHIM, MOHAMED		
36 GREENLEIGH DRIVE		ART UNIT		
SEWELL, NJ 08080		PAPER NUMBER		

2444

DATE MAILED: 06/06/2014

Determination of Patent Term Adjustment under 35 U.S.C. 154 (b) (Applications filed on or after May 29, 2000)

The Office has discontinued providing a Patent Term Adjustment (PTA) calculation with the Notice of Allowance.

Section 1(h)(2) of the AIA Technical Corrections Act amended 35 U.S.C. 154(b)(3)(B)(i) to eliminate the requirement that the Office provide a patent term adjustment determination with the notice of allowance. See Revisions to Patent Term Adjustment, 78 Fed. Reg. 19416, 19417 (Apr. 1, 2013). Therefore, the Office is no longer providing an initial patent term adjustment determination with the notice of allowance. The Office will continue to provide a patent term adjustment determination with the Issue Notification Letter that is mailed to applicant approximately three weeks prior to the issue date of the patent, and will include the patent term adjustment on the patent. Any request for reconsideration of the patent term adjustment determination (or reinstatement of patent term adjustment) should follow the process outlined in 37 CFR 1.705.

Any questions regarding the Patent Term Extension or Adjustment determination should be directed to the Office of Patent Legal Administration at (571)-272-7702. Questions relating to issue and publication fee payments should be directed to the Customer Service Center of the Office of Patent Publication at 1-(888)-786-0101 or (571)-272-4200.

OMB Clearance and PRA Burden Statement for PTOL-85 Part B

The Paperwork Reduction Act (PRA) of 1995 requires Federal agencies to obtain Office of Management and Budget approval before requesting most types of information from the public. When OMB approves an agency request to collect information from the public, OMB (i) provides a valid OMB Control Number and expiration date for the agency to display on the instrument that will be used to collect the information and (ii) requires the agency to inform the public about the OMB Control Number's legal significance in accordance with 5 CFR 1320.5(b).

The information collected by PTOL-85 Part B is required by 37 CFR 1.311. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, Virginia 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450. Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number.

Privacy Act Statement

The Privacy Act of 1974 (P.L. 93-579) requires that you be given certain information in connection with your submission of the attached form related to a patent application or patent. Accordingly, pursuant to the requirements of the Act, please be advised that: (1) the general authority for the collection of this information is 35 U.S.C. 2(b)(2); (2) furnishing of the information solicited is voluntary; and (3) the principal purpose for which the information is used by the U.S. Patent and Trademark Office is to process and/or examine your submission related to a patent application or patent. If you do not furnish the requested information, the U.S. Patent and Trademark Office may not be able to process and/or examine your submission, which may result in termination of proceedings or abandonment of the application or expiration of the patent.

The information provided by you in this form will be subject to the following routine uses:

1. The information on this form will be treated confidentially to the extent allowed under the Freedom of Information Act (5 U.S.C. 552) and the Privacy Act (5 U.S.C. 552a). Records from this system of records may be disclosed to the Department of Justice to determine whether disclosure of these records is required by the Freedom of Information Act.
2. A record from this system of records may be disclosed, as a routine use, in the course of presenting evidence to a court, magistrate, or administrative tribunal, including disclosures to opposing counsel in the course of settlement negotiations.
3. A record in this system of records may be disclosed, as a routine use, to a Member of Congress submitting a request involving an individual, to whom the record pertains, when the individual has requested assistance from the Member with respect to the subject matter of the record.
4. A record in this system of records may be disclosed, as a routine use, to a contractor of the Agency having need for the information in order to perform a contract. Recipients of information shall be required to comply with the requirements of the Privacy Act of 1974, as amended, pursuant to 5 U.S.C. 552a(m).
5. A record related to an International Application filed under the Patent Cooperation Treaty in this system of records may be disclosed, as a routine use, to the International Bureau of the World Intellectual Property Organization, pursuant to the Patent Cooperation Treaty.
6. A record in this system of records may be disclosed, as a routine use, to another federal agency for purposes of National Security review (35 U.S.C. 181) and for review pursuant to the Atomic Energy Act (42 U.S.C. 218(c)).
7. A record from this system of records may be disclosed, as a routine use, to the Administrator, General Services, or his/her designee, during an inspection of records conducted by GSA as part of that agency's responsibility to recommend improvements in records management practices and programs, under authority of 44 U.S.C. 2904 and 2906. Such disclosure shall be made in accordance with the GSA regulations governing inspection of records for this purpose, and any other relevant (i.e., GSA or Commerce) directive. Such disclosure shall not be used to make determinations about individuals.
8. A record from this system of records may be disclosed, as a routine use, to the public after either publication of the application pursuant to 35 U.S.C. 122(b) or issuance of a patent pursuant to 35 U.S.C. 151. Further, a record may be disclosed, subject to the limitations of 37 CFR 1.14, as a routine use, to the public if the record was filed in an application which became abandoned or in which the proceedings were terminated and which application is referenced by either a published application, an application open to public inspection or an issued patent.
9. A record from this system of records may be disclosed, as a routine use, to a Federal, State, or local law enforcement agency, if the USPTO becomes aware of a violation or potential violation of law or regulation.

Notice of Allowability	Application No. 13/898,475	Applicant(s) HAZY, ROBERT JOSEPH	
	Examiner MOHAMED IBRAHIM	Art Unit 2444	AIA (First Inventor to File) Status No

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address--

All claims being allowable, PROSECUTION ON THE MERITS IS (OR REMAINS) CLOSED in this application. If not included herewith (or previously mailed), a Notice of Allowance (PTOL-85) or other appropriate communication will be mailed in due course. **THIS NOTICE OF ALLOWABILITY IS NOT A GRANT OF PATENT RIGHTS.** This application is subject to withdrawal from issue at the initiative of the Office or upon petition by the applicant. See 37 CFR 1.313 and MPEP 1308.

1. ☒ This communication is responsive to Amendment filed on 02/20/2014.
☐ A declaration(s)/affidavit(s) under **37 CFR 1.130(b)** was/were filed on _____.

2. ☐ An election was made by the applicant in response to a restriction requirement set forth during the interview on _____; the restriction requirement and election have been incorporated into this action.

3. ☒ The allowed claim(s) is/are 1-10. As a result of the allowed claim(s), you may be eligible to benefit from the **Patent Prosecution Highway** program at a participating intellectual property office for the corresponding application. For more information, please see http://www.uspto.gov/patents/init_events/pph/index.jsp or send an inquiry to PPHfeedback@uspto.gov.

4. ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
Certified copies:
a) ☐ All b) ☐ Some *c) ☐ None of the:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. _____.
3. ☐ Copies of the certified copies of the priority documents have been received in this national stage application from the International Bureau (PCT Rule 17.2(a)).
* Certified copies not received: _____.

Applicant has THREE MONTHS FROM THE "MAILING DATE" of this communication to file a reply complying with the requirements noted below. Failure to timely comply will result in ABANDONMENT of this application.
THIS THREE-MONTH PERIOD IS NOT EXTENDABLE.

5. ☐ CORRECTED DRAWINGS (as "replacement sheets") must be submitted.
☐ including changes required by the attached Examiner's Amendment / Comment or in the Office action of Paper No./Mail Date _____.
Identifying indicia such as the application number (see 37 CFR 1.84(c)) should be written on the drawings in the front (not the back) of each sheet. Replacement sheet(s) should be labeled as such in the header according to 37 CFR 1.121(d).

6. ☐ DEPOSIT OF and/or INFORMATION about the deposit of BIOLOGICAL MATERIAL must be submitted. Note the attached Examiner's comment regarding REQUIREMENT FOR THE DEPOSIT OF BIOLOGICAL MATERIAL.

Attachment(s)

1. ☐ Notice of References Cited (PTO-892)	5. ☐ Examiner's Amendment/Comment
2. ☐ Information Disclosure Statements (PTO/SB/08), Paper No./Mail Date _____	6. ☒ Examiner's Statement of Reasons for Allowance
3. ☐ Examiner's Comment Regarding Requirement for Deposit of Biological Material	7. ☐ Other _____.
4. ☐ Interview Summary (PTO-413), Paper No./Mail Date _____.	

/MOHAMED IBRAHIM/ Primary Examiner, Art Unit 2444	
--	--

1. The present application is being examined under the pre-AIA first to invent provisions.

REASONS FOR ALLOWANCE

Terminal Disclaimer

4. The terminal disclaimer filed on 05/22/2014 disclaiming the terminal portion of any patent granted on this application which would extend beyond the expiration date of U. S. Patent No. 8468210 and 7895283 have been reviewed and are accepted. The terminal disclaimers have been recorded.

5. This communication warrants no examiner's reason for allowance, as applicant's reply makes evident the reason for allowance, satisfying the record as whole as required by rule 37 CFR 1.104 (e). In this case, the substance of applicant's remarks in the Amendment filed on 20 February 2014 with respect to the claimed limitations point out the reason claims are patentable over the prior art of record. Thus, the reason for allowance is in all probability evident from the record and no statement for examiner's reason for allowance is necessary (see MPEP 13202.14).

6. Claims 1-10 are allowed.

Conclusion

Any inquiry concerning this communication or earlier communications from the examiner should be directed to MOHAMED IBRAHIM whose telephone number is (571)270-1132. The examiner can normally be reached on Monday through Friday from 9:30AM to 6:00PM.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Peter-Anthony Pappas can be reached on 571-272-7646. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

/Mohamed Ibrahim/

Primary Examiner, Art Unit 2444

Application/Control Number: 13/898,475
Art Unit: 2444

Page 4

EAST Search History

EAST Search History (Prior Art)

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	21	(query with message) same (customer with service with center)	US-PGPUB; USPAT	OR	OFF	2014/06/01 21:08
L2	8	1 AND ((H04M3/5191 OR H04M7/003 OR H04M2203/1091 OR H04M3/2281 OR H04M3/54 OR H04L43/0811).CPC.)	US-PGPUB; USPAT	OR	OFF	2014/06/01 21:11
L3	9645	customer with service with center	US-PGPUB; USPAT	OR	OFF	2014/06/01 21:13
L4	1421	3 AND ((H04M3/5233 OR H04M1/2473 OR H04M3/51 OR H04M3/5166 OR H04M3/5191 OR H04M3/5231 OR H04M1/64 OR H04M1/72522 OR H04M3/4217 OR H04M3/42195 OR H04M3/42221 OR H04M3/436 OR H04M3/487 OR H04M3/523 OR H04M7/0024 OR H04L12/2602 OR H04L41/5061 OR H04L41/509 OR H04L51/10 OR H04L51/24).CPC.)	US-PGPUB; USPAT	OR	OFF	2014/06/01 21:17
L5	476	4 and ((audio with query) or (verbal with question) or (voice with message))	US-PGPUB; USPAT	OR	OFF	2014/06/01 21:18
L6	259	5 and browser	US-PGPUB; USPAT	OR	OFF	2014/06/01 21:19
L7	216	6 and agent	US-PGPUB; USPAT	OR	OFF	2014/06/01 21:19
L8	89	7 and ((answer or respond or reply) with (query or question or message))	US-PGPUB; USPAT	OR	OFF	2014/06/01 21:20
L9	77	8 and (call with back)	US-PGPUB; USPAT	OR	OFF	2014/06/01 21:20
L10	6	9 and (browser with record\$3)	US-PGPUB; USPAT	OR	OFF	2014/06/01 21:21
L11	66	9 and (record\$3)	US-PGPUB; USPAT	OR	OFF	2014/06/01 21:22
L12	59	11 and (exchang\$3)	US-PGPUB; USPAT	OR	OFF	2014/06/01 21:23
L13	53	12 and (play\$3 or (play adj back))	US-PGPUB; USPAT	OR	OFF	2014/06/01 21:23
L14	5	(Hazy near2 Robert).in.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2014/06/01 21:27
L15	23	(electronic with message with exchang\$3) same (customer with service with center)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT;	OR	OFF	2014/06/01 21:27

			IBM_TDB			
L16	21	L15 and (audio with message)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2014/06/01 21:27
L17	21	L16 and (question or query)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2014/06/01 21:27
L18	219208	(voice or speak or audio) same (query or question or message)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2014/06/01 21:27
L19	414	L18 same (customer with service with center)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2014/06/01 21:27
L20	295	L19 same (record\$3 or transmit\$5 or send\$3 or receiv\$3 or retriev\$3)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2014/06/01 21:27
L21	8	L20 and connectionless	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2014/06/01 21:27
L22	4473	(local\$3 with record\$3 with (message or query or question))	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2014/06/01 21:27
L23	8	L22 same (send\$3 or transmit\$5 or forward\$3) with (customer with service)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2014/06/01 21:27
L24	40485	709/206,217,240.ccls.	US-PGPUB; USPAT; USOCR; FPRS; EPO;	OR	OFF	2014/06/01 21:27

			JPO; DERWENT; IBM_TDB			
L25	528	370/270.ccls.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2014/06/01 21:27
L26	136414	"379".clas.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2014/06/01 21:27
L27	3	L24 and L25 and L26	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2014/06/01 21:27
L28	5542	L24 and (audio or voice) with (query or question or message or inquiry)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2014/06/01 21:27
L29	653	L28 and (customer with service)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2014/06/01 21:27
L30	313	L29 and agent	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2014/06/01 21:27
L31	313	L30 and (transmit\$5 or send\$3 or retriev\$3)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2014/06/01 21:27
L32	263	L31 and (record\$3)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2014/06/01 21:27
L33	3	"20010047270".pn.	US-PGPUB; USPAT;	OR	OFF	2014/06/01 21:27

EAST Search History

			USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB			
L34	5	"7895283".pn. or "8468210".pn.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2014/06/01 21:27

EAST Search History (Interference)

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L35	5	(Hazy near2 Robert).in.	US-PGPUB; USPAT; UPAD	OR	OFF	2014/06/01 21:27
L36	5	L35 and (record\$3)	US-PGPUB; USPAT; UPAD	OR	OFF	2014/06/01 21:27
L37	1	"20010047270".pn.	US-PGPUB; USPAT; UPAD	OR	OFF	2014/06/01 21:27
L38	5	L35 and (record\$3)	US-PGPUB; USPAT; UPAD	OR	OFF	2014/06/01 21:28
L39	808	(customer with service with center).clm.	US-PGPUB; USPAT; UPAD	OR	OFF	2014/06/01 21:28
L40	4	39 and (audio with query with message).clm.	US-PGPUB; USPAT; UPAD	OR	OFF	2014/06/01 21:29

6/ 1/ 2014 9:45:37 PM

C:\Users\mibrahim1\Documents\EAST\Workspaces\13898475.wsp

Search Notes 	Application/Control No. 13898475	Applicant(s)/Patent Under Reexamination HAZY, ROBERT JOSEPH
	Examiner MOHAMED IBRAHIM	Art Unit 2444

CPC- SEARCHED		
Symbol	Date	Examiner

CPC COMBINATION SETS - SEARCHED		
Symbol	Date	Examiner

US CLASSIFICATION SEARCHED			
Class	Subclass	Date	Examiner

SEARCH NOTES		
Search Notes	Date	Examiner
Inventor (s) search	10/7/2013	MI
Double Patenting Search	10/7/2013	MI
Text Search	10/7/2013	MI
Classification Search limited by text	10/7/2013	MI
NPL Google Scholar: "audio queries to a customer service center" and (playing back recorded audio question from customer"	6/1/2014	MI
CPC Classification search limited by text	6/1/2014	MI
Text Search	6/1/2014	MI
Search Updated	6/1/2014	MI

INTERFERENCE SEARCH			
US Class/ CPC Symbol	US Subclass / CPC Group	Date	Examiner
Interference Search	Interference Search	6/1/2014	MI

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Issue Classification 	Application/Control No. 13898475	Applicant(s)/Patent Under Reexamination HAZY, ROBERT JOSEPH	
	Examiner MOHAMED IBRAHIM	Art Unit 2444	

CPC						
Symbol					Type	Version
H04M		7		003	I	2013-01-01
G06Q		30		016	F	2013-01-01
H04M		3		5191	I	2013-01-01

CPC Combination Sets						
Symbol			Type	Set	Ranking	Version

NONE		Total Claims Allowed:	
		10	
(Assistant Examiner)	(Date)		
/MOHAMED IBRAHIM/ Primary Examiner.Art Unit 2444	06/01/2014	O.G. Print Claim(s)	O.G. Print Figure
(Primary Examiner)	(Date)	1	1

Issue Classification 	Application/Control No. 13898475	Applicant(s)/Patent Under Reexamination HAZY, ROBERT JOSEPH
	Examiner MOHAMED IBRAHIM	Art Unit 2444

US ORIGINAL CLASSIFICATION						INTERNATIONAL CLASSIFICATION														
CLASS		SUBCLASS				CLAIMED					NON-CLAIMED									
709		207				G	0	6	F	15 / 16 (2006.01.01)										
CROSS REFERENCE(S)																				
CLASS	SUBCLASS (ONE SUBCLASS PER BLOCK)																			
709	206																			
379	67.1																			
									</											

NONE		Total Claims Allowed:	
		10	
(Assistant Examiner)	(Date)		
/MOHAMED IBRAHIM/ Primary Examiner.Art Unit 2444	06/01/2014	O.G. Print Claim(s)	O.G. Print Figure
(Primary Examiner)	(Date)	1	1

Issue Classification 	Application/Control No. 13898475	Applicant(s)/Patent Under Reexamination HAZY, ROBERT JOSEPH
	Examiner MOHAMED IBRAHIM	Art Unit 2444

☐ Claims renumbered in the same order as presented by applicant ☐ CPA ☒ T.D. ☐ R.1.47															
Final	Original	Final	Original	Final	Original	Final	Original	Final	Original	Final	Original	Final	Original	Final	Original
1	1														
2	2														
3	3														
4	4														
5	5														
6	6														
7	7														
8	8														
9	9														
10	10														

NONE		Total Claims Allowed:	
		10	
(Assistant Examiner)	(Date)		
/MOHAMED IBRAHIM/ Primary Examiner.Art Unit 2444	06/01/2014	O.G. Print Claim(s)	O.G. Print Figure
(Primary Examiner)	(Date)	1	1

PART B - FEE(S) TRANSMITTAL

Complete and send this form, together with applicable fee(s), to: **Mail Stop ISSUE FEE**
Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450
or Fax (571)-273-2885

INSTRUCTIONS: This form should be used for transmitting the ISSUE FEE and PUBLICATION FEE (if required). Blocks 1 through 5 should be completed where appropriate. All further correspondence including the Patent, advance orders and notification of maintenance fees will be mailed to the current correspondence address as indicated unless corrected below or directed otherwise in Block 1, by (a) specifying a new correspondence address; and/or (b) indicating a separate "FEE ADDRESS" for maintenance fee notifications.

CURRENT CORRESPONDENCE ADDRESS (Note: Use Block 1 for any change of address)

ASHOKTANKHA
36 GREENLEIGH DRIVE
SEWELL, NJ 08080

Note: A certificate of mailing can only be used for domestic mailings of the Fee(s) Transmittal. This certificate cannot be used for any other accompanying papers. Each additional paper, such as an assignment or formal drawing, must have its own certificate of mailing or transmission.

Certificate of Mailing or Transmission

I hereby certify that this Fee(s) Transmittal is being deposited with the United States Postal Service with sufficient postage for first class mail in an envelope addressed to the Mail Stop ISSUE FEE address above, or being facsimile transmitted to the USPTO (571) 273-2885, on the date indicated below.

(Date)
(Signature)
(Date)

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
13/898,475	05/21/2013	Robert Joseph Mazy	BLURT2003_C42_US	2810

TITLE OF INVENTION: Audio Message Driven Customer Interaction Queuing System

APPLN. TYPE	ENTITY STATUS	ISSUE FEE DUE	PUBLICATION FEE DUE	PREV. PAID ISSUE FEE	TOTAL FEES DUE	DATE DUE
nonprovisional	MICRO	\$240	\$0	\$0	\$240	09/09/2014
EXAMINER	ART UNIT	CLASS-SUBCLASS				
IBRAHEM, MOHAMED	2444	799-287000				

1. Change of correspondence address or indication of "Fee Address" (37 CFR 1.363).

- ☐ Change of correspondence address (or Change of Correspondence Address form PTO/SB/122) attached.
- ☐ "Fee Address" indication (or "Fee Address" indication form PTO/SB/47; Rev 03-02 or more recent) attached. Use of a Customer Number is required.

2. For printing on the patent front page, list

- (1) The names of up to 3 registered patent attorneys or agents OR, alternatively,
- (2) The name of a single firm (having as a member a registered attorney or agent) and the names of up to 2 registered patent attorneys or agents. If no name is listed, no name will be printed.
1. Ash Tankha
2. Lipton, Weinberger & Husick
3.

3. ASSIGNEE NAME AND RESIDENCE DATA TO BE PRINTED ON THE PATENT (print or type)

PLEASE NOTE: Unless an assignee is identified below, no assignee data will appear on the patent. If an assignee is identified below, the document has been filed for recordation as set forth in 37 CFR 3.31. Completion of this form is NOT a substitute for filing an assignment.

(A) NAME OF ASSIGNEE

(B) RESIDENCE (CITY and STATE OR COUNTRY)

Please check the appropriate assignee category or categories (will not be printed on the patent): ☐ Individual ☐ Corporation or other private group entity ☐ Government

4a. The following fee(s) are submitted:

- ☒ Issue Fee
- ☐ Publication Fee (No small entity discount permitted)
- ☐ Advance Order - \$ of Copies

4b. Payment of Fee(s): (Please first supply any previously paid issue fee shown above)

- ☐ A check is enclosed.
- ☐ Payment by credit card. Form PTO-2038 is attached.
- ☐ The Director is hereby authorized to charge the required fee(s), any deficiency, or credits any overpayment, to Deposit Account Number (enclose an extra copy of this form).

5. Change in Entity Status (from status indicated above)

- ☐ Applicant certifying micro entity status. See 37 CFR 1.39
- ☐ Applicant asserting small entity status. See 37 CFR 1.37
- ☐ Applicant changing to regular undiscounted fee status.

NOTE: Absent a valid certification of Micro Entity Status (see forms PTO/SB/15A and 15B), issue fee payment in the micro entity amount will not be accepted at the risk of application abandonment.

NOTE: If the application was previously under micro entity status, checking this box will be taken to be a notification of loss of entitlement to micro entity status.

NOTE: Checking this box will be taken to be a notification of loss of entitlement to small or micro entity status, as applicable.

NOTE: This form must be signed in accordance with 37 CFR 1.31 and 1.33. See 37 CFR 1.4 for signature requirements and certifications.

Authorized Signature /s/ tankha/

Date 25 July 2014

Typed or printed name Ashok Tankha

Registration No 33,802

Electronic Patent Application Fee Transmittal				
Application Number:		13898475		
Filing Date:		21-May-2013		
Title of Invention:		Audio Message Driven Customer Interaction Queuing System		
First Named Inventor/Applicant Name:		Robert Joseph Hazy		
Filer:		Ashok Tankha		
Attorney Docket Number:		BLURT2003_CA2_US		
Filed as Micro Entity				
Utility under 35 USC 111(a) Filing Fees				
Description	Fee Code	Quantity	Amount	Sub-Total in USD(\$)
Basic Filing:				
Pages:				
Claims:				
Miscellaneous-Filing:				
Petition:				
Patent-Appeals-and-Interference:				
Post-Allowance-and-Post-Issuance:				
Utility Issue Fee	3501	1	240	240
Extension-of-Time:				

Description	Fee Code	Quantity	Amount	Sub-Total in USD(\$)
Miscellaneous:				
Total in USD (\$)				240

Electronic Acknowledgement Receipt	
EFS ID:	19680413
Application Number:	13898475
International Application Number:	
Confirmation Number:	2010
Title of Invention:	Audio Message Driven Customer Interaction Queuing System
First Named Inventor/Applicant Name:	Robert Joseph Hazy
Correspondence Address:	ASHOKTANKHA - 36 GREENLEIGH DRIVE - SEWELL NJ 08080 US 856-266-5145 ash@ipprocurement.com
Filer:	Ashok Tankha
Filer Authorized By:	
Attorney Docket Number:	BLURT2003_CA2_US
Receipt Date:	25-JUL-2014
Filing Date:	21-MAY-2013
Time Stamp:	00:11:37
Application Type:	Utility under 35 USC 111(a)

Payment information:

Submitted with Payment	yes
Payment Type	Credit Card
Payment was successfully received in RAM	\$240

RAM confirmation Number	6722				
Deposit Account	503291				
Authorized User	TANKHA, ASHOK				
The Director of the USPTO is hereby authorized to charge indicated fees and credit any overpayment as follows: Charge any Additional Fees required under 37 C.F.R. Section 1.21 (Miscellaneous fees and charges)					
File Listing:					
Document Number	Document Description	File Name	File Size(Bytes)/ Message Digest	Multi Part /.zip	Pages (if appl.)
1	Issue Fee Payment (PTO-85B)	Blurt2003_CA2_US_Issue_Fee_Form.pdf	387129 879aedc279460ed4a3cda6fadaa4024847ebce83	no	1
Warnings:					
Information:					
2	Fee Worksheet (SB06)	fee-info.pdf	30246 e8c3e05fd2e985a8be41a9e67fd3f807ae2b0fd7	no	2
Warnings:					
Information:					
Total Files Size (in bytes):			417375		
This Acknowledgement Receipt evidences receipt on the noted date by the USPTO of the indicated documents, characterized by the applicant, and including page counts, where applicable. It serves as evidence of receipt similar to a Post Card, as described in MPEP 503. <u>New Applications Under 35 U.S.C. 111</u> If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application. <u>National Stage of an International Application under 35 U.S.C. 371</u> If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course. <u>New International Application Filed with the USPTO as a Receiving Office</u> If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.					



ITF

PART B - FEE(S) TRANSMITTAL

Complete and send this form, together with applicable fee(s), to: **Mail** Mail Stop ISSUE FEE
 Commissioner for Patents
 P.O. Box 1450
 Alexandria, Virginia 22313-1450
 or **Fax** (571)-273-2885

INSTRUCTIONS: This form should be used for transmitting the ISSUE FEE and PUBLICATION FEE (if required). Blocks 1 through 5 should be completed where appropriate. All further correspondence including the Patent, advance orders and notification of maintenance fees will be mailed to the current correspondence address as indicated unless corrected below or directed otherwise in Block 1, by (a) specifying a new correspondence address, and/or (b) indicating a separate "FEE ADDRESS" for maintenance fee notifications.

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Certificate of Mailing or Transmission

I hereby certify that this Fee(s) Transmittal is being deposited with the United States Postal Service with sufficient postage for first class mail in an envelope addressed to the Mail Stop ISSUE FEE address above, or being facsimile transmitted to the USPTO (571) 273-2885, on the date indicated below.

(Depositor's name)
(Signature)
(Date)

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
13898475	05/21/2013	Robert Joseph Hazy	BLURT2003, CA2, US	2010

TITLE OF INVENTION: Audio Message Delivery Customer Interaction Queuing System

APPL. TYPE	ENTITY STATUS	ISSUE FEE DUE	PUBLICATION FEE DUE	PREV. PAID ISSUE FEE	TOTAL FEES DUE	DATE DUE
nonprovisional	MICRO	\$240	\$0	\$0	\$240	09/08/2014
EXAMINER	ART UNIT	CLASS-SUBCLASS				
IBRAHIM, MOHAMED	2444	709-287900				

1. Change of correspondence address or indication of "Fee Address" (37 CFR 1.363).
☐ Change of correspondence address (or Change of Correspondence Address form PTO/SB-122) attached.
☐ "Fee Address" indication (or "Fee Address" indication form PTO/SB-122, Rev. 03-02 or more recent) attached. Use of a Customer Number is required.

2. For printing on the patent front page, list:
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 (2) The name of a single firm (filing as a member a registered attorney or agent) and the names of up to 2 registered patent attorneys or agents. If no name is listed, no name will be printed.

1. Ash Tankha
 2. Lipton, Weinberger & Husick
 3.

3. ASSIGNEE NAME AND RESIDENCE DATA TO BE PRINTED ON THE PATENT (print or type)

PLEASE NOTE: Unless an assignee is identified below, no assignee data will appear on the patent. If an assignee is identified below, the document has been filed for recordation as set forth in 37 CFR 1.311. Completion of this form is NOT a substitute for filing an assignment.

(A) NAME OF ASSIGNEE

(B) RESIDENCE (CITY and STATE OR COUNTRY)

Please check the appropriate assignee category or categories (will not be printed on the patent): ☐ Individual ☐ Corporation or other private group entity ☐ Government

4a. The following fee(s) are submitted:

- ☒ Issue Fee
☐ Publication Fee (No small entity discount permitted)
☐ Advance Order - # of Copies

4b. Payment of Fee(s) (Please first complete any previously paid issue fee shown above)

- ☐ A check is enclosed.
☐ Payment by credit card. Form PTO-2038 is attached.
☐ The Director is hereby authorized to charge the required fee(s), any deficiency, or credits any overpayment, to Deposit Account Number (enclose an extra copy of this form).

5. Change in Entity Status (from status indicated above)

- ☐ Applicant certifying micro entity status. See 37 CFR 1.329.
☐ Applicant asserting small entity status. See 37 CFR 1.327.
☐ Applicant changing to regular undiscounted fee status.

NOTE: Absent a valid certification of Micro Entity Status (see forms PTO/SB-15A and 15B), issue fee payment in the micro entity amount will not be accepted at the risk of application abandonment.

NOTE: If the application was previously under micro entity status, checking this box will be taken to be a notification of loss of entitlement to micro entity status.

NOTE: Checking this box will be taken to be a notification of loss of entitlement to small or micro entity status, as applicable.

NOTE: This form must be signed in accordance with 37 CFR 1.31 and 1.33. See 37 CFR 1.4 for signature requirements and certifications.

Authorized Signature /s/ tankha/

Date 25 July 2014

Typed or printed name: Ashok Tankha

Registration No 33,802

07/25/2014 INTEFSW 00006722 13898475

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APPLICATION NO.	ISSUE DATE	PATENT NO.	ATTORNEY DOCKET NO.	CONFIRMATION NO.
13/898,475	09/02/2014	8825787	BLURT2003_CA2_US	2010

7590 08/13/2014
ASHOKTANKHA
36 GREENLEIGH DRIVE
SEWELL, NJ 08080

ISSUE NOTIFICATION

The projected patent number and issue date are specified above.

Determination of Patent Term Adjustment under 35 U.S.C. 154 (b) (application filed on or after May 29, 2000)

The Patent Term Adjustment is 0 day(s). Any patent to issue from the above-identified application will include an indication of the adjustment on the front page.

If a Continued Prosecution Application (CPA) was filed in the above-identified application, the filing date that determines Patent Term Adjustment is the filing date of the most recent CPA.

Applicant will be able to obtain more detailed information by accessing the Patent Application Information Retrieval (PAIR) WEB site (<http://pair.uspto.gov>).

Any questions regarding the Patent Term Extension or Adjustment determination should be directed to the Office of Patent Legal Administration at (571)-272-7702. Questions relating to issue and publication fee payments should be directed to the Application Assistance Unit (AAU) of the Office of Data Management (ODM) at (571)-272-4200.

APPLICANT(s) (Please see PAIR WEB site <http://pair.uspto.gov> for additional applicants):

Robert Joseph Hazy, El Dorado Hills, CA;

The United States represents the largest, most dynamic marketplace in the world and is an unparalleled location for business investment, innovation, and commercialization of new technologies. The USA offers tremendous resources and advantages for those who invest and manufacture goods here. Through SelectUSA, our nation works to encourage and facilitate business investment. To learn more about why the USA is the best country in the world to develop technology, manufacture products, and grow your business, visit SelectUSA.gov.

PATENT ASSIGNMENT COVER SHEET

Electronic Version v1.1
 Stylesheet Version v1.2

EPAS ID: PAT8416044

SUBMISSION TYPE:	NEW ASSIGNMENT	
NATURE OF CONVEYANCE:	ASSIGNMENT	
CONVEYING PARTY DATA		
Name		Execution Date
ROBERT JOSEPH HAZY		02/01/2024
RECEIVING PARTY DATA		
Name:	SONGBIRD TECH LLC	
Street Address:	10412 CHINA SPRING ROAD, STE F #1060	
City:	WACO	
State/Country:	TEXAS	
Postal Code:	76708	
PROPERTY NUMBERS Total: 4		
Property Type	Number	
Patent Number:	8825787	
Patent Number:	8693377	
Patent Number:	8468210	
Patent Number:	7895283	
CORRESPONDENCE DATA		
Fax Number:		
<i>Correspondence will be sent to the e-mail address first; if that is unsuccessful, it will be sent using a fax number, if provided; if that is unsuccessful, it will be sent via US Mail.</i>		
Phone:	16463399646	
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NAME OF SUBMITTER:	RAYMOND W MORT, III	
SIGNATURE:	/Raymond W Mort, III/	
DATE SIGNED:	02/01/2024	
This document serves as an Oath/Declaration (37 CFR 1.63).		
Total Attachments: 4		
source=Patents Assignment - HAZY - executed#page1.tif		
source=Patents Assignment - HAZY - executed#page2.tif		
source=Patents Assignment - HAZY - executed#page3.tif		

PATENT ASSIGNMENT AGREEMENT

THIS PATENT ASSIGNMENT AGREEMENT (the "Agreement"), is made and entered into this 1ST day of February, 2024 (the "Effective Date"), by and between Robert Joseph Hazy, an individual residing at 8460 Decatur St #112, Westminster, Colorado 80031 ("Assignor") and Songbird Tech LLC, organized under the laws of Texas and having its principal place of business at 10412 China Spring Road, Ste F #1060, Waco, Texas 76708 ("Assignee") (each a "Party" and collectively the "Parties").

WHEREAS, Assignor is the sole owner of all rights, title and interest in and to United States Patent No. 8,825,787, 8,693,377, 8,468,210, 7,895,283 (the "Assigned Patents");

WHEREAS, Assignor and Assignee have agreed to sell, transfer, assign and set over unto Assignee and Assignee shall accept, all rights, title and interest in and to the Assigned Patents;

NOW, THEREFORE, for valuable consideration, the receipt and sufficiency of which is acknowledged, the parties agree as follows:

1. Assignor hereby sells, transfers, assigns and sets over to Assignee all rights, title and interest (for all countries) in and to the Inventions and the Assigned Patents, and all the rights and privileges under any letters patent that may be granted under any continuations, divisions, reissues, reexaminations, renewals and extensions therefor and thereon and all continuations, divisions, reissues, reexaminations, renewals and extensions thereof; and all applications for industrial property protection, including without limitation, all applications for Assigned Patents, utility models, copyright, and designs which may hereafter be filed for said Inventions and Assigned Patents in any country or countries, together with the right to file such applications and the right to claim for the same the priority rights derived from the Inventions and the Assigned Patents under the patent laws of the United States, the International Convention for the Protection of Industrial Property, or any other international agreement or the domestic laws of the country in which any such application is filed, as may be applicable; and all applications for industrial property protection, including, without limitation, all applications for Assigned Patents, utility models, copyrights and designs which may hereafter be filed for said Inventions or Assigned Patents in any country or countries, together with the right to file such applications; and all forms of industrial property protection, including, without limitation, Assigned Patents, utility models, inventors' certificates, copyrights and

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designs which may be granted for said Invention and/or Patent in any country or countries and all extensions, renewals and reissues thereof.

2. Assignor hereby authorizes and requests the Commissioner of Assigned Patents and Trademarks of the United States and any official of any country or countries foreign to the United States, whose duty is to issue Assigned Patents or other evidence or forms of industrial property on applications as aforesaid, to issue the same to Assignee, its successors, assigns and legal representatives, or to such nominees as it may designate.

3. Assignor agrees that, whenever reasonably requested by Assignee, Assignor will execute all papers, take all rightful oaths, and do all acts which may be reasonably necessary for securing and maintaining Assigned Patents for the Inventions in any country and for vesting title thereto in Assignee, its successors, assigns and legal representatives or nominees. Such requests by Assignee to Assignor will be made by email and by telephone and in addition to mailing the request to the Assignor's physical address.

4. Assignor authorizes and empowers Assignee, its successors, assigns and legal representatives or nominees, to invoke and claim for any application for patent or other form of protection for the Inventions, the benefit of the right of priority provided by the International Convention for the Protection of Industrial Property, as amended, or by any convention which may henceforth be substituted for it, or any other international agreement or the domestic laws of the country in which any such application is filed, as may be applicable; and to invoke and claim such right of priority without further written or oral authorization from Assignor.

5. Assignor hereby consents that a copy of this Agreement shall be deemed a full legal and formal equivalent of any assignment, consent to file or like document that may be required in any country for any purpose and more particularly in proof of the right of Assignee or nominee to claim the aforesaid benefit of the right of priority provided by the International Convention for the Protection of Industrial Property, as amended, or by any convention which may henceforth be substituted for it.

6. Subject to the terms of this agreement and the Purchase Agreement, all of the rights, title and interest in and to the Inventions and the Assigned Patents sold, transferred, assigned and set over to Assignee hereunder include all income, royalties, damages and payments now or hereafter due or payable with respect thereto, and all causes of action (whether in law or equity) and the right to sue, counterclaim, and recover for the past, present and future infringement of the rights assigned or to be assigned hereunder.

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Assignor

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Name: Robert Hazy
Title: Self / Inventor
Date: 2/1/2024

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Date: 2/1/2024

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