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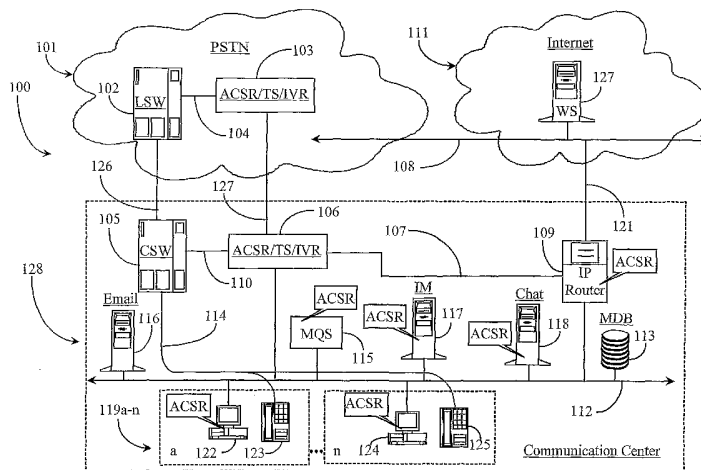
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(54) Title: METHOD AND APPARATUS FOR MULTIMEDIA INTERACTION ROUTING ACCORDING TO AGENT CAPACITY SETS



(57) Abstract: A routing software application for predicting a best routing destination from a pool of considered routing destinations (119) for an incoming event into a communications routing system (100) has a detection module for detecting the arrival of the event for routing; at least one instance of an information gathering routine for gathering and compiling information about the considered destinations; at least one reporting module for organizing and reporting the gathered information; and a processing module for computing values from the gathered information and selecting the best routing destination based on isolation of the best computed value. In a preferred embodiment scalar load information per media type and per destination and agent skill information related to at least media skills per type of media per destination is processed by the processing module, which isolates, identifies, and selects at least the best destination for routing.

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INTERNATIONAL SEARCH REPORT

International application No.

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A. CLASSIFICATION OF SUBJECT MATTER
 IPC: **H04M 5/00(2006.01)**

USPC: 379/265.09,256.11,256.12,256.02
 According to International Patent Classification (IPC) or to both national classification and IPC

B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)
 U.S. : 379/265.09,265.11,265.12,265.02

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the international search (name of data base and, where practicable, search terms used)

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	US 5,594,791 (Szlam et al.) 14 Jan 1997, Abstract, col. 7 lines 25 - 44,	1, 12
X	US 2002/0076031 (FALCON et al.) 20 June 2002, Abstract, col. 5, col. 6	1 - 3, 12
X, P	US 6,865,267 (DEZONNO) 08 March 2005, col. 2 - 9	1-9, 11-14, 16, 18
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Y,P	US 6,707,903 (BUOK et al.) 14 August 2003 col. 3 lines 5 - 16, col. 8 line 15, col. 12 line 65	17
A	US 6,496,567 (BJORNBERG et al.) 17 Dec. 2002, col. 2, col. 3	1 - 18
A	US 6,134,530 (BUNTING et al.) 17 Oct. 2000, fig. 6, col. 4 - col. 5	1 - 18

Further documents are listed in the continuation of Box C. See patent family annex.

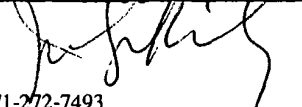
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"P"	document published prior to the international filing date but later than the priority date claimed	document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art
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