



Patent #	Title	Country
10009460	RECORDING INVOCATION OF COMMUNICATION SESSIONS	US
10015263	APPARATUS AND METHODS FOR MULTI-MODE ASYNCHRONOUS COMMUNICATION	US
10028018	DIGITAL VIDEO RECORDER WITH ADDITIONAL VIDEO INPUTS OVER A PACKET LINK	US
10032136	SCHEDULING WORK WITHIN A WORKFLOW WITH PROCESS GOALS DEFINED	US
10038798	DISTRIBUTED SENSING AND VIDEO CAPTURE SYSTEM AND APPARATUS	US
10038923	SYSTEMS AND METHODS FOR SHARING ENCODER OUTPUT	US
10044861	IDENTIFICATION OF NON-COMPLIANT INTERACTIONS	US
10055681	MAPPING ACTIONS AND OBJECTS TO TASKS	US
10063647	SYSTEMS, APPARATUSES, AND METHODS FOR INTELLIGENT NETWORK COMMUNICATION AND ENGAGEMENT	US
10068136	EVENT DETECTION BASED ON VIDEO METADATA	US
10078689	LABELING/NAMING OF THEMES	US
10088972	VIRTUAL ASSISTANT CONVERSATIONS	US
10102847	AUTOMATED LEARNING FOR SPEECH-BASED APPLICATIONS	US
10109280	BLIND DIARIZATION OF RECORDED CALLS WITH ARBITRARY NUMBER OF SPEAKERS	US
10109297	Context-Based Virtual Assistant Conversations	US
10115065	SYSTEMS AND METHODS FOR AUTOMATIC SCHEDULING OF A WORKFORCE	US
10134400	DIARIZATION USING ACOUSTIC LABELING	US
10134401	DIARIZATION USING LINGUISTIC LABELING	US
10135980	SYSTEMS AND METHODS FOR ENHANCING RECORDED OR INTERCEPTED CALLS USING INFORMATION FROM A FACIAL RECOGNITION ENGINE	US
10142645	SYSTEM AND METHOD FOR IMPROVED VIDEO OPERATIONS	US
10142646	SYSTEM AND METHOD FOR IMPROVED VIDEO OPERATIONS	US
10147418	SYSTEM AND METHOD OF AUTOMATED EVALUATION OF TRANSCRIPTION QUALITY	US
101496356A	SYSTEMS AND METHODS FOR PROVIDING RECORDING AS A NETWORK SERVICE	China
10171660	SYSTEM AND METHOD FOR INDEXING AUTOMATED TELEPHONE SYSTEMS	US
10175865	EVALUATING CONVERSATION DATA BASED ON RISK FACTORS	US
10176827	ACTIVE LAB	US
10187525	COMMUNICATION SESSION ASSESSMENT	US
10187526	SYSTEM AND METHOD OF INTEGRATING TO AN EXTERNAL SEARCH APPLICATION IN AN EMPLOYEE DESKTOP WEB CLIENT	US
10191978	LABELING/NAMING OF THEMES	US
10210454	SYSTEM AND METHOD FOR PROVIDING DISTRIBUTED INTELLIGENT ASSISTANCE	US
10210870	METHOD FOR VERIFICATION AND BLACKLIST DETECTION USING A BIOMETRICS PLATFORM.	US
10244209	REMOTE AGENT CAPTURE AND MONITORING	US
10255346	TAGGING RELATIONS WITH N-BEST	US

10284726	SYSTEM AND METHOD FOR REPLACING HOLD-TIME WITH A CALL-BACK IN A CONTACT CENTER ENVIRONMENT	US
10339452	AUTOMATED ONTOLOGY DEVELOPMENT	US
10346542	HUMAN-TO-HUMAN CONVERSATION ANALYSIS	US
10366693	ACOUSTIC SIGNATURE BUILDING FOR A SPEAKER FROM MULTIPLE SESSIONS	US
10367939	IVR RECORDING PREVIEW SYSTEM AND METHOD	US
10373616	INTERACTION WITH A PORTION OF A CONTENT ITEM THROUGH A VIRTUAL ASSISTANT	US
10375237	VIRTUAL COMMUNICATIONS ASSESSMENT SYSTEM IN A MULTIMEDIA ENVIRONMENT	US
10379588	SYSTEM AND METHOD OF REMOTE POWER/POWER OVER ETHERNET (POE) DEVICE CONTROLS	US
10379712	CONVERSATION USER INTERFACE	US
10417567	LEARNING USER PREFERENCES IN A CONVERSATIONAL SYSTEM	US
10419610	SYSTEM AND METHOD FOR OMNICHANNEL USER ENGAGEMENT AND RESPONSE	US
10419613	COMMUNICATION SESSION ASSESSMENT	US
10432789	CLASSIFICATION OF TRANSCRIPTS BY SENTIMENT	US
10432792	SYSTEM AND METHOD OF INTEGRATING TO AN EXTERNAL SEARCH APPLICATION IN AN EMPLOYEE DESKTOP WEB CLIENT	US
10438157	SYSTEM AND METHOD OF CUSTOMER INTERACTION MONITORING	US
10438592	DIARIZATION USING SPEECH SEGMENT LABELING	US
10438610	VIRTUAL ASSISTANT CONVERSATIONS	US
10440184	SYSTEM AND METHOD OF AUTOMATED ROUTING AND GUIDANCE BASED ON CONTINUOUS CUSTOMER AND CUSTOMER SERVICE REPRESENTATIVE FEEDBACK	US
10445115	VIRTUAL ASSISTANT FOCUSED USER INTERFACES	US
10445667	SYSTEM AND METHOD OF WORK ASSIGNMENT MANAGEMENT	US
10446156	DIARIZATION USING TEXTUAL AND AUDIO SPEAKER LABELING	US
10462443	SYSTEMS, METHODS, AND SOFTWARE FOR IMPROVED VIDEO DATA RECOVERY EFFECTIVENESS	US
10484543	SYSTEM AND METHOD FOR REPLACING HOLD-TIME WITH A CALL-BACK IN A CONTACT CENTER ENVIRONMENT	US
10489434	LEVERAGING CONCEPTS WITH INFORMATION RETRIEVAL TECHNIQUES AND KNOWLEDGE BASES	US
10506101	SYSTEMS, APPARATUSES AND METHODS FOR COMMUNICATION FLOW MODIFICATION	US
10515156	HUMAN-TO-HUMAN CONVERSATION ANALYSIS	US
10522152	DIARIZATION USING LINGUISTIC LABELING	US
10522153	DIARIZATION USING LINGUISTIC LABELING	US
10545648	EVALUATING CONVERSATION DATA BASED ON RISK FACTORS	US
10555034	DIGITAL VIDEO RECORDER WITH ADDITIONAL VIDEO INPUTS OVER A PACKET LINK	US
10560521	SYSTEM AND METHOD FOR PARSING AND ARCHIVING MULTIMEDIA DATA	US
10565367	FILTERING DATA TRANSFERS	US
10573297	SYSTEM AND METHOD FOR DETERMINING THE COMPLIANCE OF AGENT SCRIPTS	US

10593332	DIARIZATION USING TEXTUAL AND AUDIO SPEAKER LABELING	US
10599953	DATA CLUSTERING SYSTEM, METHODS, AND TECHNIQUES	US
10601991	SYSTEM AND METHOD OF REAL-TIME AUTOMATED DETERMINATION OF PROBLEM INTERACTIONS	US
10616414	CLASSIFICATION OF TRANSCRIPTS BY SENTIMENT	US
10645219	SYSTEM AND METHOD OF AUTOMATED ROUTING AND GUIDANCE BASED ON CONTINUOUS CUSTOMER AND CUSTOMER SERVICE REPRESENTATIVE FEEDBACK	US
10650826	DIARIZATION USING ACOUSTIC LABELING	US
10652392	SYSTEM AND METHOD OF AUTOMATED ROUTING AND GUIDANCE BASED ON CONTINUOUS CUSTOMER AND CUSTOMER SERVICE REPRESENTATIVE FEEDBACK	US
10652393	SYSTEM AND METHOD OF AUTOMATED ROUTING AND GUIDANCE BASED ON CONTINUOUS CUSTOMER AND CUSTOMER SERVICE REPRESENTATIVE FEEDBACK	US
10652407	DISTRIBUTED SENSING AND VIDEO CAPTURE SYSTEM AND APPARATUS	US
10665253	VOICE ACTIVITY DETECTION USING A SOFT DECISION MECHANISM	US
10679134	AUTOMATED ONTOLOGY DEVELOPMENT	US
10685657	BIOMETRICS PLATFORM	US
10692500	DIARIZATION USING LINGUISTIC LABELING TO CREATE AND APPLY A LINGUISTIC MODEL	US
10692501	DIARIZATION USING ACOUSTIC LABELING TO CREATE AN ACOUSTIC VOICEPRINT	US
10701131	SYSTEM AND METHOD FOR CAPTURING INTERACTION DATA RELATING TO A HOST APPLICATION	US
10713603	SYSTEM AND METHOD OF WORK ASSIGNMENT MANAGEMENT	US
10713605	SYSTEM AND METHOD OF WORKFORCE OPTIMIZATION	US
10720164	SYSTEM AND METHOD OF DIARIZATION AND LABELING OF AUDIO DATA	US
10726848	WORD-LEVEL BLIND DIARIZATION OF RECORDED CALLS WITH ARBITRARY NUMBER OF SPEAKERS	US
10733977	SYSTEM AND METHOD OF AUTOMATED MODEL ADAPTATION	US
10735585	System and Method of Sentiment Modeling and Application to Determine Optimized Agent Action	US
10735586	SYSTEM AND METHOD OF SENTIMENT MODELING AND APPLICATION TO DETERMINE OPTIMIZED AGENT ACTION	US
10740712	USE OF ANALYTICS METHODS FOR PERSONALIZED GUIDANCE	US
10747797	AUTOMATED REMOVAL OF PRIVATE INFORMATION	US
10755050	SYSTEM AND METHOD FOR TEXT ANALYSIS AND ROUTING OF OUTGOING MESSAGES	US
10769567	SCHEDULING WORK WITHIN A WORKFLOW WITH PROCESS GOALS DEFINED	US
10771626	SYSTEM AND METHOD OF REAL-TIME AUTOMATED DETERMINATION OF PROBLEM INTERACTIONS	US
10778843	SYSTEM AND METHOD OF AUTOMATED ROUTING AND GUIDANCE BASED ON CONTINUOUS CUSTOMER AND CUSTOMER SERVICE REPRESENTATIVE FEEDBACK	US

10778845	SYSTEM AND METHOD OF SENTIMENT MODELING AND APPLICATION TO DETERMINE OPTIMIZED AGENT ACTION	US
10785372	SYSTEM AND METHOD OF EMBEDDING AND LAUNCHING A FORM FROM THIRD-PARTY KNOWLEDGE CONTENT	US
10795944	APPARATUS, SYSTEM, AND METHOD FOR NATURAL LANGUAGE PROCESSING	US
10809876	VIRTUAL ASSISTANT CONVERSATIONS	US
10819853	SYSTEM AND METHOD FOR REPLACING HOLD-TIME WITH A CALL-BACK IN A CONTACT CENTER ENVIRONMENT	US
10834261	SYSTEM AND METHOD OF RUNNING AN AGENT GUIDE SCRIPT-FLOW IN AN EMPLOYEE DESKTOP WEB CLIENT	US
10841420	VIRTUAL COMMUNICATIONS ASSESSMENT SYSTEM IN A MULTIMEDIA ENVIRONMENT	US
10846631	CREATING AND UPDATING WORKFORCE SCHEDULES USING A PERSONAL COMMUNICATION SYSTEM	US
10848579	SYSTEMS, APPARATUSES, AND METHODS FOR INTELLIGENT NETWORK COMMUNICATION AND ENGAGEMENT	US
10856019	SYSTEMS AND METHODS FOR SHARING ENCODER OUTPUT	US
10860566	THEMES SURFACING FOR COMMUNICATION DATA ANALYSIS	US
10868916	SYSTEM AND METHOD OF AUTOMATED ROUTING AND GUIDANCE BASED ON CONTINUOUS CUSTOMER AND CUSTOMER SERVICE REPRESENTATIVE FEEDBACK	US
10878382	SYSTEM AND METHOD OF SCHEDULING WORK WITHIN A WORKFLOW WITH DEFINED PROCESS GOALS	US
10887452	SYSTEM ARCHITECTURE FOR FRAUD DETECTION	US
10897628	A SYSTEM AND METHOD FOR IMPROVED VIDEO OPERATIONS	US
10902856	SYSTEM AND METHOD OF DIARIZATION AND LABELING OF AUDIO DATA	US
10904384	SYSTEM AND METHOD FOR OMNICHANNEL USER ENGAGEMENT AND RESPONSE	US
10928976	VIRTUAL ASSISTANT ACQUISITIONS AND TRAINING	US
10936641	CALL SUMMARY	US
10938988	SYSTEM AND METHOD OF SENTIMENT MODELING AND APPLICATION TO DETERMINE OPTIMIZED AGENT ACTION	US
10938989	SYSTEM AND METHOD OF SENTIMENT MODELING AND APPLICATION TO DETERMINE OPTIMIZED AGENT ACTION	US
10943200	SYSTEM AND METHOD OF RUNNING AN AGENT GUIDE SCRIPT-FLOW IN AN EMPLOYEE DESKTOP WEB CLIENT	US
10944865	SYSTEM AND METHOD FOR PARSING AND ARCHIVING MULTIMEDIA DATA	US
10949783	SYSTEM AND METHOD OF WORKFORCE OPTIMIZATION	US
10950241	DIARIZATION USING LINGUISTIC LABELING WITH SEGMENTED AND CLUSTERED DIARIZED TEXTUAL TRANSCRIPTS	US
10950242	SYSTEM AND METHOD OF DIARIZATION AND LABELING OF AUDIO DATA	US
10983654	PROVIDING VARIABLE RESPONSES IN A VIRTUAL-ASSISTANT ENVIRONMENT	US
10984191	EXPERIENTIAL PARSER	US
10992806	SYSTEM AND METHOD FOR PROJECTIVE CHANNEL HOPPING	US

11010695	SYSTEM AND METHOD OF WORK ASSIGNMENT MANAGEMENT	US
11011160	COMPUTERIZED SYSTEM FOR TRANSFORMING RECORDED SPEECH INTO A DERIVED EXPRESSION OF INTENT FROM THE RECORDED SPEECH	US
11023687	SYSTEM AND METHOD FOR SENTIMENT ANALYSIS OF CHAT GHOST TYPING	US
11029918	CONVERSATIONAL VIRTUAL HEALTHCARE ASSISTANT	US
11030406	ONTOLOGY EXPANSION USING ENTITY-ASSOCIATION RULES AND ABSTRACT RELATIONS	US
11039011	SYSTEM AND METHOD OF AUTOMATED ROUTING AND GUIDANCE BASED ON CONTINUOUS CUSTOMER AND CUSTOMER SERVICE REPRESENTATIVE FEEDBACK	US
11048854	SYSTEM AND METHOD OF HIGHLIGHTING INFLUENTIAL SAMPLES IN SEQUENTIAL ANALYSIS	US
11057520	System and Method of Sentiment Modeling and Application to Determine Optimized Agent Action	US
11080489	MODEL-AGNOSTIC VISUALIZATIONS USING LINEAR PROGRAMMING APPROXIMATION	US
11093359	SYSTEM AND METHOD FOR AUTOMATED DESKTOP ANALYTICS TRIGGERS	US
11099867	VIRTUAL ASSISTANT FOCUSED USER INTERFACES	US
11102352	SYSTEM AND METHOD FOR MULTI-MODE CUSTOMER SERVICE INTERACTION	US
11115521	SYSTEMS AND METHODS FOR AUTHENTICATION AND FRAUD DETECTION	US
11163961	DETECTION OF RELATIONAL LANGUAGE IN HUMAN-COMPUTER CONVERSATION	US
11170759	SYSTEM AND METHOD FOR DISCRIMINATING REMOVING BOILERPLATE TEXT IN DOCUMENTS COMPRISING STRUCTURED LABELLED TEXT ELEMENTS	US
11190640	COMBINATION OF REAL-TIME ANALYTICS AND AUTOMATION	US
11196863	METHOD AND SYSTEM FOR VIRTUAL ASSISTANT CONVERSATIONS	US
11200895	INTERACTION WITH A PORTION OF A CONTENT ITEM THROUGH A VIRTUAL ASSISTANT	US
11210614	METHOD AND APPARATUS FOR CELL-BASED WORKFORCE SCHEDULING	US
11217226	SYSTEM TO DETECT AND REDUCE UNDERSTANDING BIAS IN INTELLIGENT VIRTUAL ASSISTANTS	US
11217252	SYSTEM AND METHOD OF TEXT ZONING	US
11227584	SYSTEM AND METHOD FOR DETERMINING THE COMPLIANCE OF AGENT SCRIPTS	US
11227603	SYSTEM AND METHOD OF VIDEO CAPTURE AND SEARCH OPTIMIZATION FOR CREATING AN ACOUSTIC VOICEPRINT	US
11232151	SYSTEMS, METHODS, AND SOFTWARE FOR IMPROVED VIDEO DATA RECOVERY EFFECTIVENESS	US
11232252	SYSTEM AND COMPUTER-IMPLEMENTED METHOD FOR IN-PAGE REPORTING OF USER FEEDBACK ON A WEBSITE OR MOBILE APP	US
11232264	NATURAL LANGUAGE PROCESSING WITH NON-ONTOLOGICAL HIERARCHY MODELS	US

11240372	SYSTEM ARCHITECTURE FOR FRAUD DETECTION	US
11243994	LABELING/NAMES OF THEMES	US
11245792	SYSTEM AND METHOD OF AUTOMATED ROUTING AND GUIDANCE BASED ON CONTINUOUS CUSTOMER AND CUSTOMER SERVICE REPRESENTATIVE FEEDBACK	US
11245794	SYSTEM AND METHOD OF EMBEDDING AND LAUNCHING A FORM FROM THIRD-PARTY KNOWLEDGE CONTENT	US
11245795	SYSTEM AND METHOD OF RUNNING AN AGENT GUIDE SCRIPT-FLOW IN AN EMPLOYEE DESKTOP WEB CLIENT	US
11250072	APPARATUS, SYSTEM, AND METHOD FOR NATURAL LANGUAGE PROCESSING	US
11256871	AUTOMATIC DISCOVERY OF BUSINESS-SPECIFIC TERMINOLOGY	US
11258902	PARTIAL AUTOMATION OF TEXT CHAT CONVERSATIONS	US
11270082	HYBRID NATURAL LANGUAGE UNDERSTANDING	US
11277514	SYSTEM AND METHOD OF AUTOMATED ROUTING AND GUIDANCE BASED ON CONTINUOUS CUSTOMER AND CUSTOMER SERVICE REPRESENTATIVE FEEDBACK	US
11277515	SYSTEM AND METHOD OF REAL-TIME AUTOMATED DETERMINATION OF PROBLEM INTERACTIONS	US
11277526	DISTRIBUTED SENSING AND VIDEO CAPTURE SYSTEM AND APPARATUS	US
11282020	DYNAMIC PLAYBACK OF SYNCHRONIZED NARRATED ANALYTICS PLAYLISTS	US
11283735	CONTEXTUAL AWARENESS FROM SOCIAL ADS AND PROMOTIONS TYING TO ENTERPRISE	US
11283926	SYSTEM AND METHOD FOR OMNICHANNEL USER ENGAGEMENT AND RESPONSE	US
11288451	MACHINE BASED EXPANSION OF CONTRACTIONS IN TEXT IN DIGITAL MEDIA	US
11295221	LEARNING USER PREFERENCES IN A CONVERSATIONAL SYSTEM	US
11307624	SYSTEM AND METHOD OF REMOTE POWER/POWER OVER ETHERNET (POE) DEVICE CONTROLS	US
11322154	DIARIZATION USING LINGUISTIC LABELING	US
11334832	RISK ASSESSMENT USING POISSON SHELVES	US
11341126	MODIFYING A SCOPE OF A CANONICAL QUERY	US
11348045	CREATING AND UPDATING WORKFORCE SCHEDULES USING A PERSONAL COMMUNICATION SYSTEM	US
11350161	DIGITAL VIDEO RECORDER WITH ADDITIONAL VIDEO INPUTS OVER A PACKET LINK	US
11361161	AUTOMATED SYSTEM AND METHOD TO PRIORITIZE LANGUAGE MODEL AND ONTOLOGY EXPANSION AND PRUNING	US
11363091	SYSTEM AND METHOD FOR CAPTURING INTERACTION DATA RELATING TO A HOST APPLICATION	US
11363286	SYSTEM AND METHOD FOR IMPROVED VIDEO OPERATIONS	US
11366503	SYSTEM AND METHOD OF REMOTE POWER/POWER OVER ETHERNET (POE) DEVICE CONTROLS	US
11367026	SYSTEMS AND METHODS FOR AUTOMATIC SCHEDULING OF A WORKFORCE	US

11367450	SYSTEM AND METHOD OF DIARIZATION AND LABELING OF AUDIO DATA	US
11379800	SYSTEM AND METHOD OF SCHEDULING WORK WITHIN A WORKFLOW WITH DEFINED PROCESS GOALS	US
11380333	SYSTEM AND METHOD OF DIARIZATION AND LABELING OF AUDIO DATA	US
11381482	SYSTEM AND METHOD FOR LOGGING AND DISPLAYING ROUTING OF COMMUNICATION	US
11392904	SYSTEM AND METHOD OF SCHEDULING WORK WITHIN A WORKFLOW WITH DEFINED PROCESS GOALS	US
11403533	SYSTEM AND METHOD FOR PROVIDING DISTRIBUTED INTELLIGENT ASSISTANCE	US
11403569	SYSTEM AND METHOD OF WORK ASSIGNMENT MANAGEMENT	US
11409961	SYSTEM FOR MINIMIZING REPETITION IN INTELLIGENT VIRTUAL ASSISTANT CONVERSATIONS	US
11430430	SYSTEM AND METHOD FOR DETERMINING THE COMPLIANCE OF AGENT SCRIPTS	US
11436416	AUTOMATED CONVERSATION REVIEW TO SURFACE VIRTUAL ASSISTANT MISUNDERSTANDINGS	US
11451503	SYSTEM AND METHOD FOR TEXT ANALYSIS AND ROUTING OF WRITTEN COMMUNICATION	US
11455475	HUMAN-TO-HUMAN CONVERSATION ANALYSIS	US
11461406	SYSTEM AND METHOD FOR IDENTIFYING NEWLY TRENDING TOPICS IN A DATA STREAM	US
11468462	AUTOMATED CORPORATE PERCEPTION MANAGEMENT	US
11470197	SYSTEM AND METHOD FOR REPLACING HOLD-TIME WITH A CALL-BACK IN A CONTACT CENTER ENVIRONMENT	US
11471771	SYSTEM AND METHOD FOR INFORMATION GATHERING GAMES FOR CUSTOMER QUEUES	US
11475112	VIRTUAL COMMUNICATIONS IDENTIFICATION SYSTEM WITH INTEGRAL ARCHIVING PROTOCOL	US
11475224	SYSTEM AND METHOD FOR TEXT ANALYSIS AND ROUTING OF OUTGOING MESSAGES	US
11481795	SYSTEMS AND METHODS FOR PROVIDING LOCATION AWARE SERVICES	US
11487347	ENHANCED MULTI-MODAL COMMUNICATION	US
11494350	BUILDING OF KNOWLEDGE BASE AND FAQ FROM VOICE, CHAT, EMAIL AND SOCIAL INTERACTIONS	US
11501229	SYSTEM AND METHOD FOR QUEUE LOOK AHEAD TO OPTIMIZE WORK ASSIGNMENT TO AVAILABLE AGENTS	US
11514251	DETECTING ANOMOLIES IN TEXTUAL ITEMS USING CROSS-ENTROPIES	US
11514378	SYSTEM AND METHOD FOR QUEUE LOOK AHEAD TO OPTIMIZE AGENT ASSIGNMENT AND UTILIZATION	US
11520916	SYSTEM AND METHOD FOR AUTOMATED ON-SCREEN SENSITIVE DATA IDENTIFICATION AND OBFUSCATION	US
11526563	SYSTEM AND METHOD OF EMBEDDING AND LAUNCHING A FORM FROM THIRD-PARTY KNOWLEDGE CONTENT	US

11527236	SYSTEM AND METHOD FOR DETERMINING THE COMPLIANCE OF AGENT SCRIPTS	US
11528361	SYSTEM AND METHOD OF SENTIMENT MODELING AND APPLICATION TO DETERMINE OPTIMIZED AGENT ACTION	US
11537820	METHOD AND SYSTEM FOR GENERATING AND CORRECTING CLASSIFICATION MODELS	US
11538128	USER INTERFACE FOR FRAUD ALERT MANAGEMENT	US
11544311	AUTOMATED REMOVAL OF PRIVATE INFORMATION	US
11544473	SYSTEM AND METHOD FOR SENTIMENT ANALYSIS OF CHAT GHOST TYPING	US
11545137	SYSTEM AND METHOD OF AUTOMATED MODEL ADAPTATION	US
11545139	SYSTEM AND METHOD FOR DETERMINING THE COMPLIANCE OF AGENT SCRIPTS	US
11546468	SYSTEM AND METHOD OF AUTOMATED ROUTING AND GUIDANCE BASED ON CONTINUOUS CUSTOMER AND CUSTOMER SERVICE REPRESENTATIVE FEEDBACK	US
11546470	SYSTEM AND METHOD OF REAL-TIME AUTOMATED DETERMINATION OF PROBLEM INTERACTIONS	US
1155531	METHOD AND MEDIUM FOR REMOTE TRACKING OF USER INTERACTION WITH A WEBPAGE	Hong Kong
11567914	FRAMEWORK AND METHOD FOR THE AUTOMATED DETERMINATION OF CLASSES AND ANOMALY DETECTION METHODS FOR TIME SERIES	US
11568175	DYNAMIC INTENT CLASSIFICATION BASED ON ENVIRONMENT VARIABLES	US
11568420	DESIGN AND ANALYSIS OF CUSTOMER FEEDBACK SURVEYS	US
11586980	IVA PERFORMANCE DASHBOARD AND INTERACTIVE MODEL AND METHOD	US
11588937	SYSTEM AND METHOD OF AUTOMATED ROUTING AND GUIDANCE BASED ON CONTINUOUS CUSTOMER AND CUSTOMER SERVICE REPRESENTATIVE FEEDBACK	US
11593713	FRAMEWORK FOR CHOOSING THE APPROPRIATE GENERALIZED LINEAR MODEL	US
11595518	VIRTUAL COMMUNICATIONS ASSESSMENT SYSTEM IN A MULTIMEDIA ENVIRONMENT	US
11599723	SYSTEM AND METHOD OF COMBINING STATISTICAL MODELS, DATA MODELS, AND HUMAN-IN-THE-LOOP FOR TEXT NORMALIZATION	US
11601350	SYSTEM AND METHOD FOR LOGGING AND DISPLAYING ROUTING OF COMMUNICATION	US
11604927	SYSTEM AND METHOD FOR ADAPTING SENTIMENT ANALYSIS TO USER PROFILES TO REDUCE BIAS	US
11610580	SYSTEM AND METHOD FOR DETERMINING REASONS FOR ANOMALIES USING CROSS ENTROPY RANKING OF TEXTUAL ITEMS	US
11622040	SYSTEM AND METHOD FOR PROJECTIVE CHANNEL HOPPING	US
11636272	HYBRID NATURAL LANGUAGE UNDERSTANDING	US
11636860	WORD-LEVEL BLIND DIARIZATION OF RECORDED CALLS WITH ARBITRARY NUMBER OF SPEAKERS	US
11640584	SYSTEM AND METHOD FOR REAL-TIME PREDICTIVE SCHEDULING	US
11641421	SYSTEM AND METHOD OF EMBEDDING AND LAUNCHING A FORM FROM THIRD-PARTY KNOWLEDGE CONTENT	US



11651043	LEVERAGING ANALYTICS ACROSS DISPARATE COMPUTING DEVICES	US
11651704	SYSTEM AND METHOD FOR AUTOPRODUCING A LEARNING PLAN	US
11652917	SYSTEMS AND METHODS FOR AUTHENTICATION AND FRAUD DETECTION	US
11663253	LEVERAGING CONCEPTS WITH INFORMATION RETRIEVAL TECHNIQUES AND KNOWLEDGE BASES	US
11663411	ONTOLOGY EXPANSION USING ENTITY-ASSOCIATION RULES AND ABSTRACT RELATIONS	US
11663538	SYSTEM AND METHOD FOR REAL-TIME SCHEDULING REALLOCATION	US
11670325	VOICE ACTIVITY DETECTION USING A SOFT DECISION MECHANISM	US
11681416	DYNAMIC WEB CONTENT BASED ON NATURAL LANGUAGE PROCESSING (NLP) INPUTS	US
11687866	USE OF ANALYTICS METHODS FOR PERSONALIZED GUIDANCE	US
11699112	SYSTEMS AND METHODS FOR AUTOMATIC SCHEDULING OF A WORKFORCE	US
11700331	SYSTEM AND METHOD FOR MULTI-MODE CUSTOMER SERVICE INTERACTION	US
11704477	SYSTEM AND METHOD OF HIGHLIGHTING INFLUENTIAL SAMPLES IN SEQUENTIAL ANALYSIS	US
11727066	APPARATUS, SYSTEM, AND METHOD FOR NATURAL LANGUAGE PROCESSING	US
11727922	SYSTEMS AND METHODS FOR DERIVING EXPRESSION OF INTENT FROM RECORDED SPEECH	US
11736419	CONTEXTUAL AWARENESS FROM SOCIAL ADS AND PROMOTIONS TYING TO ENTERPRISE	US
11740986	SYSTEM AND METHOD FOR AUTOMATED DESKTOP ANALYTICS TRIGGERS	US
11741310	AUTOMATIC DISCOVERY OF BUSINESS-SPECIFIC TERMINOLOGY	US
11769012	AUTOMATED SYSTEM AND METHOD TO PRIORITIZE LANGUAGE MODEL AND ONTOLOGY EXPANSION AND PRUNING	US
11775768	SYSTEM AND METHOD FOR TEXT ANALYSIS AND ROUTING OF OUTGOING MESSAGES	US
11775893	METHOD AND APPARATUS FOR CELL-BASED WORKFORCE SCHEDULING	US
11776547	SYSTEM AND METHOD OF VIDEO CAPTURE AND SEARCH OPTIMIZATION FOR CREATING AN ACOUSTIC VOICEPRINT	US
11790460	BLOCKCHAIN EVENT LOGGING BETWEEN COMPANIES	US
11797594	SYSTEMS AND METHODS FOR GENERATING LABELED SHORT TEXT SEQUENCES	US
11816436	AUTOMATED SUMMARIZATION OF EXTRACTED INSIGHT DATA	US
11818291	COMBINATION OF REAL-TIME ANALYTICS AND AUTOMATION	US
11818305	DISTRIBUTED SENSING AND VIDEO CAPTURE SYSTEM AND APPARATUS	US
11822888	IDENTIFYING RELATIONAL SEGMENTS	US
11823677	INTERACTION WITH A PORTION OF A CONTENT ITEM THROUGH A VIRTUAL ASSISTANT	US
11825023	METHOD AND SYSTEM FOR VIRTUAL ASSISTANT CONVERSATIONS	US
11829684	CONVERSATIONAL VIRTUAL HEALTHCARE ASSISTANT	US

11841854	DIFFERENTIATION OF SEARCH RESULTS FOR ACCURATE QUERY OUTPUT	US
11841890	CALL SUMMARY	US
11842311	MULTIVARIATE RISK ASSESSMENT VIA POISSON SHELVES	US
11842312	MULTIVARIATE RISK ASSESSMENT VIA POISSON SHELVES	US
11842410	AUTOMATED CONVERSATION REVIEW TO SURFACE VIRTUAL ASSISTANT MISUNDERSTANDINGS	US
11843720	SYSTEM AND METHOD OF RUNNING AN AGENT GUIDE SCRIPT-FLOW IN AN EMPLOYEE DESKTOP WEB CLIENT	US
11847423	DYNAMIC INTENT CLASSIFICATION BASED ON ENVIRONMENT VARIABLES	US
11847724	NEAR REAL-TIME VISUALIZATIONS FOR INTELLIGENT VIRTUAL ASSISTANT RESPONSES	US
11853107	DYNAMIC PHASE GENERATION AND RESOURCE LOAD REDUCTION FOR A QUERY	US
11854532	SYSTEM TO DETECT AND REDUCE UNDERSTANDING BIAS IN INTELLIGENT VIRTUAL ASSISTANTS	US
11861316	DETECTION OF RELATIONAL LANGUAGE IN HUMAN-COMPUTER CONVERSATION	US
11868453	SYSTEMS AND METHODS FOR CUSTOMER AUTHENTICATION BASED ON AUDIO-OF-INTEREST	US
11868732	SYSTEM FOR MINIMIZING REPETITION IN INTELLIGENT VIRTUAL ASSISTANT CONVERSATIONS	US
11882325	SYSTEMS AND METHODS FOR SHARING ENCODER OUTPUT	US
11889023	SYSTEM AND METHOD FOR OMNICHANNEL USER ENGAGEMENT AND RESPONSE	US
11889025	SYSTEM AND METHOD FOR REPLACING HOLD-TIME WITH A CALL-BACK IN A CONTACT CENTER ENVIRONMENT	US
11900943	SYSTEM AND METHOD OF TEXT ZONING	US
11907645	SYSTEM AND COMPUTER-IMPLEMENTED METHOD FOR IN-PAGE REPORTING OF USER FEEDBACK ON A WEBSITE OR MOBILE APP	US
11907656	MACHINE BASED EXPANSION OF CONTRACTIONS IN TEXT IN DIGITAL MEDIA	US
11907878	SYSTEM AND METHOD OF RUNNING AN AGENT GUIDE SCRIPT-FLOW IN AN EMPLOYEE DESKTOP WEB CLIENT	US
11915113	DISTRIBUTED SYSTEM FOR SCALABLE ACTIVE LEARNING	US
11922430	SYSTEMS AND METHODS USING BLOCKCHAIN FOR MONITORING AND TRACKING CUSTOMER SERVICE REPRESENTATIVE ACTIONS	US
11928634	MULTIVARIATE RISK ASSESSMENT VIA POISSON SHELVES	US
11934784	AUTOMATED SYSTEM AND METHOD TO PRIORITIZE LANGUAGE MODEL AND ONTOLOGY EXPANSION AND PRUNING	US
11954140	LABELING/NAMING OF THEMES	US
11960694	METHOD OF USING A VIRTUAL ASSISTANT	US
11960847	SYSTEMS AND METHODS FOR GENERATING RESPONSES FOR AN INTELLIGENT VIRTUAL	US
11961050	SYSTEM AND METHOD FOR REAL-TIME PREDICTIVE SCHEDULING	US
11972017	SYSTEM AND METHOD OF AUTOMATED DETERMINATION OF USE OF SENSITIVE INFORMATION AND CORRECTIVE ACTION FOR IMPROPER USE	US

11989521	NATURAL LANGUAGE PROCESSING WITH NON-ONTOLOGICAL HIERARCHY MODELS	US
12010268	PARTIAL AUTOMATION OF TEXT CHAT CONVERSATIONS	US
12032543	FRAMEWORK FOR THE AUTOMATED DETERMINATION OF CLASSES AND ANOMALY DETECTION METHODS FOR TIME SERIES	US
12099500	PROCESSING A LOGICAL QUERY	US
12126761	SYSTEM ARCHITECTURE FOR FRAUD DETECTION	US
1421773	TELECOMMUNICATION INTERACTION ANALYSIS	France
1421773	TELECOMMUNICATION INTERACTION ANALYSIS	Germany
1421773	TELECOMMUNICATION INTERACTION ANALYSIS	UK
1679864	INDEPENDENT SOURCE RECORDING	France
1679864	INDEPENDENT SOURCE RECORDING	Germany
1679864	INDEPENDENT SOURCE RECORDING	UK
170065	AUGMENTATION AND CALIBRATION OF OUTPUT FROM NON-DETERMINISTIC TEXT GENERATORS BY MODELLING ITS CHARACTERISTICS IN SPECIFIC ENVIRONMENTS	Israel
2015213817	SYSTEMS, APPARATUSES AND METHODS FOR COMMUNICATION FLOW MODIFICATION	Australia
2018214159	APPARATUS AND METHODS FOR MULTI-MODE ASYNCHRONOUS COMMUNICATION	Australia
2020812	SYSTEMS AND METHODS OF RECORDING SOLUTION INTERFACE	France
2020812	SYSTEMS AND METHODS OF RECORDING SOLUTION INTERFACE	Germany
2020812	SYSTEMS AND METHODS OF RECORDING SOLUTION INTERFACE	UK
2028821	DEDICATED NETWORK INTERFACE	France
2028821	DEDICATED NETWORK INTERFACE	Germany
2028821	DEDICATED NETWORK INTERFACE	UK
2036241	SYSTEMS AND METHODS FOR RECORDING AN ENCRYPTED INTERACTION	France
2036241	SYSTEMS AND METHODS FOR RECORDING AN ENCRYPTED INTERACTION	Germany
2036241	SYSTEMS AND METHODS FOR RECORDING AN ENCRYPTED INTERACTION	UK
2036244	SYSTEMS AND METHODS FOR A SECURE RECORDING ENVIRONMENT	France
2036244	SYSTEMS AND METHODS FOR A SECURE RECORDING ENVIRONMENT	Germany
2036244	SYSTEMS AND METHODS FOR A SECURE RECORDING ENVIRONMENT	UK
208705	SYSTEMS AND METHODS FOR REMOTE TRACKING AND REPLAY OF USER INTERACTION WITH A WEBPAGE	Israel
208705	SYSTEMS AND METHODS FOR REMOTE TRACKING AND REPLAY OF USER INTERACTION WITH A WEBPAGE	Israel
2106138	SYSTEM AND METHOD FOR DIGITAL RIGHTS MANAGEMENT CONTROL USING VIDEO ANALYTICS	France
2106138	SYSTEM AND METHOD FOR DIGITAL RIGHTS MANAGEMENT CONTROL USING VIDEO ANALYTICS	Germany
2106138	SYSTEM AND METHOD FOR DIGITAL RIGHTS MANAGEMENT CONTROL USING VIDEO ANALYTICS	UK
212083	SYSTEMS AND METHODS FOR REMOTE REPLAY OF USER INTERACTION WITH A WEBPAGE	Israel
2291745	METHOD AND MEDIUM FOR REMOTE TRACKING OF USER INTERACTION WITH A WEBPAGE	Denmark

2291745	METHOD AND MEDIUM FOR REMOTE TRACKING OF USER INTERACTION WITH A WEBPAGE	France
2291745	METHOD AND MEDIUM FOR REMOTE TRACKING OF USER INTERACTION WITH A WEBPAGE	Germany
2291745	METHOD AND MEDIUM FOR REMOTE TRACKING OF USER INTERACTION WITH A WEBPAGE	Italy
2291745	METHOD AND MEDIUM FOR REMOTE TRACKING OF USER INTERACTION WITH A WEBPAGE	Netherlands
2291745	METHOD AND MEDIUM FOR REMOTE TRACKING OF USER INTERACTION WITH A WEBPAGE	Norway
2291745	METHOD AND MEDIUM FOR REMOTE TRACKING OF USER INTERACTION WITH A WEBPAGE	Spain
2291745	METHOD AND MEDIUM FOR REMOTE TRACKING OF USER INTERACTION WITH A WEBPAGE	Sweden
2291745	METHOD AND MEDIUM FOR REMOTE TRACKING OF USER INTERACTION WITH A WEBPAGE	UK
244271	SYSTEMS AND METHODS FOR REMOTE TRACKING AND REPLAY OF USER INTERACTION WITH A WEBPAGE	Israel
2474735	METHOD, APPARATUS, AND SYSTEM FOR CAPTURING, PROCESSING, AND/OR PLAYING SELECTED DATA EXCHANGED BETWEEN A SERVER AND A USER	Canada
2489527	VOICE VERIFICATION SYSTEM	UK
2540062	SYSTEMS, APPARATUSES AND METHODS FOR COMMUNICATION FLOW MODIFICATION	UK
2563960	SYSTEMS AND METHODS FOR A SECURE RECORDING ENVIRONMENT	Canada
2564127	Systems and Methods for Endpoint Recording	Canada
2564760	SPEECH ANALYSIS USING STATISTICAL LEARNING	Canada
2564798	Systems and Methods for Analyzing Audio Components of Communications	Canada
2565822	Distributed Voice Over Internet Protocol Recording	Canada
2567232	Recording Using Proxy Servers	Canada
257440	CLASSIFICATION OF TRANSCRIPTS BY SENTIMENT	Israel
2574546	Call Control Recording	Canada
2574932	Systems and Methods for Recording	Canada
2600378	Systems and Methods for Recording In A Customer Center Environment	Canada
2600523	Systems and Methods for Analyzing Communication Sessions	Canada
2600579	Systems and Methods for Monitoring Information Corresponding to Communication Sessions	Canada
2623178	Systems and Methods for Recording Resource Association in a Communications Environment	Canada
2627060	VIDEO TILING USING MULTIPLE DIGITAL SIGNAL PROCESSORS	Canada
2627064	MULTIPLEXING VIDEO USING A DSP	Canada
2627165	SYSTEM AND METHOD FOR DIGITAL RIGHTS MANAGEMENT CONTROL USING VIDEO ANALYTICS	Canada
264787	SYSTEM AND COMPUTER-IMPLEMENTED METHOD FOR IN-PAGE REPORTING OF USER FEEDBACK ON A WEBSITE OR MOBILE APP	Israel
2650790	METHOD FOR REMOTE TRACKING AND REPLAY OF USER INTERACTION WITH A WEBPAGE	France
2650790	SYSTEMS AND METHODS FOR REMOTE TRACKING AND REPLAY OF USER INTERACTION WITH A WEBPAGE	Germany

2650790	METHOD FOR REMOTE TRACKING AND REPLAY OF USER INTERACTION WITH A WEBPAGE	Italy
2650790	METHOD FOR REMOTE TRACKING AND REPLAY OF USER INTERACTION WITH A WEBPAGE	Spain
2650790	METHOD FOR REMOTE TRACKING AND REPLAY OF USER INTERACTION WITH A WEBPAGE	UK
2659983	SYSTEM AND METHOD FOR THE QUALITY ASSESSMENT OF QUERIES	Canada
2706046	METHOD FOR DETERMINING THE ON-HOLD STATUS IN A CALL	Canada
2714435	SYSTEM AND METHOD FOR DEEP DIALING PHONE SYSTEMS	Canada
2716732	SYSTEM AND METHOD FOR EXTERNALLY MAPPING AN INTERACTIVE VOICE RESPONSE MENU	Canada
2716736	SYSTEM AND METHOD FOR ELIMINATING HOLD-TIME IN PHONE CALLS	Canada
276796	SYSTEM AND METHOD OF HIGHLIGHTING INFLUENTIAL SAMPLES IN SEQUENTIAL ANALYSIS	Israel
2780276	SYSTEM AND METHOD FOR MOBILE INTERACTION	Canada
2849177	SYSTEM AND METHOD OF TEXT ZONING	France
2849177	SYSTEM AND METHOD OF TEXT ZONING	Germany
2849177	SYSTEM AND METHOD OF TEXT ZONING	UK
2857140	SYSTEM AND METHOD FOR EXTERNALLY MAPPING AN INTERACTIVE VOICE RESPONSE MENU	Canada
287146	AUTOMATED CORPORATE PERCEPTION MANAGEMENT	Israel
287147	BLOCKCHAIN EVENT LOGGING BETWEEN COMPANIES	Israel
287164	CONTEXTUAL AWARENESS FROM SOCIAL ADS AND PROMOTIONS TYING TO ENTERPRISE	Israel
287635	COMBINATION OF REAL-TIME ANALYTICS AND AUTOMATION	Israel
288501	AUTOMATED CONVERSATION REVIEW TO SURFACE VIRTUAL ASSISTANT MISUNDERSTANDINGS	Israel
288666	SYSTEM AND METHOD FOR QUEUE LOOK AHEAD TO OPTIMIZE WORK ASSIGNMENT TO AVAILABLE AGENTS	Israel
288667	SYSTEM AND METHOD FOR QUEUE LOOK AHEAD TO OPTIMIZE AGENT ASSIGNMENT AND UTILIZATION	Israel
288669	DETECTING ANOMOLIES IN TEXTUAL ITEMS USING CROSS-ENTROPIES	Israel
288670	SYSTEMS AND METHODS FOR PROVIDING LOCATION AWARE SERVICES	Israel
288671	SYSTEMS AND METHODS FOR AUTHENTICATION AND FRAUD DETECTION	Israel
291854	SYSTEM AND METHOD OF SENTIMENT MODELING AND APPLICATION TO DETERMINE OPTIMIZED AGENT ACTION	Israel
2959485	INTERACTION WITH A PORTION OF A CONTENT ITEM THROUGH A VIRTUAL ASSISTANT	France
2959485	INTERACTION WITH A PORTION OF A CONTENT ITEM THROUGH A VIRTUAL ASSISTANT	Germany
2959485	INTERACTION WITH A PORTION OF A CONTENT ITEM THROUGH A VIRTUAL ASSISTANT	UK
2987164	VIRTUAL ASSISTANT FOCUSED USER INTERFACES	France
2987164	VIRTUAL ASSISTANT FOCUSED USER INTERFACES	Germany
2987164	VIRTUAL ASSISTANT FOCUSED USER INTERFACES	UK

2989181	SYSTEM AND METHOD FOR OMNICHANNEL USER ENGAGEMENT AND RESPONSE	Canada
303147	SYSTEMS AND METHODS FOR AUTHENTICATION AND FRAUD DETECTION	Israel
3103038	SYSTEMS, APPARATUSES AND METHODS FOR COMMUNICATION FLOW MODIFICATION	France
3103038	SYSTEMS, APPARATUSES AND METHODS FOR COMMUNICATION FLOW MODIFICATION	UK
3241119	METHODS AND APPARATUS FOR ADAPTIVE BANDWIDTH-BASED COMMUNICATION MANAGEMENT	France
3241119	METHODS AND APPARATUS FOR ADAPTIVE BANDWIDTH-BASED COMMUNICATION MANAGEMENT	Germany
3241119	METHODS AND APPARATUS FOR ADAPTIVE BANDWIDTH-BASED COMMUNICATION MANAGEMENT	UK
602015027181.5	SYSTEMS, APPARATUSES AND METHODS FOR COMMUNICATION FLOW MODIFICATION	Germany
7308444	INFORMATION HANDLING MECHANISM	US
7370285	RECEIVING AND REPORTING PAGE-SPECIFIC USER FEEDBACK CONCERNING ONE OR MORE PARTICULAR WEB PAGES OF A WEBSITE	US
7565368	DATA DISAMBIGUATION SYSTEMS AND METHODS	US
7570755	ROUTINE COMMUNICATION SESSIONS FOR RECORDING	US
7603705	METHODS AND SYSTEMS FOR ENFORCING NETWORK AND COMPUTER USE POLICY	US
7613290	RECORDING USING PROXY SERVERS	US
7633930	SYSTEMS AND METHODS FOR CAPTURING MULTIMEDIA COMMUNICATION SIGNALS	US
7650293	SYSTEM AND METHOD FOR WORKFORCE REQUIREMENTS MANAGEMENT	US
7660307	SYSTEMS AND METHODS FOR PROVIDING RECORDING AS A NETWORK SERVICE	US
7660406	SYSTEMS AND METHODS FOR INTEGRATING OUTSOURCERS	US
7660407	SYSTEMS AND METHODS FOR SCHEDULING CONTACT CENTER AGENTS	US
7672746	SYSTEMS AND METHODS FOR AUTOMATIC SCHEDULING OF A WORKFORCE	US
7680264	SYSTEMS AND METHODS FOR ENDPOINT RECORDING USING A CONFERENCE BRIDGE	US
7701972	INTERNET PROTOCOL ANALYZING	US
7734783	SYSTEMS AND METHODS FOR DETERMINING ALLOCATIONS FOR DISTRIBUTED MULTI-SITE CONTACT CENTERS	US
7752043	MULTI-PASS SPEECH ANALYTICS	US
7769176	SYSTEMS AND METHODS FOR A SECURE RECORDING ENVIRONMENT	US
7774854	SYSTEMS AND METHODS FOR PROTECTING INFORMATION	US
7787974	INDEPENDENT SOURCE RECORDING	US
7792671	AUGMENTATION AND CALIBRATION OF OUTPUT FROM NON-DETERMINISTIC TEXT GENERATORS BY MODELING ITS CHARACTERISTICS IN SPECIFIC ENVIRONMENTS	US

7801055	SYSTEMS AND METHODS FOR ANALYZING COMMUNICATION SESSIONS USING FRAGMENTS	US
7809602	COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR MEASURING AND REPORTING BUSINESS INTELLIGENCE BASED ON COMMENTS COLLECTED FROM WEB PAGE USERS USING SOFTWARE ASSOCIATED WITH ACCESSED WEB PAGES	US
7817795	SYSTEMS AND METHODS FOR DATA SYNCHRONIZATION IN A CUSTOMER CENTER	US
7822018	DUPLICATE MEDIA STREAM	US
7848524	SYSTEMS AND METHODS FOR A SECURE RECORDING ENVIRONMENT	US
7852994	SYSTEMS AND METHODS FOR RECORDING AUDIO	US
7853544	Systems and methods for automatically categorizing unstructured text	US
7853753	DISTRIBUTIVE NETWORK CONTROL	US
7853800	SYSTEMS AND METHODS FOR A SECURE RECORDING ENVIRONMENT	US
7865455	SYSTEM AND METHOD FOR PROVIDING INTELLIGENT SUPPORT	US
7873156	SYSTEMS AND METHODS FOR ANALYZING CONTACT CENTER INTERACTIONS	US
7881216	SYSTEMS AND METHODS FOR ANALYZING COMMUNICATION SESSIONS USING FRAGMENTS	US
7881471	SYSTEMS AND METHODS FOR RECORDING AN ENCRYPTED INTERACTION	US
7882212	METHODS AND DEVICES FOR ARCHIVING RECORDED INTERACTIONS AND RETRIEVING STORED RECORDED INTERACTIONS	US
7885813	SYSTEMS AND METHODS FOR ANALYZING COMMUNICATION SESSIONS	US
7899176	SYSTEMS AND METHODS FOR DISCOVERING CUSTOMER CENTER INFORMATION	US
7899178	RECORDING INVOCATION OF COMMUNICATION SESSIONS	US
7899769	METHOD FOR IDENTIFYING EMERGING ISSUE FROM TEXTUAL CUSTOMER FEEDBACK	US
7903568	SYSTEMS AND METHODS FOR PROVIDING RECORDING AS A NETWORK SERVICE	US
7904414	Adaptive multi-channel answering service for knowledge management systems	US
7907142	VIDEO TILING USING MULTIPLE DIGITAL SIGNAL PROCESSORS	US
7920482	SYSTEMS AND METHODS FOR MONITORING INFORMATION CORRESPONDING TO COMMUNICATION SESSIONS	US
7925889	METHOD AND SYSTEM FOR COMMUNICATIONS MONITORING	US
7930314	SYSTEMS AND METHODS FOR STORING AND SEARCHING DATA IN A CUSTOMER CENTER ENVIRONMENT	US
7953621	SYSTEMS AND METHODS FOR DISPLAYING AGENT ACTIVITY EXCEPTIONS	US
7953750	SYSTEMS AND METHODS FOR STORING AND SEARCHING DATA IN A CUSTOMER CENTER ENVIRONMENT	US
7962339	METHOD FOR VARIABLE RESOLUTION AND ERROR CONTROL IN SPOKEN LANGUAGE UNDERSTANDING	US
7965828	CALL CONTROL PRESENCE	US
7966397	DISTRIBUTIVE DATA CAPTURE	US

7991613	ANALYZING AUDIO COMPONENTS AND GENERATING TEXT WITH INTEGRATED ADDITIONAL SESSION INFORMATION	US
7995612	SYSTEMS AND METHODS FOR CAPTURING COMMUNICATION SIGNALS [32-BIT OR 128-BIT ADDRESSES]	US
8000465	SYSTEMS AND METHODS FOR ENDPOINT RECORDING USING GATEWAYS	US
8005676	SPEECH ANALYSIS USING STATISTICAL LEARNING	US
8041019	METHODS AND APPARATUS FOR CALL BACK DISPOSITION AND RE-EVALUATION IN INTERACTIVE VOICE RESPONSE BASED CUSTOMER CARE	US
8050923	AUTOMATED UTTERANCE SEARCH	US
8068602	SYSTEMS AND METHODS FOR RECORDING USING VIRTUAL MACHINES	US
8078565	Organically ranked knowledge categorization in a knowledge management system	US
8102976	SYSTEMS AND METHODS FOR TRADING TRACK VIEW	US
8108237	SYSTEMS FOR INTEGRATING CONTACT CENTER MONITORING, TRAINING AND SCHEDULING	US
8112298	SYSTEMS AND METHODS FOR WORKFORCE OPTIMIZATION	US
8112306	SYSTEM AND METHOD FOR FACILITATING TRIGGERS AND WORKFLOWS IN WORKFORCE OPTIMIZATION	US
8117064	SYSTEMS AND METHODS FOR WORKFORCE OPTIMIZATION AND ANALYTICS	US
8126134	SYSTEMS AND METHODS FOR SCHEDULING OF OUTBOUND AGENTS	US
8130925	SYSTEMS AND METHODS FOR RECORDING	US
8130926	SYSTEMS AND METHODS FOR RECORDING DATA	US
8130938	SYSTEMS AND METHODS FOR ENDPOINT RECORDING USING RECORDERS	US
8131578	SYSTEMS AND METHODS FOR AUTOMATIC SCHEDULING OF A WORKFORCE	US
8132089	ERROR CHECKING AT THE RE-SEQUENCING STAGE	US
8139741	CALL CONTROL PRESENCE	US
8155275	SYSTEMS AND METHODS FOR MANAGING ALARMS FROM RECORDERS	US
8160232	Dynamic message context driven application assembly for customer service agent productivity applications	US
8160233	SYSTEM AND METHOD FOR DETECTING AND DISPLAYING BUSINESS TRANSACTIONS	US
8170184	SYSTEMS AND METHODS FOR RECORDING RESOURCE ASSOCIATION IN A RECORDING ENVIRONMENT	US
8180025	METHODS AND APPARATUS FOR ENFORCING CALLER LISTENING BEHAVIOR ON INTERACTIVE VOICE RESPONSE APPLICATIONS	US
8180639	METHOD FOR VARIABLE RESOLUTION AND ERROR CONTROL IN SPOKEN LANGUAGE UNDERSTANDING	US
8199886	CALL CONTROL RECORDING	US
8204053	SYSTEMS AND METHODS FOR PROVIDING NETWORK SERVICES FOR RECORDING	US
8204056	SYSTEMS AND METHODS FOR ENDPOINT RECORDING USING A MEDIA APPLICATION SERVER	US



8249413	VIDEO RECORDING FAILOVER	US
8254262	PASSIVE RECORDING AND LOAD BALANCING	US
8275944	DISTRIBUTIVE NETWORK CONTROL	US
8280011	RECORDING IN A DISTRIBUTED ENVIRONMENT	US
8285833	PACKET DATA RECORDING METHOD AND SYSTEM	US
8290804	METHOD AND APPARATUS FOR AUTOMATED TIME BANKING AND WORKFORCE SCHEDULING	US
8290871	SYSTEMS AND METHODS FOR A SECURE RECORDING ENVIRONMENT	US
8311826	METHOD AND SYSTEM FOR SCREENING USING VOICE DATA AND METADATA	US
8315867	SYSTEMS AND METHODS FOR ANALYZING COMMUNICATION SESSIONS	US
8315901	SYSTEMS AND METHODS OF AUTOMATICALLY SCHEDULING A WORKFORCE	US
8320886	INTEGRATING MOBILE DEVICE BASED COMMUNICATION SESSION RECORDINGS	US
8321958	DETECTING PRESENCE OF A SUBJECT STRING IN A TARGET STRING AND SECURITY EVENT QUALIFICATION BASED ON PRIOR BEHAVIOR BY AN END USER OF A COMPUTER SYSTEM	US
8326631	SYSTEMS AND METHODS FOR SPEECH INDEXING	US
8331548	SYSTEMS AND METHODS FOR DATA SYNCHRONIZATION IN A CUSTOMER CENTER	US
8331549	SYSTEM AND METHOD FOR INTEGRATED WORKFORCE AND QUALITY MANAGEMENT	US
8332232	SYSTEM AND METHOD FOR MOBILE INTERACTION	US
8341107	Organically ranked knowledge categorization in a knowledge management system	US
8345828	SYSTEM AND METHOD FOR POOLED IP RECORDING	US
8359434	DISTRIBUTIVE NETWORK CONTROL	US
8379835	SYSTEMS AND METHODS FOR ENDPOINT RECORDING USING RECORDERS	US
8396732	SYSTEM AND METHOD FOR INTEGRATED WORKFORCE AND ANALYTICS	US
8401155	SYSTEMS AND METHODS FOR SECURE RECORDING IN A CUSTOMER CENTER ENVIRONMENT	US
8437465	SYSTEMS AND METHODS FOR CAPTURING COMMUNICATIONS DATA	US
8442033	DISTRIBUTED VOICE OVER INTERNET PROTOCOL RECORDING	US
8446944	DATA PROCESSING SYSTEM AND METHOD	US
8451909	SYSTEM AND METHOD FOR DYNAMICALLY CHANGING QUALITY LEVELS AMONG A PLURALITY OF VIDEO SCENES	US
8467518	SYSTEMS AND METHODS FOR ANALYZING CONTACT CENTER INTERACTIONS	US
8483074	SYSTEMS AND METHODS FOR PROVIDING RECORDING AS A NETWORK SERVICE	US
8510144	METHOD AND APPARATUS FOR CELL-BASED WORKFORCE SCHEDULING	US
8510215	METHOD AND SYSTEM FOR ENROLLING A VOICEPRINT IN A FRAUDSTER DATABASE	US

8515028	SYSTEM AND METHOD FOR EXTERNALLY MAPPING AN INTERACTIVE VOICE RESPONSE MENU	US
8515051	DETERMINING AND DISPLAYING APPLICATION USAGE DATA IN A CONTACT CENTER ENVIRONMENT	US
8520808	SYSTEM AND METHOD FOR ROBUST EVALUATION OF THE USER EXPERIENCE IN AUTOMATED SPOKEN DIALOG SYSTEMS	US
8538790	COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR MEASURING AND REPORTING BUSINESS INTELLIGENCE BASED ON COMMENTS COLLECTED FROM WEB PAGE USERS USING SOFTWARE ASSOCIATED WITH ACCESSED WEB PAGES	US
8543401	SYSTEM AND METHOD FOR IMPROVING PERFORMANCE OF SEMANTIC CLASSIFIERS IN SPOKEN DIALOG SYSTEMS	US
8548155	Dynamic message context driven application assembly for customer service agent productivity applications	US
8549629	CLASSIFICATION AND IDENTIFICATION OF COMPUTER USE	US
8582751	SYSTEMS AND METHODS FOR DISCOVERING CUSTOMER CENTER INFORMATION	US
8594313	SYSTEMS AND METHODS FOR ENDPOINT RECORDING USING PHONES	US
8605868	SYSTEM AND METHOD FOR EXTERNALLY MAPPING AN INTERACTIVE VOICE RESPONSE MENU	US
8605885	AUTOMATED ASSISTANT FOR CUSTOMER SERVICE REPRESENTATIVES	US
8645179	SYSTEMS AND METHODS OF PARTIAL SHIFT SWAPPING	US
8666795	SYSTEMS AND METHODS OF AUTOMATICALLY SCHEDULING A WORKFORCE	US
8670552	System and method for integrated display of multiple types of call agent data	US
8675824	SYSTEMS AND METHODS FOR SECURE RECORDING IN A CUSTOMER CENTER ENVIRONMENT	US
8675825	SYSTEMS AND METHODS FOR SECURE RECORDING IN A CUSTOMER CENTER ENVIRONMENT	US
8682669	SYSTEM AND METHOD FOR BUILDING OPTIMAL STATE-DEPENDENT STATISTICAL UTTERANCE CLASSIFIERS IN SPOKEN DIALOG SYSTEMS	US
8699700	ROUTINE COMMUNICATION SESSIONS FOR RECORDING	US
8705723	SYSTEMS AND METHODS FOR SCHEDULING CONTACT CENTER AGENTS	US
8713167	DISTRIBUTIVE DATA CAPTURE	US
8718074	INTERNET PROTOCOL ANALYZING	US
8718266	RECORDING INVOCATION OF COMMUNICATION SESSIONS	US
8719016	SPEECH ANALYTICS SYSTEM AND SYSTEM AND METHOD FOR DETERMINING STRUCTURED SPEECH	US
8719067	MONITORING AND DISPLAYING THE SCHEDULED AND ACTUATED ACTIVITIES OF A WORKFORCE	US
8723911	SYSTEMS AND METHODS FOR ENHANCING RECORDED OR INTERCEPTED CALLS USING INFORMATION FROM A FACIAL RECOGNITION ENGINE	US
8724521	SYSTEMS AND METHODS OF RECORDING SOLUTION INTERFACE	US
8724778	SYSTEMS AND METHODS FOR SECURE RECORDING IN A CUSTOMER CENTER ENVIRONMENT	US

8724970	METHOD AND APPARATUS TO SEARCH VIDEO DATA FOR AN OBJECT OF INTEREST	US
8730959	SYSTEMS AND METHODS FOR ENDPOINT RECORDING USING A MEDIA APPLICATION SERVER	US
8738162	INDEPENDENT SOURCE RECORDING	US
8743730	SYSTEMS AND METHODS FOR RECORDING RESOURCE ASSOCIATION FOR A COMMUNICATIONS ENVIRONMENT	US
8744064	RECORDING INVOCATION OF COMMUNICATION SESSIONS	US
8752062	MONITORING OF COMPUTER EVENTS AND STEPS LINKED BY DEPENDENCY RELATIONSHIPS TO GENERATE COMPLETED PROCESSES DATA AND DETERMINING THE COMPLETED PROCESSED DATA MEET TRIGGER CRITERIA	US
8768913	MULTI-SOURCE SEARCHING IN A DATA DRIVEN APPLICATION	US
8774373	SYSTEM AND METHOD FOR EXTERNALLY MAPPING AN INTERACTIVE VOICE RESPONSE MENU	US
8775237	SYSTEM AND METHOD FOR MEASURING AND REPORTING USER REACTIONS TO ADVERTISEMENTS ON A WEB PAGE	US
8775357	ORGANICALLY RANKED KNOWLEDGE CATEGORIZATION IN A KNOWLEDGE MANAGEMENT SYSTEM	US
8781289	VIDEO RECORDING FAILOVER	US
8782668	EVENT PROCESSING USING EXISTING COMPUTER EVENT CAPTURE MODULES	US
8793131	SYSTEMS, METHODS, AND MEDIA FOR DETERMINING FRAUD PATTERNS AND CREATING FRAUD BEHAVIORAL MODELS	US
8806455	SYSTEMS AND METHODS FOR TEXT NUCLEARIZATION	US
8831208	SYSTEM AND METHOD FOR OPTIMIZING CALL FLOWS OF A SPOKEN DIALOG SYSTEM	US
8832135	METHOD AND SYSTEM FOR DATABASE QUERY TERM SUGGESTION	US
8837697	CALL CONTROL PRESENCE AND RECORDING	US
8838911	SYSTEMS, METHODS, AND SOFTWARE FOR INTERLEAVED DATA STREAM STORAGE	US
8866964	ASSEMBLIES AND METHODS FOR REDUCING THE COMPLEXITY OF CAMERA MOUNTING ASSEMBLIES	US
8880631	APPARATUS AND METHODS FOR MULTI-MODE ASYNCHRONOUS COMMUNICATION	US
8903078	COMMUNICATION SESSION ASSESSMENT	US
8903859	Systems, Methods, and Media for Generating Hierarchical Fused Risk Scores	US
8908847	SYSTEM AND METHOD FOR DEEP DIALING PHONE SYSTEMS	US
8924285	BUILDING WHITELISTS COMPRISING VOICEPRINTS NOT ASSOCIATED WITH FRAUD AND SCREENING CALLS USING A COMBINATION OF A WHITELIST AND BLACKLIST	US
8930261	METHOD AND SYSTEM FOR GENERATING A FRAUD RISK SCORE USING TELEPHONY CHANNEL BASED AUDIO AND NON-AUDIO DATA	US
8942543	SYSTEMS, METHODS, AND SOFTWARE FOR IMPROVED VIDEO DATA RECOVERY EFFECTIVENESS	US
8943094	APPARATUS, SYSTEM, AND METHOD FOR NATURAL LANGUAGE PROCESSING	US
8949124	AUTOMATED LEARNING FOR SPEECH-BASED APPLICATIONS	US

8958557	SYSTEMS AND METHODS FOR PROTECTING INFORMATION	US
8970654	SYSTEM AND METHOD FOR SELECTING PORTIONS OF VIDEO DATA FOR HIGH QUALITY FEED WHILE CONTINUING A LOW QUALITY FEED	US
8976954	RECORDING INVOCATION OF COMMUNICATION SESSIONS	US
9008300	COMPLEX RECORDING TRIGGER	US
9014345	SYSTEMS AND METHODS FOR SECURE RECORDING IN A CUSTOMER CENTER ENVIRONMENT	US
9014351	SYSTEM AND METHOD FOR DEEP DIALING PHONE SYSTEMS	US
9015194	ROOT CAUSE ANALYSIS USING INTERACTIVE DATA CATEGORIZATION	US
9020125	RECORDING INVOCATION OF COMMUNICATION SESSIONS	US
9031214	SYSTEM AND METHOD OF USE FOR INDEXING AUTOMATED PHONE SYSTEMS	US
9070085	ORGANICALLY RANKED KNOWLEDGE CATEGORIZATION IN A KNOWLEDGE MANAGEMENT SYSTEM	US
9106737	SYSTEMS AND METHODS FOR RECORDING RESOURCE ASSOCIATION FOR RECORDING	US
9113001	SYSTEMS, METHODS, AND MEDIA FOR DISAMBIGUATING CALL DATA TO DETERMINE FRAUD	US
9122744	SYSTEM AND METHOD FOR PROVIDING DISTRIBUTED INTELLIGENT ASSISTANCE	US
9166881	METHODS AND APPARATUS FOR ADAPTIVE BANDWIDTH-BASED COMMUNICATION MANAGEMENT	US
9171547	MULTI-PASS SPEECH ANALYTICS	US
9172690	APPARATUS AND METHODS FOR MULTI-MODE ASYNCHRONOUS COMMUNICATION	US
9172808	SYSTEMS AND METHODS FOR IDENTIFYING A CALLER	US
9183285	DATA CLUSTERING SYSTEM AND METHODS	US
9197492	INTERNET PROTOCOL ANALYZING	US
9203962	SYSTEMS, METHODS, AND MEDIA FOR DETERMINING FRAUD PATTERNS AND CREATING FRAUD BEHAVIORAL MODELS	US
9204083	VIDEO RECORDING FAILOVER	US
9207907	SYSTEMS AND METHODS FOR UPDATING SCHEDULES	US
9215320	SYSTEM AND METHOD FOR INDEXING AUTOMATED TELEPHONE SYSTEMS	US
9218410	SYSTEMS, APPARATUSES AND METHODS FOR COMMUNICATION FLOW MODIFICATION	US
9223537	CONVERSATION USER INTERFACE	US
9229768	MONITORING OF COMPUTER EVENTS AND STEPS LINKED BY DEPENDENCY RELATIONSHIPS TO GENERATE COMPLETED PROCESSES DATA AND DETERMINING THE COMPLETED PROCESSED DATA MEET TRIGGER CRITERIA	US
9229769	MONITORING OF COMPUTER EVENTS AND STEPS LINKED BY DEPENDENCY RELATIONSHIPS TO GENERATE COMPLETED PROCESSES DATA AND DETERMINING THE COMPLETED PROCESSED DATA MEET TRIGGER CRITERIA	US
9232063	CALL FLOW AND DISCOURSE ANALYSIS	US
9237232	RECORDING INFRASTRUCTURE HAVING BIOMETRICS ENGINE AND ANALYTICS SERVICE	US
9253316	RECORDING INVOCATION OF COMMUNICATION SESSIONS	US



9270817	METHOD FOR DETERMINING THE ON-HOLD STATUS IN A CALL	US
9288316	METHOD FOR DETERMINING THE ON-HOLD STATUS IN A CALL	US
9304995	SYSTEMS AND METHODS FOR STORING AND SEARCHING DATA IN A CUSTOMER CENTER ENVIRONMENT	US
9307092	USING SECONDARY CHANNEL INFORMATION TO PROVIDE FOR GATEWAY RECORDING	US
9344724	SYSTEM AND METHOD FOR IMPROVED VIDEO OPERATIONS	US
9349373	BIOMETRICS PLATFORM PROVIDER	US
9355354	EMBEDDED MULTI-CHANNEL KNOWLEDGEBASE	US
9363369	SYSTEMS AND METHODS OF RECORDING SOLUTION INTERFACE	US
9368106	SYSTEM AND METHOD OF AUTOMATED EVALUATION OF TRANSCRIPTION QUALITY	US
9368116	SPEAKER SEPARATION IN DIARIZATION	US
9380157	INDEPENDENT SOURCE RECORDING	US
9386151	SYSTEM AND METHOD FOR REPLACING HOLD-TIME WITH A CALL-BACK IN A CONTACT CENTER ENVIRONMENT	US
9401145	SPEECH ANALYTICS SYSTEM AND SYSTEM AND METHOD FOR DETERMINING STRUCTURED SPEECH	US
9412362	SYSTEM AND METHOD FOR DETERMINING THE COMPLIANCE OF AGENT SCRIPTS	US
9413878	RECORDING INVOCATION OF COMMUNICATION SESSIONS	US
9418172	SYSTEMS AND METHODS FOR REMOTE TRACKING AND REPLAY OF USER INTERACTION WITH A WEBPAGE	US
9418652	AUTOMATED LEARNING FOR SPEECH-BASED APPLICATIONS	US
9451086	COMPLEX RECORDING TRIGGER	US
9455896	DEDICATED NETWORK INTERFACE	US
9460722	BLIND DIARIZATION OF RECORDED CALLS WITH ARBITRARY NUMBER OF SPEAKERS	US
9462238	REMOTE AGENT CAPTURE AND MONITORING	US
9467663	SYSTEM AND METHOD FOR SELECTING PORTIONS OF VIDEO DATA FOR HIGH QUALITY FEED WHILE CONTINUING A LOW QUALITY FEED	US
9477752	ONTOLOGY ADMINISTRATION AND APPLICATION TO ENHANCE COMMUNICATION DATA ANALYTICS	US
9503571	SYSTEMS, METHODS, AND MEDIA FOR DETERMINING FRAUD PATTERNS AND CREATING FRAUD BEHAVIORAL MODELS	US
9503579	IDENTIFICATION OF NON-COMPLIANT INTERACTIONS	US
9503674	VIDEO RECORDING FAILOVER	US
9508346	SYSTEM AND METHOD OF AUTOMATED LANGUAGE MODEL ADAPTATION	US
9509844	SYSTEM AND METHOD FOR INDEXING AUTOMATED TELEPHONE SYSTEMS	US
9536049	CONVERSATIONAL VIRTUAL HEALTHCARE ASSISTANT	US
9542382	CALL FLOW AND DISCOURSE ANALYSIS	US
9552350	VIRTUAL ASSISTANT CONVERSATIONS FOR AMBIGUOUS USER INPUT AND GOALS	US
9558183	SYSTEM AND METHOD FOR THE LOCALIZATION OF STATISTICAL CLASSIFIERS BASED ON MACHINE TRANSLATION	US
9563618	WEARABLE-BASED VIRTUAL AGENTS	US

9565390	SYSTEMS AND METHODS FOR ENHANCING RECORDED OR INTERCEPTED CALLS USING INFORMATION FROM A FACIAL RECOGNITION ENGINE	US
9569743	FUNNEL ANALYSIS	US
9569938	VIDEO CONTENT ANALYSIS USING POINT OF SALE DATA	US
9571652	ENHANCED DIARIZATION SYSTEMS, MEDIA AND METHODS OF USE	US
9575936	WORD CLOUD DISPLAY	US
9584656	SYSTEMS AND METHODS FOR ENDPOINT RECORDING USING A MEDIA APPLICATION SERVER	US
9589579	REGRESSION TESTING	US
9609137	TRADING ENVIRONMENT RECORDING	US
9626968	SYSTEM AND METHOD FOR CONTEXT SENSITIVE INFERENCE IN A SPEECH PROCESSING SYSTEM	US
9633650	System and Method of Automated Model Adaptation	US
9635067	TRACING AND ASYNCHRONOUS COMMUNICATION NETWORK AND ROUTING METHOD	US
9641684	TRACING AND ASYNCHRONOUS COMMUNICATION NETWORK AND ROUTING METHOD	US
9648283	DISTRIBUTED SENSING AND VIDEO CAPTURE SYSTEM AND APPARATUS	US
9672822	INTERACTION WITH A PORTION OF A CONTENT ITEM THROUGH A VIRTUAL ASSISTANT	US
9684881	SYSTEM AND METHOD OF WORKFORCE OPTIMIZATION	US
9686408	SYSTEM AND METHOD FOR INDEXING AUTOMATED TELEPHONE SYSTEMS	US
9697246	THEMES SURFACING FOR COMMUNICATION DATA ANALYSIS	US
9699059	DEDICATED NETWORK INTERFACE	US
9747890	SYSTEM AND METHOD OF AUTOMATED EVALUATION OF TRANSCRIPTION QUALITY	US
9767607	CORRELATION OF VIDEO INPUTS IN A DIGITAL VIDEO RECORDER SYSTEM	US
9769542	SYSTEM AND METHOD FOR DIGITAL RIGHTS MANAGEMENT CONTROL USING VIDEO ANALYTICS	US
9785722	SYSTEMS AND METHODS FOR REMOTE REPLAY OF USER INTERACTION WITH A WEBPAGE	US
9794428	DISTRIBUTED SENSING AND VIDEO CAPTURE SYSTEM AND APPARATUS	US
9813677	METHOD AND APPARATUS TO TRANSMIT VIDEO DATA	US
9817892	AUTOMATED REMOVAL OF PRIVATE INFORMATION	US
9823811	VIRTUAL ASSISTANT TEAM IDENTIFICATION	US
9824188	CONVERSATIONAL VIRTUAL HEALTHCARE ASSISTANT	US
9830044	VIRTUAL ASSISTANT TEAM CUSTOMIZATION	US
9836177	PROVIDING VARIABLE RESPONSES IN A VIRTUAL-ASSISTANT ENVIRONMENT	US
9854096	USING SECONDARY CHANNEL INFORMATION TO PROVIDE FOR GATEWAY RECORDING	US
9858931	BIOMETRICS PLATFORM	US
9866858	SYSTEM AND METHOD FOR IMPROVED VIDEO OPERATIONS	US

9875283	SYSTEMS AND METHODS FOR STORING AND SEARCHING DATA IN A CUSTOMER CENTER ENVIRONMENT	US
9875739	SPEAKER SEPARATION IN DIARIZATION	US
9875742	WORD-LEVEL BLIND DIARIZATION OF RECORDED CALLS WITH ARBITRARY NUMBER OF SPEAKERS	US
9875743	ACOUSTIC SIGNATURE BUILDING FOR A SPEAKER FROM MULTIPLE SESSIONS	US
9881617	BLIND DIARIZATION OF RECORDED CALLS WITH ARBITRARY NUMBER OF SPEAKERS	US
9883158	SYSTEMS, METHODS, AND SOFTWARE FOR IMPROVED VIDEO DATA RECOVERY EFFECTIVENESS	US
9900430	INDEPENDENT SOURCE RECORDING	US
9904927	FUNNEL ANALYSIS	US
9910845	CALL FLOW AND DISCOURSE ANALYSIS	US
9961127	SYSTEM AND METHOD FOR CAPTURING INTERACTION DATA RELATING TO A HOST APPLICATION	US
9977830	CALL SUMMARY	US
9984706	VOICE ACTIVITY DETECTION USING A SOFT DECISION MECHANISM	US
9986090	IVR RECORDING PREVIEW SYSTEM AND METHOD	US
9986093	SYSTEM AND METHOD OF INTEGRATING TO AN EXTERNAL SEARCH APPLICATION IN AN EMPLOYEE DESKTOP WEB CLIENT	US
9990920	SYSTEM AND METHOD OF AUTOMATED LANGUAGE MODEL ADAPTATION	US
BR112016017972-2	SYSTEMS, APPARATUSES AND METHODS FOR COMMUNICATION FLOW MODIFICATION	Brazil
EP1679864B1	INDEPENDENT SOURCE RECORDING	EPO
EP1976254A3	IDENTIFICATION OF WHICH SUBSCRIBER LINES ARE CONNETED TO WHICH RECORDING RESOURCE CHANNELS IN A TELECOMMUNICATIONS ENVIRONMENT	EPO
EP2020812A2	SYSTEMS AND METHODS OF RECORDING SOLUTION INTERFACE	EPO
EP2028821A1	DEDICATED NETWORK INTERFACE	EPO
EP2036241A2	SYSTEMS AND METHODS FOR RECORDING AN ENCRYPTED INTERACTION	EPO
EP2036244B1	SYSTEMS AND METHODS FOR A SECURE RECORDING ENVIRONMENT	EPO
EP2106138A2	SYSTEM AND METHOD FOR DIGITAL RIGHTS MANAGEMENT CONTROL USING VIDEO ANALYTICS	EPO
EP2849177B1	SYSTEM AND METHOD OF TEXT ZONING	EPO
EP3241119A4	METHODS AND APPARATUS FOR ADAPTIVE BANDWIDTH-BASED COMMUNICATION MANAGEMENT	EPO