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(54) **Call center application data and interoperation architecture for a telecommunication service center**

(57) A call center application data and interoperation architecture provides a centralized design for managing applications providing call center functionality. The architecture integrates information flow using a master data repository for all applications for all aspects of a call center operation. The architecture provides employee information at defined levels through the complete employ-

ment life cycle, including the initial hiring and termination. The architecture provides the employee information by integrating human resources information with call center applications such as Employee attendance and Leave management, ID management, Transport management, Commitment logs, and Movement management, or any other application.

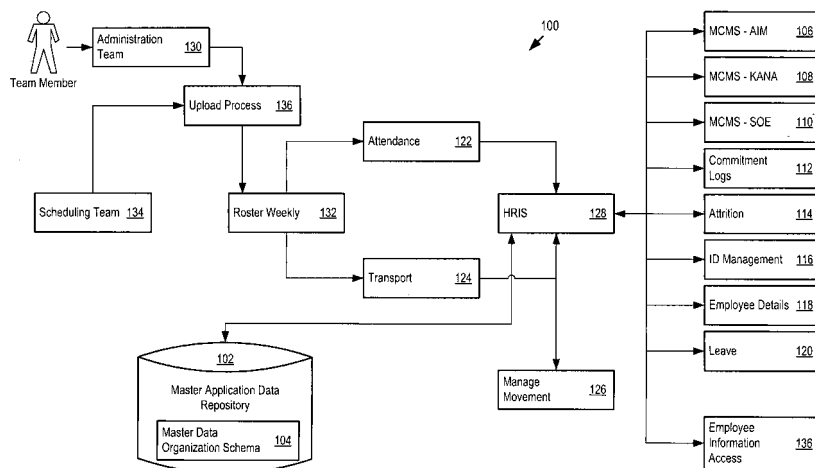


Figure 1

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EUROPEAN SEARCH REPORT

Application Number  
EP 09 25 0056

DOCUMENTS CONSIDERED TO BE RELEVANT			
Category	Citation of document with indication, where appropriate, of relevant passages	Relevant to claim	CLASSIFICATION OF THE APPLICATION (IPC)
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X	<p>-----</p> <p>EP 0 230 279 A (HITACHI LTD [JP]) 29 July 1987 (1987-07-29)</p> <p>* page 2, lines 1-35 * * page 3, lines 1-17,55-62 * * pages 4,5 * * page 6, lines 1-31 *</p>	1-23	<p>TECHNICAL FIELDS SEARCHED (IPC)</p> <p>G06F</p>
X	<p>-----</p> <p>WO 2004/063940 A (SYGENICS INC [CA]; VADAVIA RAJESH [CA]) 29 July 2004 (2004-07-29)</p> <p>* page 1,; figure 2 * * page 2, lines 12,13 * * page 3, lines 4-10,18-28 * * page 4, paragraphs 1,2 * * page 5 * * page 6, paragraph 1 * * page 8, lines 20-31 * * page 9 * * page 11 * * page 12, paragraph 1 *</p> <p>-----</p>	1-23	
The present search report has been drawn up for all claims			
Place of search		Date of completion of the search	Examiner
The Hague		3 June 2009	Lutz, Andreas
CATEGORY OF CITED DOCUMENTS		<p>T : theory or principle underlying the invention E : earlier patent document, but published on, or after the filing date D : document cited in the application L : document cited for other reasons</p> <p>..... &amp; : member of the same patent family, corresponding document</p>	
<p>X : particularly relevant if taken alone Y : particularly relevant if combined with another document of the same category A : technological background O : non-written disclosure P : intermediate document</p>			

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EPO FORM 1503 03.82 (P04C01)

**ANNEX TO THE EUROPEAN SEARCH REPORT  
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This annex lists the patent family members relating to the patent documents cited in the above-mentioned European search report. The members are as contained in the European Patent Office EDP file on  
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For more details about this annex : see Official Journal of the European Patent Office, No. 12/82