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(12) **EX PARTE REEXAMINATION CERTIFICATE** (6991st)
United States Patent
Matthews et al.

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(54) **DYNAMIC, REAL-TIME CALL TRACKING FOR WEB-BASED CUSTOMER RELATIONSHIP MANAGEMENT**

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(75) Inventors: **Charles Terence Matthews**, Norcross, GA (US); **John Michael Domjancic**, Duluth, GA (US)

(73) Assignee: **Vtrax Technologies, Inc.**, Braselton, GA (US)

OTHER PUBLICATIONS

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Primary Examiner—Colin M Larose

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No. 90/010,348, Nov. 24, 2008

Reexamination Certificate for:

Patent No.: **6,865,268**
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(57) **ABSTRACT**

A method and computer product for locating and tracking the status of call tickets, communicating both asynchronously and synchronously with online members within an organization through an interactive, web-based, on-call board application. Members are provided with access to static and dynamic organizational information with a multi-level access control. An on-call board display is driven by preset permissions, department settings, and member inputs. A member of the organization selects status options and inputs information that dynamically drives the on-call board for each refresh cycle. Members are set to different permission levels, thereby controlling access to various icons, links, features or functions. The display of the number of call ticket requests for a listing of members is integrated into the on-call board. This integration further allows for a visual display of current tickets that are assigned to each member. A float board provides links to electronic mail and phone numbers for each individual member. A dynamic mailing list enables instant selection of mailing recipients through a member sorting template. Customer feedback scoring is automatically generated for each member based on the satisfaction feedback input received from customers on closed call tickets.

Related U.S. Application Data

(60) Provisional application No. 60/261,421, filed on Jan. 16, 2001.

(51) **Int. Cl.**
G06Q 10/00 (2006.01)

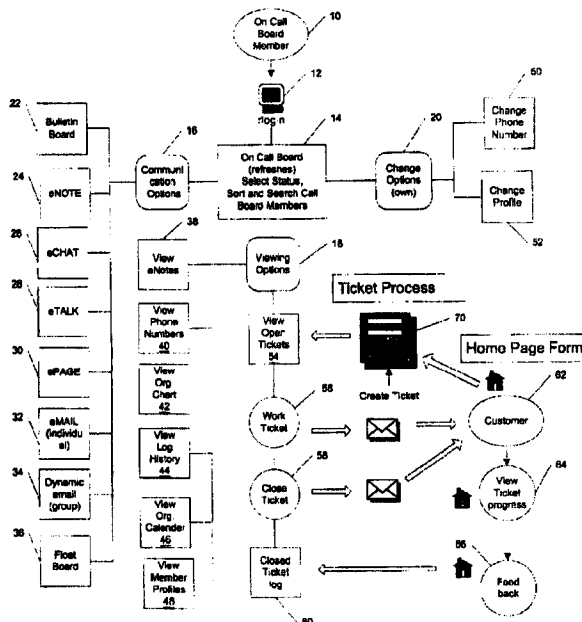
(52) **U.S. Cl.** **379/265.09; 379/88.17;**
379/265.02

(58) **Field of Classification Search** None
See application file for complete search history.

(56) **References Cited**

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EX PARTE

**REEXAMINATION CERTIFICATE
ISSUED UNDER 35 U.S.C. 307**

THE PATENT IS HEREBY AMENDED AS
INDICATED BELOW.

Matter enclosed in heavy brackets [] appeared in the patent, but has been deleted and is no longer a part of the patent; matter printed in italics indicates additions made to the patent.

AS A RESULT OF REEXAMINATION, IT HAS BEEN DETERMINED THAT:

The patentability of claims 1 and 16 is confirmed.

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Claim 18 is determined to be patentable as amended.

Claims 19–21, dependent on an amended claim, are determined to be patentable.

Claims 2–15, 17 and 22–29 were not reexamined.

18. The computer program product for providing interactive, real-time call tracking and resolution management of claim [16] 17 wherein the dynamic permissions menu provides hyperlinks to call tracking and resolution functions that the member is authorized to view.

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