GBFULL

United Kingdom (GB) Patent Applications

■ **Contents:**

GBFULL covers front page formation: publication number and date, application number and date, priority number and date, patent assignee, inventors, International Classifications (ICs), Great Britain patent classification (UKCL), titles and abstracts, as well as the full-text of descriptions and claims. Full text data for United Kingdom applications has been created by an optical scanning process (OCR) therefore characters may be misinterpreted or portions of t ext may be incomplete.

■ **Coverage:**

Since 1979

Patent Drawings are available for approximately 35% of the records

■ **Number of records:** More than 399,000 records

■ **Updating:** Bi-Monthly

■ **Language of records:** English

■ **Cluster searching:** GBFULL is included in the predefined PATENTS cluster (FILE CL PATENTS, FILE PATENTS).

■ **SDI Profiles:** Bi-Monthly - default
Monthly – by request
Images are not available in SDIs

■ **Document delivery:** Available using QWEB PDS

■ **Producer:** Questel•Orbit and Univentio
Sources: EPO – Front Page Information and Drawings
Univentio – Descriptions, Claims, UK Classification Codes

Sample Record

(Abbreviated Display)

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1/1 GBFULL - (C) Questel-Univentio
PN  - GB2413238 A 20051019 [GB2413238]
TI  - Tracking availability of resources in a computer system
IN  - HODSON JEFFREY D  (US); MOSER MARY ELLEN  (US); HOLLATZ MIKE  (US);
      WESEN DAVE  (US)
PA  - ROCKWELL ELECTRONIC COMMERCE  (US)
PAC - US (United States)
AP  - GB0507578  20050415  [2005GB-0007578]
PR  - US82557004  20040415  [2004US-0825570]
PD  - 2005-10-19
FD  - GB0507578 D0 20050518 [GB200507578]
IC  - H04M-003/51 H04M-003/523
AB  - Processing information within a computer system, e.g. Automatic Call
      Distributor (ACD), comprising sending a Session Initiation Protocol
      (SIP) Subscribe message from a first computer resource (call
      distributor of the ACD) to a presentity server of the computer system
      requesting a status (availability) of the second resource (call
      distributor of the ACD) where the second resource performs a
      predetermined service (e.g. routing calls to agents) for the first
      resource; and sending a SIP Notify message from the presentity server
      to the first resource notifying the first resource of the status of
      the second resource. The present invention tracks the availability of
      resources of a computer system, particularly in an ACD.
CLMS- 1.   A method of processing information within a computer system, such
      method comprising the steps of: sending a SIP SUBSCRIBE message from a
      first computer resource of the computer system to a presentity server
      of the computer system requesting a status of the second resource
      where the second resource performs a predetermined service for the
      first resource;sending a SIP NOTIFY message from the presentity server
      to the first resource notifying the first resource of the status of
      the second resource.
    - 2.   The method of processing information as in claim 1 further
      comprising the first resource requesting the predetermined service
      from a third resource when the second resource is not available.
    - 3.   The method of processing information as in claim 1 wherein the
      computer system further comprises an automatic call distribution
      system.
    - 4.   The method of processing information as in claim 3 wherein the
      first and second resources further comprise call distributors of the
      automatic call distribution system.
    - 5.   The method of processing information as in claim 4 wherein the
      predetermined service further routing calls to agents. 11
    - 6.   The method of processing information as in claim 5 wherein the
      requested status further comprises determining whether the second call
      distributor is available or unavailable.
    - 7.   The method of processing information as in claim 6 wherein the
      step of determining the availability of the second call distributor
      further comprises comparing a loading level of the second call
      distributor with a threshold level and determining that the second
      call distributor is unavailable when the loading level exceeds the
      threshold level and determining that the second call distributor is
      available when the loading level does not exceed the threshold.
    - 8.   The method of processing information as in claim 1 wherein the
      computer system further comprises an automatic call distributor.
    - 9.   The method of processing information as in claim 8 wherein the
      second resource further comprises a call routing application of the
      automatic call distributor.
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- 10. The method of processing information as in claim 9 wherein the first resource further comprises a call classification application of the automatic call distributor that determines a call type of an incoming call.

[…/…]

- 40. The apparatus for processing information as in claim 39 further comprising defining the loading level as a call queue length. 18 ^T T^ 1 he fr Patent Field of Search: Search ot'GB, EP, WO &US patent documents classified in the following areas of the UKCX:H4K Worldwide search of patent documents classified in the following areas of the IPC ,07 H04M The following online and other databases have been used in the preparation of this search report EPODOC, WPI, INSPEC An Executive Agenc v of the Department of Trade and Industry

DESC- Background of the invention [0002] Automatic call distributors (ACDs) are known. Such systems are typically used by organizations to serve large numbers of callers through the Public Switched Telephone Network (PSTN). Typically, inbound calls are directed to a common telephone number of the organization and distributed to agents based upon some criteria (e.g., agent idle time). [0003] In addition to handling inbound calls, ACDs may also process outbound calls. Typically, a controller monitors a workload of its agents. Where a workload of received calls falls below some threshold value, the controller may begin to initiate outbound calls. [0004] In addition to placing and distributing calls, an ACD may also identify and display documents on agent terminals as an aid to processing the calls. In the case of incoming calls, the calls may be received along with dialed number identification service (DNIS) and/or automatic number identification (ANI) information. ANI may be used to identify a caller at the same instant as the call is delivered to the ACD. The controller of the ACD may use the ANI information to retrieve and display customer records on a terminal of the agent selected to handle the call at the same instant that the call is delivered to the agent. [0005] In addition, textual information may be displayed on a terminal of the agent that guides the agent through a sales presentation. DNIS information may be used to identify an intended call target and to select an appropriate sales presentation for use by the agent based upon the intended call target. [0006] While automatic call distributors work relatively well, they are not particularly well suited to handling Internet calls. Further, the standards that are used for processing switched circuit calls through the PSTN cannot be used within the Internet. In addition, calls routed through the Internet often rely upon routers and other support systems whose failure is difficult to detect. Because of the additional complexity of the Internet, a need exits for a method of detecting and accommodating the unavailability of support systems that process calls through the Internet.

[…/…]

Searching

Basic Index

Search by	Index	Search Hints	Examples
Terms from the Basic Index	/BI (default)	The Basic Index contains following fields: - Title (/TI) - Abstract (/AB) These fields are searchable without using a prefix. Search by: - Single terms using Boolean and proximity operators - Phrases using implied adjacency Use limited and unlimited truncation. Left-hand truncation is available.	SPORT? SHOE +INFLAM?AT+
Words from the title and abstract	/TI /AB	Search by single terms or phrases: - title (TI) – abstract (AB)	/TI /AB (FLEXIBLE W ENVELOPE?) AND (SHOE? W SIDE?)
Claims	/CLMS (or CLM)	Search terms in the text of claims Use the proximity operator S (sentence) to search within the same claim.	/CLMS ARYLTHIOALKYL+ AND DERIVATIVE? /CLMS INK S POLYESTER FILM
Descriptions	/DESC	Search terms in the text of description. Use the proximity operator S to search within the same description	/DESC ALKENYL RADICAL? /DESC INFLAT+ S CIRCUIT? S CONTROL?

Publication Data

Search by	Index	Search Hints	Examples
Publication: Number Date Kind Code	/PN	Search by: GB code followed by 7-digit number: GBNNNNNNN Publication date in the format: YYYYMMDD YYYYMM YYYY Nature of publication: A	 /PN GB2414152 /PN 20051116 /PN 200511 /PN 2005 /PN A
Publication date	/PD (or /DPD)	Search in the format: YYYY-MM-DD YYYY-MM YYYY Use numeric operators: <, >, <=, >=, =	 PD=1999-01-07 PD=1999-01:1999-06 PD>1996
Standardized publication number	/XPN	Standardized publication number for use in cross-file searching with the MEM command and the *MEM super-term.	/XPN GB2414152 MEM /XPN

Application Data

Search by	Index	Search Hints	Examples
Application: Number Date	/AP	Search by: Application number in the source format, GB code followed by 7-digit number (2-digit year + 5-digit number) GBYYNNNNN Application number in the Questel Orbit format (shown between square brackets in the record), YYYYWO-CCNNNNN Application date in the format: YYYYMMDD YYYYMM YYYY	 /AP GB0509522 /AP 2005GB-0009522 /AP 20050510 /AP 200505 /AP 2005
Application date	/APD	Search in the format: YYYY-MM-DD YYYY-MM YYYY Use numeric operators: <, >, <=, >=, =	 APD=2005-05-10 APD=2005-01:2005-10 APD<2005
Standardized application number	/XAP	Standardized application number for use in cross-file searching with the MEM command and the *MEM super-term.	/XAP 2005GB-0009522 MEM /XAP

Priority Data

Search by	Index	Search Hints	Examples
Priority: Number Country Date	/PR	Search by: Priority number in the source format: country code followed by the two digit year and five digit serial number CCYYNNNNN Priority number in the Questel Orbit format (shown between square brackets in the record) YYYYCC-NNNNNNN WIPO country code of the country of origin. Priority date in the format: YYYYMMDD YYYYMM YYYY To combine country and date, use the P operator.	 /PR FR0405212 /PR 2004FR-0005212 /PR FR /PR 20040513 /PR 200405 /PR 2004 /PR FR P 2004
Priority date	/PRD	Search in the format: YYYY-MM-DD YYYY-MM YYYY Use numeric operators: <, >, <=, >=, =	 PRD=2004-05-13 PRD=2004-01:2004-05 PRD>=2004
Standardized priority number	/XPR	Standardized priority number for use in cross-file searching with the MEM command and the *MEM super-term.	/XPR 2004FR-0005212 MEM /XPR

Publication, Application, Priority Data

Search by	Index	Search Hints	Examples
Numbers	/NOS	This super-index enables you to search by the /PN, /AP, /PR indexes simultaneously. Note: This is useful when you are not sure what type of number you are searching.	/NOS WO9916254 /NOS WOIB9801277 /NOS GB9719855 /NOS 19990401

Patent Assignee, Inventor

Search by	Index	Search Hints	Examples
Patent Assignee: Name Country	/PA, (/PAW or /DEP) /PAC (or /ADEP)	Search by single terms or phrases from patent assignee's name. Search by the WIPO country code of the patent assignee's country. Note: Use /PAN with the NBR, MEM and MEMS commands.	/PA BRITISH PETROLEUM /PA BP /PAC GB NBR /PAN
Inventor: Name Country	/IN (or /INV) /INC (or /AINV)	Search by single terms or phrases from inventor's name, with or without first name. To combine surname and first name, use the D operator. Search by country code of the inventor's country. Note: Use /INN with the NBR, MEM and MEMS commands.	/IN COLLINS D IAN /INC GB NBR /INN

Patent Assignee and Inventor

Search by	Index	Search Hints	Examples
Names – Assignee, and Inventor	/IND	This super-index enables you to search by the /PA, and /IN, indexes simultaneously.	/IND SCHLUMBERGER

Classifications

IPC

Search by	Index	Search Hints	Examples
International Patent Classification (IPC v 8) Note: Not all attributes will be available for all codes. Questel Orbit will output what is delivered to us by the patent offices	/IC /ICAA /ICAI /ICAN /ICCA /ICCI /ICCN	IPC All IPC v8 and historical IPC Advanced All IPC Advanced Inventive IPC Advanced Non-Inventive IPC Core All IPC Core Inventive IPC Core non-Inventive IPC codes can be searched at different levels : - full code (ANNA-NNN/NNNN) - group (ANNA-NNN) - sub-class (ANNA) - class (ANN+ – use limited truncation)	/IC A43B-005/04 /IC1 A43B-005 /IC2 A43B /IC A43+

UK

Search by	Index	Search Hints	Examples
United Kingdom Classification Key Please see UK Patent Office web site below for details on the Use Structure and Edition. http://www.patent.gov.uk/about/notices/journal/ukclassikey.htm	/UKCL	The UKCL key format comprises a three character Heading followed by an indexing or classifying Term – which may range from three to six characters Heading and Term are separated by a slash in GBFULL UKCL codes can be searched at different levels : - Heading and Term (ANA/AAA) - Heading only (ANA) (For all other levels, use truncation) Structure of the UKCL: Section A (A – H) Division AN Heading ANA Classifying or Indexing Terms are added to Heading following slash(/) (terms not searchable on their own) ANA /AA main subject grouping ANA /AAA terms (up to 6 chars) Terms may also comprise numbers with alpha characters in various configurations: ANA/AANN terms (up to 6 chars) ANA/ANA (up to 6 chars) Universal Indexing Schedule - for classifying Use and Utility The U1S format comprises a three character Heading (U1S) followed by an indexing Term of five characters U1S U1S/SNNNN	/UKCL H4K/KTK /UKCL H4K/KTK /UKCL H4K /UKCL H+ /UKCL H4+ /UKCL H4K /UKCL H4K/KT+ /UKCL H4K/KTK /UKCL H4K/KTKX /UKCL H4K/KTKPCP /UKCL H4K/KF44 /UKCL H4K/K1W /UKCL U1S /UKCL U1S/S4001

Other Indexes

Accession Number	/AN	The accession number is the publication number.	/AN GB2413238
Update	/UP /UP4	These fields indicate the week (UP) and month (UP4) of publication. To search by: The week YYYY-DD The month YYYY-MM The year YYYY+ SDIs are by default conducted on the standard update to the database (UP). For a monthly SDIs, specify SURV /UP4	/UP 2002-03 /UP 2005-42 /UP4 2005-12 /UP 2005+ SV PF <SDINAME>; SURV /UP4

Statistical Analysis

The following patent information in the GBFULL database can be statistically analyzed:

Publication Info		Application / Priority Info		Classifications	
Patent Assignee	GET PA GET PAN	Priority Country PRC	GET	IPC Adv. All IPC Adv.Inventive IPC Adv.Non-Inventive	GET ICAA GET ICAI GET ICAN
Inventor	GET IN GET INN	Priority Date (year) PRD	GET	IPC Core All IPC Core Inventive IPC Core Non-Inventive	GET ICCA GET ICCI GET ICCN
Publication Date (year)	GET PD	Application Date (year)	GET APD	IPC Main IPC	GET IPC GET MIPC
				UK Class	GET UKCL

General Syntax: GET <field>
Options:

TOP n	GET <field> TOP N to specify TOP N entries in the analyzed listing
TOSEL <listname>	GET <field> TOSEL <listname> TOP N
STORE	GET <field> TOSEL <listname> STORE

Syntax: GET ss N <field> TOSEL <listname> SAVE/STORE [TOP N, GT M]
Example: GET PA TOP 20 EMAIL

Current Awareness - SDIs

It is possible to setup SDI (Current Awareness) profiles in the GBFULL database by using the SDI command after the search strategy has been created in the database. The created SDI profiles will be automatically run against each new update to the database or you may choose to receive the results on a monthly basis and the results will be sent via either postal mail or email (if specified).

Syntax:	**SDI <SDI NAME>;SURV UP**	**Bi-Monthly updates**
	SDI <SDI NAME>; SURV UP4	**Monthly updates**

Example: SDI PANEL EMAIL;SURV UP

- A weekly SDI, named PANEL, delivered via email to the default email address associated with the logon. For more information on SDIs on Questel Orbit, please visit our homepage at www.questel.orbit.com

Other Display Options

Image Display: To display an image in a record, use the IMG parameter:
Displaying image: Add the IMG parameter to the TI or PD field.
Example: **PRT TI IMG or PRT PD IMG**

Displaying text and image: Add the IMG parameter to a display format.
Example: **PRT TEST IMG or PRT MAX IMG**

Legal Feature: To display including corresponding Legal Status record(s):
PRT <SS N> <format> <set, m-n> <Legal Feature>:
Example: **PRT SS 3 MAX 1-5 LEGAL**
LEGAL Display from the LGST (Legal Status),

Document Display

Field/Index catalogues

MCLM	<---	CLMS	CLM2	CLM3	CLM4	CLM5

File formats

SCAN	<---	TI	ICAA	ICCA	IC					
SC	<---	TI	ICAA	ICCA	IC					
TR	<---	TI	ICAI	ICAN	ICCI	ICCN	ICM	IC2	ICA	
TEST	<---	TI	ICAI	ICAN	ICCI	ICCN	ICM	IC2	ICA	
STDR	<---	PN	TI	IN	PA	PAC	AP	PR	ICAI	ICAN	ICCI
		ICCN	ICM	IC2	ICA						
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		CLM3	CLM4	CLM5							
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		CLM3	CLM4	CLM5							
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		CLM3	CLM4	CLM5	DESC	DES2	DES3				
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		CLM3	CLM4	CLM5	DESC	DES2	DES3				
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MAIN	<---	PN	TI	IN	PA	AP	PR	AB			
DOC	<---	PN	TI	AB	AP	PR	IN	PA			
BIB	<---	PN	TI	IN	PA	PAC	AP	PR	FD		
TEXT	<---	TI	CLMS	CLM2	CLM3	CLM4	CLM5	DESC	DES2	DES3	
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		ICM	IC2	ICA	AB						
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CLAS	<---	PN	TI	PA	ICAI	ICAN	ICCI	ICCN	ICM	IC2	ICA
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DSCS	<---	PN	DESC	DES2	DES3						
PDFR	<---	XPN	PN	TI	PA	IN	ICAI	ICAN	ICCI	ICCN	ICM
		IC2	ICA	PN	PR	AP	FD	AB			

List of Fields

All these fields may be used with the PRT, LI, BR and =YES commands.

AB	Abstract
AN	Accession Number
AP	Application Number and Date
APD*	Application date (=DDP)
CLMS	Claims
CP	Copyright
DESC	Description
FD	Filing Details
IC	International Patent Classification
IC1	Main classification (=CIB1)
IC2	Secondary classification (=CIB2)
ICA	Additional IPC classification (=CIBA)
IN	Inventor name and address (=INV, INW)
INC*	Inventor country (=AINV)
INN*	Inventor name
PA	Patent assignee name and address
PAC*	Patent assignee country
PAN*	Patent assignee name
PN	Publication number, nature and date (=NPD, NPN, PPUB, PPN, PUB)
PD*	Publication date (=DPD, PY)
PR	Priority number and date
PRD*	Priority date
UKCL	United Kingdom Classification
UP*	Update Code (Weekly)
UP4	Update Code (Monthly)
XAP*	Standardized application number
XCT*	Standardized number of cited patents
XPN*	Standardized publication number
XPR*	Standardized priority number

* Fields not displayed in the predefined formats.