

7. **(Original)** The method of claim 5, wherein the method further comprises:

selecting, by the computer system, a seller from which to purchase the selected product or service.

8. **(Original)** The method of claim 7, wherein the seller information comprises a price at which the one or more sellers will sell the one or more products or services, wherein selecting the seller comprises selecting the seller based on the price at which the seller will sell the selected product or service.

9. **(Original)** The method of claim 7, the method further comprising:

obtaining, by the computer system, user profile information associated with the user, wherein the user profile information indicates a predetermined set of sellers associated with the user, wherein selecting the seller comprises selecting the seller from the predetermined set of sellers indicated by the user profile information.

10. **(Original)** The method of claim 7, the method further comprising:

obtaining, by the computer system, a predetermined set of sellers specified by an administrator of the system that is different than the user, wherein selecting the seller comprises selecting the seller from the predetermined set of administrator-specified sellers.

11. **(Original)** The method of claim 1, wherein completing the purchase transaction of the selected product or service comprises:

obtaining, by the computer system, payment information with which to pay for the selected product or service; and

obtaining, by the computer system, shipping information with which to deliver the selected product or service, wherein the shipping information specifies a name or address of a recipient to which the selected product or service is to be delivered after the selected product or service is purchased, and wherein the purchase transaction is completed based on the payment information and the shipping information.

12. **(Currently Amended)** The method of claim 11, the method further comprising:

identifying, by the computer system, an intended recipient of the identified product or service based on the single first user input and/or the second user input, and wherein obtaining the shipping information comprises:

obtaining, by the computer system, an address of the intended recipient.

13. **(Original)** The method of claim 12, wherein obtaining the address of the intended recipient comprises:

accessing, by the computer system, an address book of the user, wherein the address book comprises an identification of the intended recipient and the address of the intended recipient.

14. **(Original)** The method of claim 11, the method further comprising:

completing, by the computer system, the purchase transaction without receiving confirmation of the payment information or the shipping information by the user.

15. **(Currently Amended)** The method of claim 1, the method further comprising:

providing, by the computer system, without further user input ~~after the receipt of other~~ than the single first user input, a request for user confirmation to complete the purchase transaction for the selected product or service, wherein the second user input is received responsive to the request;

determining, by the computer system, that the user has confirmed the purchase transaction based on the second user input, wherein the purchase transaction of the selected product or service is completed based on the determination.

16. **(Currently Amended)** A system for providing voice commerce, the system comprising:

one or more physical processors programmed with computer program instructions which, when executed, cause the one or more physical processors to:

receive a single first user input comprising a natural language utterance;

provide the natural language utterance as an input to a speech recognition engine;

obtain one or more words or phrases recognized from the natural language utterance as an output of the speech recognition engine;

search one or more databases of products or services based on the one or more words or phrases;

select, without further user input ~~after the receipt of other than~~ the single first user input, a product or service from the database to be purchased based on the search;

receive a second user input indicating confirmation by a user to complete a purchase transaction of the selected product or service; and

complete, without further user input after the receipt of the second user input, a purchase transaction of the selected product or service.

17. **(Currently Amended)** The system of claim 16, wherein to select the product or service, the one or more physical processors are further caused to:

determine a context based at least on the one or more words or phrases, wherein the product or service is selected based at least on the determined context.

18. **(Original)** The system of claim 16, wherein to complete the purchase transaction for the selected product or service, the one or more physical processors are further caused to:

obtain, without further user input after the receipt of the user input, payment information with which to pay for the selected product or service, wherein the purchase transaction is completed based on the payment information without receiving confirmation of the payment information by the user.

19. **(Original)** The system of claim 16, wherein to complete the purchase transaction for the selected product or service, the one or more physical processors are further caused to:

obtain, shipping information with which to deliver the selected product or service, wherein the shipping information specifies a name or address of a recipient to which the selected product or service is to be delivered after the selected product or service is purchased, and wherein the purchase transaction is completed based on the shipping information without receiving confirmation of the shipping information by the user.

20. **(Original)** The system of claim 16, wherein the one or more physical processors are further caused to:

obtain seller information describing one or more products or services available from one or more sellers via one or more remote information sources; and

store the seller information in the one or more databases.

21. **(Original)** The system of claim 20, wherein the one or more remote information sources comprise at least a third party search engine, a third party retailer, and/or a third party service provider.

22. **(Original)** The system of claim 20, wherein the one or more physical processors are further caused to:

select a seller from which to purchase the selected product or service.

23. **(Original)** The system of claim 22, wherein the seller information comprises a price at which the one or more sellers will sell the one or more products or services, wherein to select the seller, the one or more physical processors are further caused to:

select the seller based on the price at which the seller will sell the selected product or service.

24. **(Original)** The system of claim 22, wherein the one or more physical processors are further caused to:

obtain user profile information associated with the user, wherein the user profile information indicates a predetermined set of sellers associated with the user, wherein selecting the seller comprises selecting the seller from the predetermined set of sellers indicated by the user profile information.

25. **(Original)** The system of claim 22, wherein the one or more physical processors are further caused to:

obtain a predetermined set of sellers specified by an administrator of the system that is different than the user, wherein selecting the seller comprises selecting the seller from the predetermined set of administrator-specified sellers.

26. **(Original)** The system of claim 16, wherein to complete the purchase transaction of the selected product or service, the one or more physical processors are further caused to:

obtain payment information with which to pay for the selected product or service; and

obtain shipping information with which to deliver the selected product or service, wherein the shipping information specifies a name or address of a recipient to which the selected product or service is to be delivered after the selected product or service is purchased, and wherein the purchase transaction is completed based on the payment information and the shipping information.

27. **(Currently Amended)** The system of claim 26, wherein the one or more physical processors are further caused to:

identify an intended recipient of the identified product or service based on the single first user input and/or the second user input, and wherein to obtain the shipping information, the one or more physical processors are further caused to:

obtain an address of the intended recipient.

28. **(Original)** The system of claim 27, wherein to obtain the address of the intended recipient, the one or more physical processors are further caused to:

access an address book of the user, wherein the address book comprises an identification of the intended recipient and the address of the intended recipient.

29. **(Original)** The system of claim 26, wherein the one or more physical processors are further caused to:

complete the purchase transaction without receiving confirmation of the payment information or the shipping information by the user.

30. **(Currently Amended)** The system of claim 16, wherein the one or more physical processors are further caused to:

provide, without further user input ~~after the receipt of~~ other than the single first user input, a request for user confirmation to complete the purchase transaction for the selected product or service, wherein the second user input is received responsive to the request;

determine that the user has confirmed the purchase transaction based on the second user input, wherein the purchase transaction of the selected product or service is completed based on the determination.

31. **(Currently Amended)** A method for providing voice commerce, the method being implemented on a computer system having one or more physical processors programmed with computer program instructions which, when executed, perform the method, the method comprising:

receiving, by the computer system, a single first user input comprising a natural language utterance;

recognizing, by the computer system, one or more words or phrases from the natural language utterance;

searching, by the computer system, one or more databases of products or services based on the one or more recognized words or phrases from the single first user input, and without using further user input other than the single first user input;

causing, by the computer system, a set of search results to be presented to a user based on the search, the search results indicating one or more products or services from the database available for purchase;

receiving, by the computer system, a second user input comprising a selection ~~of at least one of~~ from the set of search results, the selection identifying one or more products or services from the database to be purchased on behalf of the user based on the second user input;

obtaining, by the computer system, user profile information associated with the user;

identifying, by the computer system, payment information and shipping information based on the user profile information; and

completing, by the computer system, without further user input after identifying the payment information and the shipping information, a purchase transaction of the identified one or more products or services.

32. **(Original)** The method of claim 31, wherein recognizing the one or more words or phrases from the natural language utterance comprises:

providing, by the computer system, the natural language utterance as an input to a speech recognition engine; and

obtaining, by the computer system, the one or more words or phrases recognized from the natural language utterance as an output of the speech recognition engine.

33. **(Original)** The method of claim 31, the method further comprising:

obtaining, by the computer system, seller information describing one or more products or services available from one or more sellers via one or more remote information sources; and

storing, by the computer system, the seller information in the one or more databases.

34. **(Original)** The method of claim 31, wherein completing the purchase transaction without further user input after identifying the payment information and the shipping information comprises:

completing, by the computer system, the purchase transaction without receiving confirmation of the payment information or the shipping information by the user.

35. **(Currently Amended)** A system for providing voice commerce, the system comprising:

one or more physical processors programmed with computer program instructions which, when executed, cause the one or more physical processors to:

receive a single first user input comprising a natural language utterance;

recognize one or more words or phrases from the natural language utterance;

search one or more databases of products or services based on the one or more recognized words or phrases from the single first user input, and without using further user input other than the single first user input;

cause a set of search results to be presented to a user based on the search, the search results indicating one or more products or services from the database available for purchase;

receive a second user input comprising a selection ~~of at least one of~~ from the set of search results, the selection identifying one or more products or services from the database to be purchased on behalf of the user based on the second user input;

obtain user profile information associated with the user;

identify payment information and shipping information based on the user profile information; and

complete, without further user input after identifying the payment information and the shipping information, a purchase transaction of the identified one or more products or services.

36. **(Original)** The system of claim 35, wherein to recognize the one or more words or phrases from the natural language utterance, the one or more physical processors are further caused to:

provide the natural language utterance as an input to a speech recognition engine; and

obtain the one or more words or phrases recognized from the natural language utterance as an output of the speech recognition engine.

37. **(Original)** The system of claim 35, wherein the one or more physical processors are further caused to:

obtain seller information describing one or more products or services available from one or more sellers via one or more remote information sources; and

store the seller information in the one or more databases.

38. **(Original)** The system of claim 35, wherein to complete the purchase transaction without further user input after identifying the payment information and the shipping information, the one or more physical processors are further caused to:

complete the purchase transaction without receiving confirmation of the payment information or the shipping information by the user.

39. **(New)** The method of claim 1, the method further comprising:

presenting a prompt that identifies the selected product or service, the cost associated with the purchase of the selected product or service, payment information to pay the associated cost, and shipping information specifying where the selected product or service is to be delivered; and

soliciting approval of the identified information as the second user input.

40. **(New)** The system of claim 16, wherein the one or more physical processors to are further caused to:

present a prompt that identifies the selected product or service, the cost associated with the purchase of the selected product or service, payment information to pay the associated cost, and shipping information specifying where the selected product or service is to be delivered; and

solicit approval of the identified information as the second user input.

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

INVENTOR :	Michael R. KENNEWICK	CONFIRMATION NO.:	1643
SERIAL NUMBER :	16/553,553	EXAMINER:	Mila Airapetian
FILING DATE :	August 28, 2019	ART UNIT:	3625
FOR :	VOICE COMMERCE		

INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

Sir:

Pursuant to the duty of disclosure under 37 C.F.R. §§ 1.56, 1.97 and 1.98, Applicants hereby make of record in the above-identified application the following Notice of Filing Date According to Petition and Time for Filing Patent Owner Preliminary Response in the following cases before the Patent Trial and Appeal Board:

1. U.S. Patent No. 9,015,049, Case IPR2020-01346, Mailed August 7, 2020,
Amazon.com, Inc.; Amazon.com LLC; Amazon Web Services, Inc.; A2Z Development Center, Inc.
d/b/a Lab126; Rawles LLC; Amzn Mobile LLC; Amzn Mobile 2 LLC; Amazon.com Services, Inc.
f/k/a Amazon Fulfillment Services, Inc.; and Amazon.com Services LLC (formerly Amazon Digital
Services LLC) (Petitioner) v. VB Assets, LLC (Patent Owner).

2. U.S. Patent No. 8,886,536, Case IPR2020-01374, Mailed August 7, 2020,
Amazon.com, Inc.; Amazon.com LLC; Amazon Web Services, Inc.; A2Z Development Center, Inc.

d/b/a Lab126; Rawles LLC; Amzn Mobile LLC; Amzn Mobile 2 LLC; Amazon.com Services, Inc.
f/k/a Amazon Fulfillment Services, Inc.; and Amazon.com Services LLC (formerly Amazon Digital
Services LLC) (Petitioner) v. VB Assets, LLC (Patent Owner).

3. U.S. Patent No. 8,886,536, Case IPR2020-01377, Mailed August 7, 2020,
Amazon.com, Inc.; Amazon.com LLC; Amazon Web Services, Inc.; A2Z Development Center, Inc.
d/b/a Lab126; Rawles LLC; Amzn Mobile LLC; Amzn Mobile 2 LLC; Amazon.com Services, Inc.
f/k/a Amazon Fulfillment Services, Inc.; and Amazon.com Services LLC (formerly Amazon Digital
Services LLC) (Petitioner) v. VB Assets, LLC (Patent Owner).

4. U.S. Patent No. 9,626,703, Case IPR2020-01380, Mailed August 7, 2020,
Amazon.com, Inc.; Amazon.com LLC; Amazon Web Services, Inc.; A2Z Development Center, Inc.
d/b/a Lab126; Rawles LLC; Amzn Mobile LLC; Amzn Mobile 2 LLC; Amazon.com Services, Inc.
f/k/a Amazon Fulfillment Services, Inc.; and Amazon.com Services LLC (formerly Amazon Digital
Services LLC) (Petitioner) v. VB Assets, LLC (Patent Owner).

5. U.S. Patent No. 9,626,703, Case IPR2020-01381, Mailed August 7, 2020,
Amazon.com, Inc.; Amazon.com LLC; Amazon Web Services, Inc.; A2Z Development Center, Inc.
d/b/a Lab126; Rawles LLC; Amzn Mobile LLC; Amzn Mobile 2 LLC; Amazon.com Services, Inc.
f/k/a Amazon Fulfillment Services, Inc.; and Amazon.com Services LLC (formerly Amazon Digital
Services LLC) (Petitioner) v. VB Assets, LLC (Patent Owner).

It is respectfully requested that the Examiner review these cases, and obtain copies of
any of the references he needs.

I hereby certify that no item of information contained in this Information Disclosure Statement was cited in a communication from a foreign patent office in a counterpart foreign application, and, to my knowledge, after making reasonable inquiry, no item of information contained in this Information Disclosure Statement was known to any individual designated in 37 C.F.R. § 1.56(c) more than three months prior to the filing of this Information Disclosure Statement. 37 C.F.R. § 1.97(e)(2).

Applicants reserve the right to establish the patentability of the claimed invention over any of the information provided herewith, and/or to prove that this information may not be prior art, and/or to prove that this information may not be enabling for the teachings purportedly offered.

Respectfully submitted,

SHEPPARD MULLIN RICHTER & HAMPTON LLP

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Dated: September 25, 2020

Electronic Acknowledgement Receipt	
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Application Number:	16553553
International Application Number:	
Confirmation Number:	1643
Title of Invention:	VOICE COMMERCE
First Named Inventor/Applicant Name:	Michael R. KENNEWICK
Customer Number:	133759
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Filer Authorized By:	James G. Gatto
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Time Stamp:	15:01:43
Application Type:	Utility under 35 USC 111(a)

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Document Number	Document Description	File Name	File Size(Bytes)/ Message Digest	Multi Part /.zip	Pages (if appl.)
1	Information Disclosure Statement (IDS) Form (SB08)	62KC-301480_IDS.pdf	157314	no	3
			1897812aee51480c7737fbfb7d55ba40cce91f2d		
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<p>This Acknowledgement Receipt evidences receipt on the noted date by the USPTO of the indicated documents, characterized by the applicant, and including page counts, where applicable. It serves as evidence of receipt similar to a Post Card, as described in MPEP 503.</p> <p><u>New Applications Under 35 U.S.C. 111</u> If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.</p> <p><u>National Stage of an International Application under 35 U.S.C. 371</u> If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.</p> <p><u>New International Application Filed with the USPTO as a Receiving Office</u> If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.</p>	

Doc code: IDS

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PTO/SB/08a (02-18)

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U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

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INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Not for submission under 37 CFR 1.99)	Application Number	16553553
	Filing Date	2019-08-28
	First Named Inventor	Michael R. KENNEWICK, Sr.
	Art Unit	3625
	Examiner Name	Mila Airapetian
Attorney Docket Number		62KC-301480

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	3	20040128514		2004-07-01	RHOADS GEOFFREY B	
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INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Not for submission under 37 CFR 1.99)	Application Number		16553553
	Filing Date		2019-08-28
	First Named Inventor	Michael R. KENNEWICK, Sr.	
	Art Unit	3625	
	Examiner Name	Mila Airapetian	
	Attorney Docket Number	62KC-301480	

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*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through a citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ See Kind Codes of USPTO Patent Documents at www.USPTO.GOV or MPEP 901.04. ² Enter office that issued the document, by the two-letter code (WIPO Standard ST.3). ³ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁴ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST.16 if possible. ⁵ Applicant is to place a check mark here if English language translation is attached.

INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Not for submission under 37 CFR 1.99)	Application Number		16553553
	Filing Date		2019-08-28
	First Named Inventor	Michael R. KENNEWICK, Sr.	
	Art Unit	3625	
	Examiner Name	Mila Airapetian	
	Attorney Docket Number	62KC-301480	

CERTIFICATION STATEMENT

Please see 37 CFR 1.97 and 1.98 to make the appropriate selection(s):

That each item of information contained in the information disclosure statement was first cited in any communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of the information disclosure statement. See 37 CFR 1.97(e)(1).

OR

☒ That no item of information contained in the information disclosure statement was cited in a communication from a foreign patent office in a counterpart foreign application, and, to the knowledge of the person signing the certification after making reasonable inquiry, no item of information contained in the information disclosure statement was known to any individual designated in 37 CFR 1.56(c) more than three months prior to the filing of the information disclosure statement. See 37 CFR 1.97(e)(2).

See attached certification statement.

The fee set forth in 37 CFR 1.17 (p) has been submitted herewith.

A certification statement is not submitted herewith.

SIGNATURE

A signature of the applicant or representative is required in accordance with CFR 1.33, 10.18. Please see CFR 1.4(d) for the form of the signature.

Signature	/Timothy P. Cremen/	Date (YYYY-MM-DD)	2020-09-23
Name/Print	Timothy P. Cremen	Registration Number	50,855

This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 1 hour to complete, including gathering, preparing and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. **SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.**

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3. A record in this system of records may be disclosed, as a routine use, to a Member of Congress submitting a request involving an individual, to whom the record pertains, when the individual has requested assistance from the Member with respect to the subject matter of the record.
4. A record in this system of records may be disclosed, as a routine use, to a contractor of the Agency having need for the information in order to perform a contract. Recipients of information shall be required to comply with the requirements of the Privacy Act of 1974, as amended, pursuant to 5 U.S.C. 552a(m).
5. A record related to an International Application filed under the Patent Cooperation Treaty in this system of records may be disclosed, as a routine use, to the International Bureau of the World Intellectual Property Organization, pursuant to the Patent Cooperation Treaty.
6. A record in this system of records may be disclosed, as a routine use, to another federal agency for purposes of National Security review (35 U.S.C. 181) and for review pursuant to the Atomic Energy Act (42 U.S.C. 218(c)).
7. A record from this system of records may be disclosed, as a routine use, to the Administrator, General Services, or his/her designee, during an inspection of records conducted by GSA as part of that agency's responsibility to recommend improvements in records management practices and programs, under authority of 44 U.S.C. 2904 and 2906. Such disclosure shall be made in accordance with the GSA regulations governing inspection of records for this purpose, and any other relevant (i.e., GSA or Commerce) directive. Such disclosure shall not be used to make determinations about individuals.
8. A record from this system of records may be disclosed, as a routine use, to the public after either publication of the application pursuant to 35 U.S.C. 122(b) or issuance of a patent pursuant to 35 U.S.C. 151. Further, a record may be disclosed, subject to the limitations of 37 CFR 1.14, as a routine use, to the public if the record was filed in an application which became abandoned or in which the proceedings were terminated and which application is referenced by either a published application, an application open to public inspections or an issued patent.
9. A record from this system of records may be disclosed, as a routine use, to a Federal, State, or local law enforcement agency, if the USPTO becomes aware of a violation or potential violation of law or regulation.

Electronic Acknowledgement Receipt	
EFS ID:	40639552
Application Number:	16553553
International Application Number:	
Confirmation Number:	1643
Title of Invention:	VOICE COMMERCE
First Named Inventor/Applicant Name:	Michael R. KENNEWICK
Customer Number:	133759
Filer:	Timothy P. Cremen/Susan Trader
Filer Authorized By:	Timothy P. Cremen
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1	Transmittal Letter	62KC-301480_Transmittal-Letter.pdf	502342	no	1
			307572e6d37f90bf95194a29553704230fbcf5cc		
Warnings:					

Information:					
2	Information Disclosure Statement (IDS) Form (SB08)	62KC-301480_PTO_IDS-Form. pdf	1053282	no	4
			3415d48fcb8b84738f6303a3dc7e72902b6 c61fc		
Warnings:					
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Total Files Size (in bytes):			1555624		
<p>This Acknowledgement Receipt evidences receipt on the noted date by the USPTO of the indicated documents, characterized by the applicant, and including page counts, where applicable. It serves as evidence of receipt similar to a Post Card, as described in MPEP 503.</p> <p><u>New Applications Under 35 U.S.C. 111</u> If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.</p> <p><u>National Stage of an International Application under 35 U.S.C. 371</u> If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.</p> <p><u>New International Application Filed with the USPTO as a Receiving Office</u> If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.</p>					

INFORMATION DISCLOSURE STATEMENT BY APPLICANT	Application Number	16/553,553
	Filing Date	08/28/2019
	First Named Inventor	Michael R. KENNEWICK, Sr.
	Art Unit	3625
Page 1 of 1	Matter Number	62KC-301480

<p align="center">GENERAL</p> <p>Pursuant to 37 C.F.R. 1.97 and 1.98 and to the duty of disclosure set forth in 37 C.F.R. 1.56, the Examiner in charge of the above-identified application is requested to consider and make of record the references listed herewith. A copy of each listed reference, other than U.S. patents/applications and references cited in a parent application, is enclosed.</p> <p>Although the information submitted herewith may be "material" to the Examiner's consideration of the subject application, this submission is not intended to constitute an admission that such information is "prior art" as to the claimed invention.</p> <p>In accordance with 37 C.F.R. 1.97(g), the filing of this Information Disclosure Statement shall not be construed to mean that a search has been made.</p>

<p align="center">TIMING</p> <p>In accordance with 37 CFR 1.97(c), this Information Disclosure Statement is being filed after the period specified in 37 CFR 1.97(b) and before the mailing date of a Final Action under 37 CFR 1.113, a Notice of Allowance under 37 CFR 1.311, or an Action that otherwise closes prosecution in the application.</p>
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<p align="center">CERTIFICATION STATEMENT</p> <p>No item of information contained in this information disclosure statement was cited in any communication from a foreign patent office in a counterpart foreign application, and, to the knowledge of the person signing the certification after making reasonable inquiry, no item of information contained in this information disclosure statement was known to any individual designated in 37 CFR 1.56(c) more than three months prior to the filing of this information disclosure statement.</p>
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<p align="center">FEE</p> <p>No fee is required. This Information Disclosure Statement is being filed in accordance with 37 CFR 1.97(c), and is accompanied by the certification statement of 37 CFR 1.97(e)(2).</p>

<p align="center">ADDITIONAL COMMENTS</p>
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SIGNATURE			
Signature	/ Timothy P. Cremen /	Date	09/23/2020
Name	Timothy P. Cremen	Registration Number	50,855

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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
16/553,553	08/28/2019	Michael R. KENNEWICK Sr.	62KC-301480	1643
133759	7590	08/27/2020		
Sheppard Mullin Richter & Hampton LLP 650 Town Center Drive, 10th Floor Costa Mesa, CA 92626			EXAMINER AIRAPETIAN, MILA	
			ART UNIT	PAPER NUMBER
			3625	
			NOTIFICATION DATE	DELIVERY MODE
			08/27/2020	ELECTRONIC

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

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DETAILED ACTION

Notice of Pre-AIA or AIA Status

The present application, filed on or after March 16, 2013, is being examined under the first inventor to file provisions of the AIA.

Claim Objections

Claim 17 is objected to because of the following informalities: it does not end with a period. Appropriate correction is required.

Claim Rejections - 35 USC § 102

The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(a)(2) the claimed invention was described in a patent issued under section 151, or in an application for patent published or deemed published under section 122(b), in which the patent or application, as the case may be, names another inventor and was effectively filed before the effective filing date of the claimed invention.

Claims 1-4, 11, 14-19, 26, 29 and 30 are rejected under 35 U.S.C. 102(a)(2) as being anticipated by Cohen et al. (US 6859776).

Claim 1. Cohen et al. (Cohen) teaches a computer-implemented method for optimizing a spoken dialog between a person and a machine method for providing voice commerce, the method comprising:

receiving, by the computer system, a first user input comprising a natural language utterance (col. 4, lines 23-36; col. 7, lines 40-44);

providing, by the computer system, the natural language utterance as an input to a speech recognition engine (col. 18, lines 31-67);

obtaining, by the computer system, one or more words or phrases recognized from the natural language utterance as an output of the speech recognition engine (col. 14, lines 42-67);

searching, by the computer system, one or more databases based on the one or more words or phrases (col. 14, lines 42-67);

selecting, by the computer system, without further user input after the receipt of the first user input, a product or service to be purchased based on the search (col. 19, lines 1-12);

receiving, by the computer system, a second user input indicating confirmation by a user to complete a purchase transaction of the selected product or service (col. 19, lines 1-12); and

completing, by the computer system, without further user input after the receipt of the second user input, a purchase transaction of the selected product or service (col. 19, lines 1-12).

Claim 2. Cohen teaches said method wherein selecting the product or service further comprises: determining, by the computer system, a context based at least on the one or more words or phrases, wherein the product or service is selected based at least on the determined context (col. 14, lines 52-67).

Claim 3. Cohen teaches said method, wherein completing the purchase transaction for the selected product or service comprises: obtaining, by the computer system, payment information with which to pay for the selected product or service, wherein the purchase transaction is completed based on the payment information without receiving confirmation of the payment information by the user (col. 19, lines 2-7).

Claim 4. Cohen teaches said method wherein completing the purchase transaction for the selected product or service comprises: obtaining, by the computer system, shipping information with which to deliver the selected product or service, wherein the shipping information specifies a name or address of a recipient to which the selected product or service is to be delivered after the selected product or service is purchased, and wherein the purchase transaction is completed based on the shipping information without receiving confirmation of the shipping information by the user (col. 18, lines 53-57).

Claim 11. Cohen teaches said method wherein completing the purchase transaction of the selected product or service comprises: obtaining, by the computer system, payment information with which to pay for the selected product or service; and obtaining, by the computer system, shipping information with which to deliver the selected product or service, wherein the shipping information specifies a name or address of a recipient to which the selected product or service is to be delivered after the selected product or service is purchased, and wherein the purchase transaction is completed based on the payment information and the shipping information (col. 19, lines 1-7).

Claim 14. Cohen teaches said method further comprising: completing, by the computer system, the purchase transaction without receiving confirmation of the payment information or the shipping information by the user (col. 19, lines 1-7).

Claim 15. Cohen teaches said method further comprising: providing, by the computer system, without further user input after the receipt of the first user input, a request for user confirmation to complete the purchase transaction for the selected product or service, wherein the second user input is received responsive to the request; determining, by the computer system, that the user has confirmed the purchase transaction based on the second user input, wherein the purchase transaction of the selected product or service is completed based on the determination (col. 18, lines 53-67).

System claims 16-19, 26, 29 and 30 repeat the subject matter of method claims 1-15 respectively, as a set of apparatus elements rather than a series of steps. As the underlying processes of claims 1-4, 11, 14 and 15 have been shown to be fully disclosed by the teachings of Cohen in the above rejections of claims 1-4, 11, 14 and 15, it is readily apparent that the system disclosed by Cohen includes the apparatus to perform these functions. As such, these limitations are rejected for the same reasons given above for method claims 1-4, 11, 14 and 15, and incorporated herein.

Claim Rejections - 35 USC § 103

The following is a quotation of 35 U.S.C. 103 which forms the basis for all obviousness rejections set forth in this Office action:

A patent for a claimed invention may not be obtained, notwithstanding that the claimed invention is not identically disclosed as set forth in section 102, if the differences between the claimed invention and the prior art are such that the claimed invention as a whole would have been obvious before the effective filing date of the claimed invention to a person having ordinary skill in the art to which the claimed invention pertains. Patentability shall not be negated by the manner in which the invention was made.

Claims 31-38 are rejected under 35 U.S.C. 103 as being unpatentable over Cohen in view of Kinsey et al. (US 20140136259).

Claim 31. Cohen teaches a computer-implemented method for optimizing a spoken dialog between a person and a machine method for providing voice commerce, the method comprising:

receiving, by the computer system, a first user input comprising a natural language utterance (col. 4, lines 23-36; col. 7, lines 40-44);

recognizing, by the computer system, one or more words or phrases from the natural language utterance (col. 14, lines 42-67);

searching, by the computer system, one or more databases based on the one or more recognized words or phrases (col. 14, lines 42-67);

receiving, by the computer system, a second user input comprising a selection of at least one of the set of search results, the selection identifying one or more products or services to be purchased on behalf of the user based on the second user input (col. 19, lines 1-12);

obtaining, by the computer system, user profile information associated with the user (col. 16, lines 36-44; col. 20, lines 53-57);

identifying, by the computer system, payment information and shipping information based on the user profile information (col. 19, lines 1-7); and

completing, by the computer system, without further user input after identifying the payment information and the shipping information, a purchase transaction of the identified one or more products or services (col. 17, lines 1-7).

Cohen does not explicitly teach presenting a set of search results to a user based on the search, the search results indicating one or more products or services available for purchase.

Kinsey teaches a computer-implemented method for the sale of consumer services and products wherein when a consumer is seeking a service, the search filters through the consumer's Buyer Matching Engine 102, which links through the Consumer Persona 119 and therefore applies the consumer's preference and setting attributes to the search [0264].

It would have been obvious to one of ordinary skill in the art before the effective filing date of the claimed invention to modify Cohen to include presenting a set of search results to a user based on the search, the search results indicating one or more products or services available for purchase, as disclosed in Kinsey, because it would advantageously deliver search results that are extremely focused on what the consumer is seeking and filtered by what the consumer specifically prefers, as taught by Kinsey [0264].

Claim 32. Cohen teaches said method wherein recognizing the one or more words or phrases from the natural language utterance comprises: providing, by the

computer system, the natural language utterance as an input to a speech recognition engine; and obtaining, by the computer system, the one or more words or phrases recognized from the natural language utterance as an output of the speech recognition engine (col. 14, lines 52-67).

Claim 33. Kinsey teaches said method comprising: obtaining, by the computer system, seller information describing one or more products or services available from one or more sellers via one or more remote information sources; and storing, by the computer system, the seller information in the one or more databases [0309]. The motivation to combine Cohen and Kinsey would be to deliver search results that are extremely focused on what the consumer is seeking and filtered by what the consumer specifically prefers, as taught by Kinsey [0264].

Claim 34. Cohen teaches said method wherein completing the purchase transaction without further user input after identifying the payment information and the shipping information comprises: completing, by the computer system, the purchase transaction without receiving confirmation of the payment information or the shipping information by the user (col. 19, lines 1-7).

System claims 35-38 repeat the subject matter of method claims 31-34 respectively, as a set of apparatus elements rather than a series of steps. As the underlying processes of claims 31-34 have been shown to be fully disclosed by the teachings of Cohen and Kinsey in the above rejections of claims 31-34, it is readily apparent that the system disclosed by Cohen and Kinsey in view of includes the

apparatus to perform these functions. As such, these limitations are rejected for the same reasons given above for method claims 31-34, and incorporated herein.

Claims 5-10 and 20-25 are rejected under 35 U.S.C. 103 as being unpatentable over Cohen in view of Kinsey.

Claim 5. Cohen teaches all the limitations of claim 5 except obtaining, by the computer system, seller information describing one or more products or services available from one or more sellers via one or more remote information sources; and storing, by the computer system, the seller information in the one or more databases.

Kinsey et al. (Kinsey) teaches a computer-implemented method for the sale of consumer services and products wherein merchant attributes can include identification attributes (e.g., business name, service sector, business address, gender, business license, on time performance, operating hours, type of personal care provider, type of automotive service provider, type of building maintenance provider, type of training provider, type of transportation services provider, and type of healthcare provider [0309].

Claim 6. Cohen teaches said method, wherein the one or more remote information sources comprise at least a third party search engine, a third party retailer, and/or a third party service provider (col. 17, lines 17-34).

Claim 7. Cohen teaches all the limitations of claim 7 except selecting, by the computer system, a seller from which to purchase the selected product or service.

Kinsey teaches a computer-implemented method for the sale of consumer services and products wherein a merchant is selected (with or without manual user input) based on one or more criteria (Step 305). The criteria can include, but are not limited to, the distance between the current location of the customer device and the merchant, the merchant's customer approval rating, a customer preference, customer feedback regarding the merchant, and a specialty of the merchant [0311].

It would have been obvious to one of ordinary skill in the art before the effective filing date of the claimed invention to modify Cohen to include selecting, by the computer system, a seller from which to purchase the selected product or service, as disclosed in Kinsey, because it will advantageously result in the complete filtration of advertising placed by ad words, e.g., as used by Google, and the elimination of results that have no relationship to what the consumer is seeking, as taught by Kinsey [0265].

Claim 8. Cohen teaches all the limitations of claim 8 except the seller information comprises a price at which the one or more sellers will sell the one or more products or services, wherein selecting the seller comprises selecting the seller based on the price at which the seller will sell the selected product or service.

Kinsey teaches a computer-implemented method for the sale of consumer services and products wherein a particular consumer's preference attributes might include "always search based on the lowest price for the service." The search results can include existing relationships but only at the lowest price [0265].

It would have been obvious to one of ordinary skill in the art before the effective filing date of the claimed invention to modify Cohen to include that the seller information comprises a price at which the one or more sellers will sell the one or more products or services, wherein selecting the seller comprises selecting the seller based on the price at which the seller will sell the selected product or service, as disclosed in Kinsey, because it will advantageously result in the complete filtration of advertising placed by ad words, e.g., as used by Google, and the elimination of results that have no relationship to what the consumer is seeking, as taught by Kinsey [0265].

Claim 9. Cohen teaches all the limitations of claim 9 except obtaining, by the computer system, user profile information associated with the user, wherein the user profile information indicates a predetermined set of sellers associated with the user, wherein selecting the seller comprises selecting the seller from the predetermined set of sellers indicated by the user profile information.

Kinsey teaches a computer-implemented method for the sale of consumer services and products wherein a particular consumer's preference attributes might include "always select current service providers". The results would be limited to relationships that the consumer has and it can be targeted whereby, for example, a particular merchant for a particular car can be the result [0265].

It would have been obvious to one of ordinary skill in the art before the effective filing date of the claimed invention to modify Cohen to include obtaining, by the computer system, user profile information associated with the user, wherein the user profile information indicates a predetermined set of sellers associated with the user,

wherein selecting the seller comprises selecting the seller from the predetermined set of sellers indicated by the user profile information, as disclosed in Kinsey, because it will advantageously result in the complete filtration of advertising placed by ad words, e.g., as used by Google, and the elimination of results that have no relationship to what the consumer is seeking, as taught by Kinsey [0265].

Claim 10. Same reasoning applied to claim 9.

System claims 20-25 repeat the subject matter of method claims 5-10 respectively, as a set of apparatus elements rather than a series of steps. As the underlying processes of claims 5-10 have been shown to be fully disclosed by the teachings of Cohen and Kinsey in the above rejections of claims 5-10, it is readily apparent that the system disclosed by Cohen and Kinsey in view of includes the apparatus to perform these functions. As such, these limitations are rejected for the same reasons given above for method claims 5-10, and incorporated herein.

Claims 12, 13, 27 and 28 are rejected under 35 U.S.C. 103 as being unpatentable over Cohen in view of Boys et al. (US 20090259561).

Claim 12. Cohen teaches all the limitations of claim 12 except identifying, by the computer system, an intended recipient of the identified product or service based on the first user input and/or the second user input, and wherein obtaining the shipping

information comprises: obtaining, by the computer system, an address of the intended recipient.

Boys et al. (Boys) teaches a computer-implemented method for facilitation data entry and submission of an ecommerce Internet-based transaction wherein the customer may have a list of friends and family that the customer often buys during the holidays. The shipping addresses for each name in the list may be entered in association with the name. By submitting a name into a field on ship-to order page 107, the system may automatically access the customer's address book portion of the E-wallet plugged into browser 103 and retrieve the correct shipping address [0042].

It would have been obvious to one of ordinary skill in the art before the effective filing date of the claimed invention to modify Cohen to include identifying, by the computer system, an intended recipient of the identified product or service based on the first user input and/or the second user input, and wherein obtaining the shipping information comprises: obtaining, by the computer system, an address of the intended recipient, as disclosed in Boys, because it would advantageously allow to retrieve the correct shipping address [0042], avoid possible typographical errors.

Claim 13. Same reasoning applied to claim 12.

System claims 27 and 28 repeat the subject matter of method claims 12 and 13 respectively, as a set of apparatus elements rather than a series of steps. As the underlying processes of claims 12 and 13 have been shown to be fully disclosed by the teachings of Cohen and Boys in the above rejections of claims 12 and 13, it is readily apparent that the system disclosed by Cohen and Boys in view of includes the

apparatus to perform these functions. As such, these limitations are rejected for the same reasons given above for method claims 12 and 13, and incorporated herein.

Conclusion

The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

US 8078502 to Hao et al. discloses populating an e-commerce shopping cart and other e-commerce fields based upon content extracted from natural language input. Shopper free form input representing an unstructured shopping request can be received. The free form input can comprises at least two of a free form voice input, a text message, an email, a fax message, a browser input and an image. The free form input can include information related to one or more items, at least one of a shipping address, and payment details. Semantics can be extracted from the shopper free form input relating to at least one item available for sale. At least one item can be automatically added to an electronic shopping cart based upon the extracted semantics. An ability can be provided to a corresponding shopper to automatically purchase the items contained in the electronic shopping cart.

E-commerce server 120 can convey the input to input processing system 130, which can extract semantic meaning from the input. For example, speech input can be processed by an automatic speech recognition (ASR) engine 134 and then further processed by a natural language understanding (NLU) engine 132. In another example,

text content contained in a graphical image (i.e., from a facsimile message or from an image file message) can be pre-processed by an optical character recognition (OCR) engine 136 before being processed by the NLU engine 132. Extracted semantic meanings can be compared to inventory items available to the shopper 110 for purchase from at least one merchant system 125. Matches can be added to an electronic shopping cart or other commerce artifact provided by the e-commerce server 120. The shopper 110 can modify purchase details and/or confirm a purchase via options provided by the commerce interface 112 (i.e., shopper 110 can opt to modify shopping cart items and/or proceed to check-out). Once an e-commerce transaction has completed, payment can be sent for purchased items if necessary, and purchased items 154 can be shipped to an address designated by shopper 110. In one embodiment, this address can be extracted using input processing system 130 from free form shopping communications 152.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to MILA AIRAPETIAN whose telephone number is (571)272-3202. The examiner can normally be reached on Monday-Friday 8:30 am-6:00 pm.

Examiner interviews are available via telephone, in-person, and video conferencing using a USPTO supplied web-based collaboration tool. To schedule an

interview, applicant is encouraged to use the USPTO Automated Interview Request (AIR) at <http://www.uspto.gov/interviewpractice>.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Jeffrey A. Smith can be reached on (571) 272-6763. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <https://ppair-my.uspto.gov/pair/PrivatePair>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

/MILA AIRAPETIAN/
Primary Examiner, Art Unit 3625

<i>Notice of References Cited</i>	Application/Control No. 16/553,553	Applicant(s)/Patent Under Reexamination KENNEWICK, Michael R.	
	Examiner MILA AIRAPETIAN	Art Unit 3625	Page 1 of 1

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	CPC Classification	US Classification
*	A	US-6859776-B1	02-2005	Cohen; Michael H.	H04M3/493	704/270
*	B	US-20140136259-A1	05-2014	Kinsey, II; Edward Phillip	G06Q30/0631	705/7.16
*	C	US-8078502-B2	12-2011	Hao; Biao	G06Q30/0641	705/26.61
*	D	US-20090259561-A1	10-2009	Boys; Donald Robert Martin	G06Q30/06	705/26.1
	E					
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FOREIGN PATENT DOCUMENTS

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<i>Search Notes</i> 	Application/Control No. 16/553,553	Applicant(s)/Patent Under Reexamination KENNEWICK, Michael R.
	Examiner MILA AIRAPETIAN	Art Unit 3625

CPC - Searched*		
Symbol	Date	Examiner
G06Q/all subclasses	08/19/2020	MA

CPC Combination Sets - Searched*		
Symbol	Date	Examiner

US Classification - Searched*			
Class	Subclass	Date	Examiner
705	all subclasses	08/19/2020	MA

* See search history printout included with this form or the SEARCH NOTES box below to determine the scope of the search.

Search Notes		
Search Notes	Date	Examiner
IPR2020-01380 Reviewed Petition for Inter Partes Review of U.S. Patent No. 9,626,703	MM/DD/YYYY	MA
IPR2020-01381 Reviewed Petition for Inter Partes Review of U.S. Patent No. 9,626,703	MM/DD/YYYY	MA
Keyterm search in EAST	08/19/2020	MA
NPL Search in PROQUEST	08/19/2020	MA

Interference Search			
US Class/CPC Symbol	US Subclass/CPC Group	Date	Examiner

	/MILA AIRAPETIAN/ Primary Examiner, Art Unit 3625
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INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Not for submission under 37 CFR 1.99)	Application Number	16553553
	Filing Date	2019-08-28
	First Named Inventor	Michael R. KENNEWICK, Sr.
	Art Unit	3684
	Examiner Name	Jason B. Dunham
Attorney Docket Number		62KC-301480

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/M.A./	1	20040199387		2004-10-07	WANG AVERY LI-CHUN	
/M.A./	2	20080010135		2008-01-10	SCHROCK JEFF	
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/M.A./	1	2867583	FR		2005-09-16	VESSIÈRE GILLES RENE		

INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Not for submission under 37 CFR 1.99)	Application Number		16553553
	Filing Date		2019-08-28
	First Named Inventor	Michael R. KENNEWICK, Sr.	
	Art Unit	3684	
	Examiner Name	Jason B. Dunham	
Attorney Docket Number		62KC-301480	

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EXAMINER SIGNATURE

Examiner Signature	/MILA AIRAPETIAN/	Date Considered	08/20/2020
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*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through a citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ See Kind Codes of USPTO Patent Documents at www.USPTO.GOV or MPEP 901.04. ² Enter office that issued the document, by the two-letter code (WIPO Standard ST.3). ³ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁴ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST.16 if possible. ⁵ Applicant is to place a check mark here if English language translation is attached.

INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Not for submission under 37 CFR 1.99)	Application Number		16553553
	Filing Date		2019-08-28
	First Named Inventor	Michael R. KENNEWICK, Sr.	
	Art Unit	3684	
	Examiner Name	Jason B. Dunham	
	Attorney Docket Number	62KC-301480	

CERTIFICATION STATEMENT

Please see 37 CFR 1.97 and 1.98 to make the appropriate selection(s):

That each item of information contained in the information disclosure statement was first cited in any communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of the information disclosure statement. See 37 CFR 1.97(e)(1).

OR

☐ That no item of information contained in the information disclosure statement was cited in a communication from a foreign patent office in a counterpart foreign application, and, to the knowledge of the person signing the certification after making reasonable inquiry, no item of information contained in the information disclosure statement was known to any individual designated in 37 CFR 1.56(c) more than three months prior to the filing of the information disclosure statement. See 37 CFR 1.97(e)(2).

See attached certification statement.

The fee set forth in 37 CFR 1.17 (p) has been submitted herewith.

☒ A certification statement is not submitted herewith.

SIGNATURE

A signature of the applicant or representative is required in accordance with CFR 1.33, 10.18. Please see CFR 1.4(d) for the form of the signature.

Signature	/Mark A. Patrick/	Date (YYYY-MM-DD)	2020-03-12
Name/Print	Mark A. Patrick	Registration Number	72,958

This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 1 hour to complete, including gathering, preparing and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. **SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.**

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9. A record from this system of records may be disclosed, as a routine use, to a Federal, State, or local law enforcement agency, if the USPTO becomes aware of a violation or potential violation of law or regulation.

EAST Search History

EAST Search History (Prior Art)

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	7	(intended near9 recipient) same (address near9 book) same shipping same (access\$3 obtain\$3)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/19 20:27
L2	19	((gift present) same (intended near9 recipient)) and ((address near9 book) same shipping same (access\$3 obtain\$3))	US-PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/19 20:29
L3	36	(address near19 (intended near9 recipient)) and ((address near9 book) same shipping same (access\$3 obtain\$3))	US-PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/19 20:35
L4	17	3 not 2	US-PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/19 20:35
L5	0	"20140136259".pn. and (search\$3 same (display\$3 near9 result))	US-PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/19 21:29
L6	1	"20140136259".pn. and (search\$3 near9 result)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/19 21:29
L7	1	"6859776".pn.	US-PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/19 21:40
L8	157	((stor\$3 near19 (seller merchant provider)) same profile) and (database near9 pric\$3) and ((select\$3 near9 (seller merchant provider))) and ((natural near9 language) same (utter\$5 pars\$3))	US-PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/19 22:05
L9	142	8 AND ((G06Q30/02 OR G06Q30/08 OR G06Q30/0247 OR G06Q30/0269 OR	US-PGPUB;	OR	ON	2020/08/19 22:05

		G06Q30/0251 OR G06Q30/0273 OR G06Q30/0275 OR G06Q10/00 OR G06Q30/0267 OR G06Q30/06 OR G06Q30/0631 OR G06Q30/0643 OR G06Q50/01 OR G06Q99/00 OR G06Q30/0255 OR G06Q30/0241 OR G06Q30/0261 OR G06Q30/0201 OR G06Q30/0246 OR G06Q30/0254 OR G06Q30/0256 OR G06Q10/087 OR G06Q30/00 OR G06Q30/0601 OR G06Q40/04 OR G06Q10/101 OR G06Q30/0271 OR G06Q30/0277).CPC.)	USPAT; EPO; JPO			
L10	1	705/\$7.ccls. and (((stor\$3 near19 (seller merchant provider))) same profile) and (database near9 pric\$3) and ((select\$3 near9 (seller merchant provider))) and ((natural near9 language) same (utter\$5 p)ars\$3))	US-PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/19 22:06
S2	46	((speech near9 recognition) same ((purchas\$3 buy\$3) near19 (product merchandise good item))) and (behalf near4 (user customer consumer purchaser buyer))	US-PGPUB; USPAT	OR	ON	2015/11/29 13:59
S3	34	((speech near9 recognition) same ((purchas\$3 buy\$3) near19 (product merchandise good item))) and (behalf near4 (user customer consumer purchaser buyer)) and (confirm\$7 approv\$3)	US-PGPUB; USPAT	OR	ON	2015/11/29 14:05
S4	26	((speech near9 recognition) same ((purchas\$3 buy\$3) near19 (product merchandise good item))) and (behalf near4 (user customer consumer purchaser buyer)) and (confirm\$7 approv\$3) and (ship\$4 deliver\$3) and (payment)	US-PGPUB; USPAT	OR	ON	2015/11/29 14:05
S19	23	("20020120674" "20060122976" "20070282703" "20090006336" "20090012418" "20090287680" "20090304161" "20100061534" "20100203770" "20110106527" "20110246330" "20120203770" "20120235865" "5897622" "6345239" "6771766" "6928417" "7454368" "7672931" "7780081" "7801570" "8099289" "8353452").PN.	US-PGPUB; USPAT; USOCR	OR	ON	2015/11/29 15:36
S20	332	(G06Q30/06 G06Q30/0617 G06F17/2785 G06F17/3064).cpc. and (((voice speech) near19 recognition) same (purchas\$3 buy\$3))	US-PGPUB; USPAT	OR	ON	2015/11/29 20:02
S21	159	(707/713 704/10 379/88.01 707/999 705/26.1).ccls. and (((voice speech) near19 recognition) same (purchas\$3 buy\$3))	US-PGPUB; USPAT	OR	ON	2015/11/29 20:04

S22	1	"8849791" .pn.	US-PGPUB; USPAT	OR	ON	2015/11/29 20:09
S23	23	("20020120674" "20060122976" "20070282703" "20090006336" "20090012418" "20090287680" "20090304161" "20100061534" "20100203770" "20110106527" "20110246330" "20120203770" "20120235865" "5897622" "6345239" "6771766" "6928417" "7454368" "7672931" "7780081" "7801570" "8099289" "8353452").PN.	US-PGPUB; USPAT; USOCR	OR	ON	2015/11/29 20:10
S24	0	("8849791").URPN.	USPAT	OR	ON	2015/11/29 20:10
S25	1	"7454368" .pn.	US-PGPUB; USPAT	OR	ON	2015/11/29 20:10
S26	9	("20040264663" "20040267549" "5974406" "6687341" "6714778" "6778991" "6816578" "6865261" "6891932").PN.	US-PGPUB; USPAT; USOCR	OR	ON	2015/11/29 20:10
S27	2	("7454368").URPN.	USPAT	OR	ON	2015/11/29 20:10
S28	1	"7672931" .pn.	US-PGPUB; USPAT	OR	ON	2015/11/29 20:11
S29	18	("20020116377" "20030037043" "20030061054" "20040162674" "20050143999" "20050171936" "20050283369" "20060116876" "20060116987" "20060282408" "20060287985" "20080222127" "5991739" "6615172" "6650997" "6999932" "7027987" "7228340").PN.	US-PGPUB; USPAT; USOCR	OR	ON	2015/11/29 20:11
S30	28	("7672931").URPN.	USPAT	OR	ON	2015/11/29 20:11
S31	133	((voice speech) near19 recognition) same ((purchas\$3 buy\$3) near19 (product merchandise good item))) and (behalf near4 (user customer consumer purchaser buyer))	US-PGPUB; USPAT	OR	ON	2015/11/29 20:11
S32	132	S31 AND ((G06Q30/016 OR G06Q30/06 OR G06Q30/0601 OR G06Q30/02 OR G06Q20/10 OR G06Q20/102 OR G06Q30/0633 OR G06Q40/12 OR G06Q20/20 OR G06Q20/40 OR G06Q10/06 OR G06Q10/087 OR G06Q10/10 OR G06Q20/04 OR G06Q20/32 OR G06Q20/12	US-PGPUB; USPAT	OR	ON	2015/11/29 20:12

	OR G06Q20/204 OR G06Q30/0207 OR G06Q30/0613 OR G06Q40/025 OR G06Q40/123 OR G06Q50/01 OR G06Q10/063112 OR G06Q20/02 OR G06Q20/0855 OR G06Q20/207 OR G06Q20/3223 OR G06Q20/3674 OR G06Q20/383 OR G06Q20/387 OR G06Q20/401 OR G06Q20/4016 OR G06Q20/403 OR G06Q30/01 OR G06Q30/012 OR G06Q30/0251 OR G06Q30/0639 OR G06Q40/00 OR G06Q40/02 OR G06Q40/04 OR G06Q50/188 OR G06Q10/02 OR G06Q20/382 OR G06Q20/3821 OR G06Q20/3823 OR G06Q20/385 OR G06Q20/40145 OR G06Q20/405 OR G06Q20/425 OR G06Q30/00 OR G06Q30/0222 OR G06Q30/0617 OR G06Q30/0635 OR G06Q30/08 OR G06Q10/06312 OR G06Q10/08 OR G06Q10/0837 OR G06Q10/101 OR G06Q10/20 OR G06Q20/00 OR G06Q20/322 OR G06Q20/3274 OR G06Q20/3276 OR G06Q20/363 OR G06Q20/389 OR G06Q30/0212 OR G06Q30/0215 OR G06Q30/0225 OR G06Q30/0226 OR G06Q30/0238 OR G06Q30/0241 OR G06Q30/0242 OR G06Q30/0269 OR G06Q30/0271 OR G06Q30/0274 OR G06Q30/0277 OR G06Q30/0283 OR G06Q30/04 OR G06Q30/0609 OR G06Q30/0611 OR G06Q30/0623 OR G06Q30/0625 OR G06Q30/0631 OR G06Q30/0637 OR G06Q40/125 OR G06Q40/128 OR H04M3/523 OR H04M3/5166 OR H04M2203/252 OR H04M3/493 OR H04M3/5233 OR H04M3/4936 OR H04M3/5183 OR H04M3/5191 OR H04M15/00 OR H04M2201/38 OR H04M2201/40 OR H04M2201/42 OR H04M2201/54 OR H04M2203/1058 OR H04M2203/2038 OR H04M2203/408 OR H04M3/51 OR H04M3/5141 OR H04M7/0066 OR H04M7/0075 OR H04M15/68 OR H04M15/8038 OR H04M15/854 OR H04M17/00 OR H04M1/72522 OR H04M2201/60 OR H04M2215/0196 OR H04M2215/32 OR H04M2215/34 OR H04M2215/7442 OR H04M2215/8166 OR H04M3/5108 OR H04L67/10 OR H04L67/306 OR H04L51/00 OR H04L51/32 OR H04L63/08 OR H04L67/12 OR H04L12/1813 OR H04L63/083 OR H04L63/0876 OR				
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		H04L63/104 OR H04L65/403 OR H04L2209/56 OR H04L41/22 OR H04L63/0815 OR H04L63/0861 OR H04L67/02 OR H04L67/16 OR H04L67/303 OR H04L9/3226 OR H04L12/283 OR H04L12/2834 OR H04L12/2898 OR H04L12/586 OR H04L12/588 OR H04L43/0817 OR H04L63/18 OR H04L65/1073 OR H04L65/4084 OR H04L67/20 OR H04L67/22 OR H04L67/2838 OR G06F17/30256 OR G06F17/30259 OR G06F17/30646 OR G06F2221/2119 OR G06F2221/2129 OR G06F17/2785 OR G06F17/30061 OR G06F17/30522 OR G06F17/3064 OR G06F17/30864 OR G06F21/32 OR G06F3/0482 OR G06F3/0484 OR G06F3/04842 OR G06F3/0485 OR G06F17/243 OR G06F17/30218 OR G06F17/30867 OR G06F17/30876 OR G06F17/30905 OR G06F17/30997 OR G06F8/51 OR G06F8/76 OR G08B13/19641 OR G08B13/19656 OR G08B13/19663 OR G08B13/19673 OR G08B13/1968 OR G08B13/196 OR H04W4/00 OR H04W4/206 OR H04W4/12 OR H04W4/14 OR H04W4/16 OR H04W8/265 OR H04W12/06 OR H04W12/12 OR H04W4/02 OR G06K9/00624 OR G06K2017/0067 OR G06K2019/06234 OR G06K9/627 OR A63F2300/205 OR G01C21/206 OR G01S19/46 OR G01S5/0036 OR G01S5/0054 OR G01S5/0081 OR G01S5/021 OR G01S5/0215 OR G01S5/0221 OR G01S5/14 OR G10L15/22 OR G10L13/00 OR G10L15/26 OR G10L15/30 OR H04N21/25841 OR H04N21/2662 OR H04N21/2668 OR H04N21/41422 OR H04N21/44222 OR H04N21/4788 OR H04N21/615 OR H04N21/632 OR H04N21/8126 OR H04N7/147).CPC.)				
S33	28	(utter\$6 same (natural adj language) same ((determin\$4 pars\$3) near9 context)) and ((purchas\$3 buy\$3 transact\$3) near19 (product merchandise good item))	US-PGPUB; USPAT	OR	ON	2016/05/10 12:25
S34	1	"20110112827".pn.	US-PGPUB; USPAT	OR	ON	2016/05/10 12:35
S35	46	(natural near4 language) same (deliver\$3 near19 (address name)) same (product merchandise good item)	US-PGPUB; USPAT	OR	ON	2016/09/17 19:48

S36	46	((natural near4 language) same (deliver\$3 near19 (address name)) same (product merchandise good item)) and (pars\$3 recogni\$7)	US-PGPUB; USPAT	OR	ON	2016/09/17 19:50
S37	27	((natural near4 language) same (deliver\$3 near19 (address name)) same (product merchandise good item)) and ((word phrase) same (pars\$3 recogni\$7))	US-PGPUB; USPAT	OR	ON	2016/09/17 19:50
S38	1	"20150032602".pn. and ((natural near9 language) same (pars\$3 extract\$3))	US-PGPUB; USPAT	OR	ON	2016/09/17 19:54
S39	83	((natural near4 language) same (word phrase) same (pars\$3 recogni\$7)) and ((deliver\$3 near19 (address name)) same (product merchandise good item))	US-PGPUB; USPAT	OR	ON	2016/09/17 19:59
S40	43	((natural near4 language) same (word phrase) same (pars\$3 recogni\$7)) and ((deliver\$3 near19 (address name)) same (purchas\$3 near19 (product merchandise good item)))	US-PGPUB; USPAT	OR	ON	2016/09/17 19:59
S41	197	S40 not3	US-PGPUB; USPAT	OR	ON	2016/09/17 20:00
S42	41	S40 not S37	US-PGPUB; USPAT	OR	ON	2016/09/17 20:00
S43	2	("5742845" "6012098").PN.	US-PGPUB; USPAT; USOCR	OR	ON	2016/09/17 20:06
S44	348	("6226675").URPN.	USPAT	OR	ON	2016/09/17 20:07
S45	1	"20020161647".pn.	US-PGPUB; USPAT	OR	ON	2016/09/17 20:08
S46	252	(access\$3 near9 (address near2 book)) same (name address) same (deliver\$3 ship\$7)	US-PGPUB; USPAT	OR	ON	2016/09/17 20:39
S47	44	((access\$3 near9 (address near2 book)) same (name same address) same (deliver\$3 ship\$7))	US-PGPUB; USPAT	OR	ON	2016/09/17 20:40
S48	28	((access\$3 near9 (address near2 book)) same (name same address) same (deliver\$3 ship\$7)) and (voice language)	US-PGPUB; USPAT	OR	ON	2016/09/17 20:40
S49	18	((access\$3 near9 (address near2 book)) same (name same address) same (deliver\$3 ship\$7))	US-PGPUB; USPAT	OR	ON	2016/09/17 20:40

		ship\$7)) and ((voice language) same (recogni\$6 interpret\$3 pars\$3))				
S50	1	"20090259561".pn.	US-PGPUB; USPAT	OR	ON	2016/09/17 20:44
S51	0	"20090259561".pn. and (natural near3 language)	US-PGPUB; USPAT	OR	ON	2016/09/17 20:48
S52	26	S48 AND ((H04L67/26 OR H04L12/581 OR H04L12/587 OR H04L2463/101 OR H04L29/06027 OR H04L51/04 OR H04L51/10 OR H04L51/24 OR H04L51/30 OR H04L51/32 OR H04L51/34 OR H04L63/0236 OR H04L63/04 OR H04L63/0428 OR H04L63/0435 OR H04L63/0823 OR H04L63/083 OR H04L63/0861 OR H04L63/10 OR H04L65/1006 OR H04L65/103 OR H04L65/104 OR H04L65/1069 OR H04L65/4007 OR H04L67/02 OR H04L67/06 OR H04L67/14 OR H04L67/306 OR H04L67/32 OR H04L67/42 OR G06Q30/0261 OR G06Q30/0633 OR G06Q30/0635 OR G06Q30/0641 OR G06Q20/28 OR G06Q20/36 OR G06Q30/0621 OR G06Q20/105 OR G06Q20/227 OR G06Q20/363 OR G06Q20/405 OR G06Q30/0601 OR G06Q10/08 OR G06Q10/083 OR G06Q10/10 OR G06Q10/107 OR G06Q20/12 OR G06Q20/20 OR G06Q20/3226 OR G06Q20/3227 OR G06Q20/325 OR G06Q20/3276 OR G06Q20/3278 OR G06Q20/351 OR G06Q20/3552 OR G06Q20/425 OR G06Q30/02 OR G06Q30/0226 OR G06Q30/0251 OR G06Q30/0255 OR G06Q30/0256 OR G06Q30/0257 OR G06Q30/0277 OR G06Q30/06 OR G06Q30/0631 OR G06Q40/00 OR G06Q40/02 OR H04W4/001 OR H04W4/008 OR H04W4/02 OR H04W4/023 OR H04W4/026 OR H04W4/14 OR H04W4/206 OR G06F17/30244 OR G06F17/30575 OR G06F17/3089 OR G06F17/2235 OR G06F21/606 OR G06F2221/2107 OR G06K9/00087 OR G06K9/00221 OR G06K9/00228 OR G06K9/00617 OR G06K9/00926 OR H04B1/406).CPC.)	US-PGPUB; USPAT	OR	ON	2016/09/17 21:01
S53	2	704/10.ccls. and (((speech near9 recognition) same ((purchas\$3 buy\$3) near19 (product merchandise good item))))	US-PGPUB; USPAT	OR	ON	2017/01/13 21:53

		and (behalf near4 (user customer consumer purchaser buyer)))				
S54	2	704/10.ccls. and (((speech near9 recognition) same ((purchas\$3 buy\$3) near19 (product merchandise good item)))))	US-PGPUB; USPAT	OR	ON	2017/01/13 21:53
S55	502	704/10.ccls. and (speech near9 recognition)	US-PGPUB; USPAT	OR	ON	2017/01/13 21:53
S56	57	704/10.ccls. and ((speech near9 recognition) and (buy\$3 purchas\$3))	US-PGPUB; USPAT	OR	ON	2017/01/13 21:54
S57	162	(707/713 704/10 379/88.01 707/999 705/26.1).ccls. and (((voice speech) near19 recognition) same (purchas\$3 buy\$3))	US-PGPUB; USPAT	OR	ON	2017/01/13 21:54
S58	158	(((voice speech) near19 recognition) same ((purchas\$3 buy\$3) near19 (product merchandise good item)))) and (behalf near4 (user customer consumer purchaser buyer))	US-PGPUB; USPAT	OR	ON	2017/01/13 21:54
S59	156	S58 AND ((G06Q30/016 OR G06Q30/06 OR G06Q30/0601 OR G06Q30/02 OR G06Q20/10 OR G06Q20/102 OR G06Q30/0633 OR G06Q40/12 OR G06Q20/20 OR G06Q20/40 OR G06Q10/06 OR G06Q10/087 OR G06Q10/10 OR G06Q20/04 OR G06Q20/32 OR G06Q20/12 OR G06Q20/204 OR G06Q30/0207 OR G06Q30/0613 OR G06Q40/025 OR G06Q40/123 OR G06Q50/01 OR G06Q10/063112 OR G06Q20/02 OR G06Q20/0855 OR G06Q20/207 OR G06Q20/3223 OR G06Q20/3674 OR G06Q20/383 OR G06Q20/387 OR G06Q20/401 OR G06Q20/4016 OR G06Q20/403 OR G06Q30/01 OR G06Q30/012 OR G06Q30/0251 OR G06Q30/0639 OR G06Q40/00 OR G06Q40/02 OR G06Q40/04 OR G06Q50/188 OR G06Q10/02 OR G06Q20/382 OR G06Q20/3821 OR G06Q20/3823 OR G06Q20/385 OR G06Q20/40145 OR G06Q20/405 OR G06Q20/425 OR G06Q30/00 OR G06Q30/0222 OR G06Q30/0617 OR G06Q30/0635 OR G06Q30/08 OR G06Q10/06312 OR G06Q10/08 OR G06Q10/0837 OR G06Q10/101 OR G06Q10/20 OR G06Q20/00 OR G06Q20/322 OR G06Q20/3274 OR G06Q20/3276 OR G06Q20/363 OR G06Q20/389 OR G06Q30/0212 OR G06Q30/0215 OR G06Q30/0225 OR	US-PGPUB; USPAT	OR	ON	2017/01/13 21:54

	G06Q30/0226 OR G06Q30/0238 OR G06Q30/0241 OR G06Q30/0242 OR G06Q30/0269 OR G06Q30/0271 OR G06Q30/0274 OR G06Q30/0277 OR G06Q30/0283 OR G06Q30/04 OR G06Q30/0609 OR G06Q30/0611 OR G06Q30/0623 OR G06Q30/0625 OR G06Q30/0631 OR G06Q30/0637 OR G06Q40/125 OR G06Q40/128 OR H04M3/523 OR H04M3/5166 OR H04M2203/252 OR H04M3/493 OR H04M3/5233 OR H04M3/4936 OR H04M3/5183 OR H04M3/5191 OR H04M15/00 OR H04M2201/38 OR H04M2201/40 OR H04M2201/42 OR H04M2201/54 OR H04M2203/1058 OR H04M2203/2038 OR H04M2203/408 OR H04M3/51 OR H04M3/5141 OR H04M7/0066 OR H04M7/0075 OR H04M15/68 OR H04M15/8038 OR H04M15/854 OR H04M17/00 OR H04M1/72522 OR H04M2201/60 OR H04M2215/0196 OR H04M2215/32 OR H04M2215/34 OR H04M2215/7442 OR H04M2215/8166 OR H04M3/5108 OR H04L67/10 OR H04L67/306 OR H04L51/00 OR H04L51/32 OR H04L63/08 OR H04L67/12 OR H04L12/1813 OR H04L63/083 OR H04L63/0876 OR H04L63/104 OR H04L65/403 OR H04L2209/56 OR H04L41/22 OR H04L63/0815 OR H04L63/0861 OR H04L67/02 OR H04L67/16 OR H04L67/303 OR H04L9/3226 OR H04L12/283 OR H04L12/2834 OR H04L12/2898 OR H04L12/586 OR H04L12/588 OR H04L43/0817 OR H04L63/18 OR H04L65/1073 OR H04L65/4084 OR H04L67/20 OR H04L67/22 OR H04L67/2838 OR G06F17/30256 OR G06F17/30259 OR G06F17/30646 OR G06F2221/2119 OR G06F2221/2129 OR G06F17/2785 OR G06F17/30061 OR G06F17/30522 OR G06F17/3064 OR G06F17/30864 OR G06F21/32 OR G06F3/0482 OR G06F3/0484 OR G06F3/04842 OR G06F3/0485 OR G06F17/243 OR G06F17/30218 OR G06F17/30867 OR G06F17/30876 OR G06F17/30905 OR G06F17/30997 OR G06F8/51 OR G06F8/76 OR G08B13/19641 OR G08B13/19656 OR G08B13/19663 OR G08B13/19673 OR G08B13/1968 OR G08B13/196 OR H04W4/00 OR H04W4/206 OR H04W4/12 OR H04W4/14 OR H04W4/16				
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		OR H04W8/265 OR H04W12/06 OR H04W12/12 OR H04W4/02 OR G06K9/00624 OR G06K2017/0067 OR G06K2019/06234 OR G06K9/627 OR A63F2300/205 OR G01C21/206 OR G01S19/46 OR G01S5/0036 OR G01S5/0054 OR G01S5/0081 OR G01S5/021 OR G01S5/0215 OR G01S5/0221 OR G01S5/14 OR G10L15/22 OR G10L13/00 OR G10L15/26 OR G10L15/30 OR H04N21/25841 OR H04N21/2662 OR H04N21/2668 OR H04N21/41422 OR H04N21/44222 OR H04N21/4788 OR H04N21/615 OR H04N21/632 OR H04N21/8126 OR H04N7/147).CPC.)				
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S65	437	(G06Q30/06 G06Q30/0617 G06F17/2785 G06F17/3064).cpc. and (((voice speech) near19 recognition) same (purchas\$3 buy\$3))	US- PGPUB; USPAT	OR	ON	2018/12/10 11:49
S66	285	(access\$3 near9 (address near2 book)) same (name address) same (deliver\$3 ship\$7)	US- PGPUB; USPAT	OR	ON	2018/12/10 11:50
S67	20	((natural near9 language) same (speech near9 recogn\$7) same (word phrase)) and	US- PGPUB;	OR	ON	2019/05/30 17:31

		(select\$3 near9 (seller provider vendor vender merchant)) and ((complet\$3 near9 purchas\$3) same automatically)	USPAT; EPO; JPO			
S68	30	((speech near9 recogn\$7) same (word phrase)) and (select\$3 near9 (seller provider vendor vender merchant)) and ((complet\$3 near9 purchas\$3) same automatically)	US- PGPUB; USPAT; EPO; JPO	OR	ON	2019/05/30 17:34
S69	17	((speech near9 recogn\$7) same (word phrase)) and (select\$3 near9 (seller provider vendor vender merchant)) and ((complet\$3 near9 purchas\$3) same (without near3 input\$4))	US- PGPUB; USPAT; EPO; JPO	OR	ON	2019/05/30 17:34
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S71	3	("20140136187" "7502730" "9318108").PN.	US- PGPUB; USPAT	OR	ON	2019/05/30 17:37
S72	18	("20020178003" "20020188455" "20040102977" "20040204939" "20040220800" "20050169441" "20070060114" "20070067310" "20070106499" "20080126284" "20080189187" "20100191856" "20100312547" "20140337007" "6975983" "7031908" "7380250" "7512906").PN.	US- PGPUB; USPAT	OR	ON	2019/05/30 17:38
S73	9	("20080270135" "20090030686" "20090055176" "20090157382" "20090171912" "20100023331" "20100268536" "20150066479" "5331554").PN.	US- PGPUB; USPAT	OR	ON	2019/05/30 17:38
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S99	236	S98 and ((natural near19 language) same (pars\$3 utter\$3))	US-PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/13 13:57
S100	0	S98 and ((natural near19 language) same (pars\$3 utter\$3)) and (confirm\$8 approv\$3) and (profile same ship\$7 same pay\$6)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/13 13:58
S101	61	S98 and ((natural near19 language) same (interpret\$7 pars\$3 utter\$3)) and (confirm\$8 approv\$3) and (profile same (ship\$7 pay\$6))	US-PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/13 13:59
S102	7	S98 and ((natural near19 language) same (interpret\$7 pars\$3 utter\$3)) and (profile	US-PGPUB; USPAT;	OR	ON	2020/08/13 14:07

		same (ship\$7 pay\$6)) and ((confirm\$8 approv\$3) same (purchas\$3 buy\$3))	EPO; JPO			
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S113	805	S105 or S106 or S107 or S108 or S110 or S111 or S112 or S109	US- PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/13 14:55
S114	1	S113 and S104	US- PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/13 14:55
S115	1	("200902655163" "20090304161").pn.	US- PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/13 15:04
S116	2	("20090265163" "20090304161").pn.	US- PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/13 15:05
S117	1	("20090265163" "20090304161").pn. and (buy\$3 purchas\$3)	US- PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/13 15:06
S118	3	("6,859,776" "8,078,502" "20040193420")pn.	US- PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/18 15:10

S147	1	"8078502".pn.	US-PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/19 11:46
S148	0	"8078502".pn. and ((seller merchant provider retail\$2) same database)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/19 11:50
S149	1	"8078502".pn. and ((seller merchant provider retail\$2) same (product merchandise good item))	US-PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/19 11:50
S150	1	("20040193420").pn.	US-PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/19 11:52
S151	1	("20040193420").pn. and ((seller provider merchant retailer) same database)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/19 11:52
S152	0	("20040193420").pn. and ((seller provider merchant retailer) same price\$3)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/19 11:57
S153	1	"8078502".pn.	US-PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/19 12:09
S154	1	("6,859,776").pn. and database	US-PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/19 12:21
S155	7	((predetermin\$3 (pre near2 determin\$3) pre-determin\$3) same ((set list group) near9 (seller merchant provider retail)) same database same price) and ((natural near9 language) same (pars\$3 interpret\$3 voice utter\$5))	US-PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/19 12:32
S156	12	((profile account) same ((set list group) near9 (seller merchant provider retail)) same database same price) and ((natural near9	US-PGPUB; USPAT;	OR	ON	2020/08/19 12:49

		language) same (pars\$3 interpret\$3 voice utter\$5))	EPO; JPO			
S157	10	S156 not S155	US- PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/19 12:49
S158	13	((profile account) same (seller merchant provider retail) same database same price) and ((natural near9 language) same (pars\$3 interpret\$3 voice utter\$5)) and ((select\$3 near19 (seller merchant provider retail)) same (based near9 price))	US- PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/19 12:57
S159	12	S158 not S157	US- PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/19 12:58
S160	0	"7792709".pn. and (select\$3 near19 seller)	US- PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/19 13:00
S161	1	"7792709".pn. and (select\$3 near19 merchant)	US- PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/19 13:00
S162	1	"7792709".pn.	US- PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/19 13:04
S163	1	"7792709".pn. and (database same stor\$3)	US- PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/19 17:47
S164	0	((prefered near19 (seller merchant provider)) same profile) and (database near29 (seller merchant provider)) and ((select\$3 near19 (seller merchant provider)) same (based near9 price))	US- PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/19 17:53
S165	272	((stor\$3 near19 (seller merchant provider)) same profile) and (database near29 (seller merchant provider)) and ((select\$3 near19 (seller merchant provider)) same (based near9 price))	US- PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/19 17:53

S166	6	((stor\$3 near19 (seller merchant provider)) same profile) and (database near29 (seller merchant provider)) and ((select\$3 near19 (seller merchant provider)) same (based near9 price)) and ((natural near9 language) same (utter\$5 pars\$3))	US-PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/19 17:54
S167	0	((stor\$3 near19 (seller merchant provider)) same profile) and (database near29 pric\$3) and ((select\$3 near19 (seller merchant provider)) same (based near9 price)) and ((natural near9 language) same (utter\$5 pars\$3))	US-PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/19 18:42
S168	6	((stor\$3 near19 (seller merchant provider)) same profile) and (database near29 stor\$3) and ((select\$3 near19 (seller merchant provider)) same (based near9 price)) and ((natural near9 language) same (utter\$5 pars\$3))	US-PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/19 18:42
S169	0	S168 not S166	US-PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/19 18:42
S170	5	((stor\$3 near19 (seller merchant provider)) same profile) and (database near29 search\$3) and ((select\$3 near19 (seller merchant provider)) same (based near9 price)) and ((natural near9 language) same (utter\$5 pars\$3))	US-PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/19 18:43
S171	5	((stor\$3 near19 (seller merchant provider)) same profile) and (database near29 search\$3) and ((select\$3 near19 (seller merchant provider)) same (low\$5 near9 price)) and ((natural near9 language) same (utter\$5 pars\$3))	US-PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/19 18:43
S172	0	S171 not S170	US-PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/19 18:44
S173	27	((stor\$3 near19 (seller merchant provider)) same profile) and (database near29 search\$3) and ((select\$3 near19 (seller merchant provider)) same price) and ((natural near9 language) same (utter\$5 pars\$3))	US-PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/19 18:44
S174	22	S173 not S171	US-PGPUB; USPAT;	OR	ON	2020/08/19 18:45

			EPO; JPO			
S175	1	"20090171760" .pn. and ((seller provider merchant) same profile)	US- PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/19 18:51
S178	150	((stor\$3 near19 (seller merchant provider)) same profile) and (database near9 pric\$3) and ((select\$3 near9 (seller merchant provider))) and ((natural near9 language) same (utter\$5 pars\$3)) and ((prefer\$4 near9 (seller merchant provider)))	US- PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/19 19:01
S179	14	((stor\$3 near19 (seller merchant provider)) same profile) and (database near9 pric\$3) and ((select\$3 near9 (seller merchant provider))) and ((natural near9 language) same (utter\$5 pars\$3)) and (((prefer\$4 near9 (seller merchant provider))) same select\$3)	US- PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/19 19:01
S181	6,407	((select\$3 near9 (seller provider merchant)) same pric\$3) and ((set list) near9 (seller provider merchant)) and ((seller provider merchant) same (profile account))	US- PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/19 19:06
S182	22	((select\$3 near9 (seller provider merchant)) same pric\$3) and ((set list) near9 (seller provider merchant)) and ((seller provider merchant) same (profile account)) and ((natural near9 language) same voice same input\$4)	US- PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/19 19:07
S183	49	((select\$3 near9 (seller provider merchant)) same (low\$5 near3 pric\$3)) and ((set list) near9 (seller provider merchant)) and ((seller provider merchant) same (profile account)) and (natural near9 language)	US- PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/19 19:10
S184	44	S183 not S182	US- PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/19 19:11
S185	1	"20140136259" .pn. and (consumer same provider same profile)	US- PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/19 19:13
S186	1	"20140136259" .pn. and (consumer same (merchant provider) same profile)	US- PGPUB; USPAT;	OR	ON	2020/08/19 19:14

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S187	1	"20140136259" .pn. and (select\$3 near9 (merchant provider))	US- PGPUB; USPAT; EPO; JPO	OR	ON	2020/08/19 19:17

8/19/2020 10:06:16 PM

C:\Users\mairapetian\Documents\EAST\Workspaces\16553553.wsp

Doc code: IDS

PTO/SB/08a (02-18)

Doc description: Information Disclosure Statement (IDS) Filed

Approved for use through 11/30/2020. OMB 0651-0031

U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

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INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Not for submission under 37 CFR 1.99)	Application Number		TBD 16553553
	Filing Date		2019-08-28
	First Named Inventor		Michael R. KENNEWICK, Sr.
	Art Unit		TBD
	Examiner Name		TBD
	Attorney Docket Number		62KC-301480

U.S.PATENTS						Remove
Examiner Initial*	Cite No	Patent Number	Kind Code ¹	Issue Date	Name of Patentee or Applicant of cited Document	Pages, Columns, Lines where Relevant Passages or Relevant Figures Appear
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	3	6928614		2005-08-09	Everhart	
	4	6934756		2005-08-23	Maes	
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	Art Unit	TBD		
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10	6954755		2005-10-11	Reisman	
11	6959276		2005-10-25	Droppo	
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13	6963759		2005-11-08	Gerson	
14	6964023		2005-11-08	Maes	
15	6968311		2005-11-22	Knockeart	
16	6973387		2005-12-06	Masclet	
17	6975983		2005-12-13	FORTESCUE NICHOLAS DAVID	
18	6975993		2005-12-13	Keiller	
19	6980092		2005-12-27	Turnbull	

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	21	6990513		2006-01-24	Belfiore	
	22	6996531		2006-02-07	Korall	
	23	7003463		2006-02-21	Maes	
	24	7016849		2006-03-21	Arnold	
	25	7020609		2006-03-28	Thrift	
	26	7024364		2006-04-04	Guerra	
	27	7027586		2006-04-11	Bushey	
	28	7027974		2006-04-11	Justin Eliot Busch	
	29	7027975		2006-04-11	Pazandak	
	30	7031908		2006-04-18	HUANG XUEDONG D	

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	Examiner Name	TBD		
	Attorney Docket Number	62KC-301480		

	31	7035415		2006-04-25	Belt	
	32	7036128		2006-04-25	Julia	
	33	7043425		2006-05-09	Pao	
	34	7054817		2006-05-30	Shao	
	35	7058890		2006-06-06	George	
	36	7062488		2006-06-13	Reisman	
	37	7069220		2006-06-27	Coffman	
	38	7072834		2006-07-04	Zhou	
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	40	7076362		2006-07-11	Ohtsuji	
	41	7082469		2006-07-25	Gold	

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	Attorney Docket Number	62KC-301480		

	42	7085708		2006-08-01	Manson	
	43	7092928		2006-08-15	Elad	
	44	7107210		2006-09-12	Deng	
	45	7107218		2006-09-12	Preston	
	46	7110951		2006-09-19	Lemelson	
	47	7127395		2006-10-24	Gorin	
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	50	7136875		2006-11-14	Anderson	
	51	7137126		2006-11-14	Coffman	
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	54	7146315		2006-12-05	BALAN RADU VICTOR	
	55	7146319		2006-12-05	Hunt	
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	65	7197460		2007-03-27	Gupta	
	66	7203644		2007-04-10	Anderson	
	67	7206418		2007-04-17	Yang	
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	69	7215941		2007-05-08	Beckmann	
	70	7228276		2007-06-05	Omote	
	71	7231343		2007-06-12	Treadgold	
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	73	7254482		2007-08-07	Kawasaki	
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	76	7283829		2007-10-16	Christenson	
	77	7283951		2007-10-16	Marchisio	
	78	7289606		2007-10-30	Sibal	
	79	7299186		2007-11-20	Kusunuki	
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	Attorney Docket Number	62KC-301480		

	86	7366285		2008-04-29	Parolkar	
	87	7366669		2008-04-29	Nishitani	
	88	7376645		2008-05-20	Bernard	
	89	7380250		2008-05-27	SCHECHTER GREG D	
	90	7386443		2008-06-10	Parthasarathy	
	91	7398209		2008-07-08	Kennewick	
	92	7406421		2008-07-29	Odinak	
	93	7415100		2008-08-19	Cooper	
	94	7415414		2008-08-19	Azara	
	95	7421393		2008-09-02	DiFabrizio	
	96	7424431		2008-09-09	Greene	

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	97	7447635		2008-11-04	Konopka	
	98	7451088		2008-11-11	Ehlen	
	99	7454368		2008-11-18	Stillman	
	100	7454608		2008-11-18	Gopalakrishnan	
	101	7461059		2008-12-02	Richardson	
	102	7472020		2008-12-30	Brulle-Drews	
	103	7472060		2008-12-30	Gorin	
	104	7472075		2008-12-30	Odinak	
	105	7477909		2009-01-13	Roth	
	106	7478036		2009-01-13	Shen	
	107	7487088		2009-02-03	Gorin	

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	108	7487110		2009-02-03	Bennett	
	109	7493259		2009-02-17	Jones	
	110	7493559		2009-02-17	Wolff	
	111	7502672		2009-03-10	Kolls	
	112	7502730		2009-03-10	WANG KUANSAN	
	113	7502738		2009-03-10	Kennewick	
	114	7512906		2009-03-31	BAIER JOHN JOSEPH	
	115	7516076		2009-04-07	Walker	
	116	7529675		2009-05-05	Maes	
	117	7536297		2009-05-19	Byrd	
	118	7536374		2009-05-19	Au	

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119	7542894		2009-06-02	Murata	
120	7546382		2009-06-09	Healey	
121	7548491		2009-06-16	Macfarlane	
122	7552054		2009-06-23	Stifelman	
123	7558730		2009-07-07	Davis	
124	7574362		2009-08-11	Walker	
125	7577244		2009-08-18	Taschereau	
126	7606708		2009-10-20	Hwang	
127	7606712		2009-10-20	SMITH STEVEN G	
128	7620549		2009-11-17	DiCristo	
129	7634409		2009-12-15	Kennewick	

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	130	7640006		2009-12-29	Portman	
	131	7640160		2009-12-29	DiCristo	
	132	7640272		2009-12-29	Mahajan	
	133	7672931		2010-03-02	Hurst-Hiller	
	134	7676365		2010-03-09	Hwang	
	135	7676369		2010-03-09	Fujimoto	
	136	7684977		2010-03-23	Morikawa	
	137	7693720		2010-04-06	Kennewick	
	138	7697673		2010-04-13	Chiu	
	139	7706616		2010-04-27	Kristensson	
	140	7729913		2010-06-01	LEE NICHOLAS J	

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	141	7729916		2010-06-01	Coffman	
	142	7729918		2010-06-01	Walker	
	143	7729920		2010-06-01	Chaar	
	144	7734287		2010-06-08	Ying	
	145	7748021		2010-06-29	Obradovich	
	146	7788084		2010-08-31	Brun	
	147	7792257		2010-09-07	Vanier	
	148	7801731		2010-09-21	Odinak	
	149	7809570		2010-10-05	Kennewick	
	150	7818176		2010-10-19	Freeman	
	151	7831426		2010-11-09	Bennett	

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	152	7831433		2010-11-09	Belvin	
	153	7856358		2010-12-21	Ho	
	154	7873519		2011-01-18	Bennett	
	155	7873523		2011-01-18	Potter	
	156	7873654		2011-01-18	Bernard	
	157	7881936		2011-02-01	Longe	
	158	7890324		2011-02-15	Bangalore	
	159	7894849		2011-02-22	Kass	
	160	7902969		2011-03-08	Obradovich	
	161	7917367		2011-03-29	DiCristo	
	162	7920682		2011-04-05	Byrne	

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	163	7949529		2011-05-24	Weider	
	164	7949537		2011-05-24	Walker	
	165	7953732		2011-05-31	Frank	
	166	7974875		2011-07-05	Quilici	
	167	7983917		2011-07-19	Kennewick	
	168	7984287		2011-07-19	Gopalakrishnan	
	169	8005683		2011-08-23	Tessel	
	170	8015006		2011-09-06	Kennewick	
	171	8024186		2011-09-20	Jeremy S. De Bonet	
	172	8027965		2011-09-27	Mitsuru Takehara	
	173	8032383		2011-10-04	Bhardwaj	

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	174	8060367		2011-11-15	Keaveney	
	175	8069046		2011-11-29	Kennewick	
	176	8073681		2011-12-06	Baldwin	
	177	8077975		2011-12-13	Ma	
	178	8082153		2011-12-20	Coffman	
	179	8086463		2011-12-27	Ativanichayaphong	
	180	8103510		2012-01-24	Sato	
	181	8112275		2012-02-07	Kennewick	
	182	8140327		2012-03-20	Kennewick	
	183	8140335		2012-03-20	Kennewick	
	184	8145489		2012-03-27	Freeman	

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185	3150694		2012-04-03	Kennewick	
186	3155962		2012-04-10	Kennewick	
187	3170867		2012-05-01	Germain	
188	3180037		2012-05-15	Delker	
189	3190436		2012-05-29	BANGALORE SRINIVAS	
190	3195468		2012-06-05	Weider	
191	3200485		2012-06-12	Lee	
192	3204751		2012-06-19	Giuseppe Di Fabrizio	
193	3219399		2012-07-10	Lutz	
194	3219599		2012-07-10	Tunstall-Pedoe	
195	3224652		2012-07-17	Wang	

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196	8255224		2012-08-28	Singleton	
197	8326599		2012-12-04	Nadi Tomeh	
198	8326627		2012-12-04	Kennewick	
199	8326634		2012-12-04	DiCristo	
200	8326637		2012-12-04	Baldwin	
201	8332224		2012-12-11	DiCristo	
202	8340975		2012-12-25	Theodore Alfred Rosenberger	
203	8346563		2013-01-01	Hjelm	
204	8370147		2013-02-05	Kennewick	
205	8447607		2013-05-21	Weider	
206	8447651		2013-05-21	Nathaniel B. Scholl	

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207	8452598		2013-05-28	Kennewick	
208	8503995		2013-08-06	Ramer	
209	8509403		2013-08-13	Chiu	
210	8515765		2013-08-20	Baldwin	
211	8527274		2013-09-03	Freeman	
212	8577671		2013-11-05	Rakesh Barve	
213	8589161		2013-11-19	Kennewick	
214	8612205		2013-12-17	Gregory Alan Hanneman	
215	8612206		2013-12-17	Achraf Chalabi	
216	8620659		2013-12-31	DiCristo	
217	8719005		2014-05-06	Lee	

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	219	8719026		2014-05-06	Kennewick	
	220	8731929		2014-05-20	Kennewick	
	221	8738380		2014-05-27	Baldwin	
	222	8849652		2014-09-30	Weider	
	223	8849670		2014-09-30	DiCristo	
	224	8849696		2014-09-30	Pansari	
	225	8849791		2014-09-30	Hertschuh	
	226	8886536		2014-11-11	Freeman	
	227	8972243		2015-03-03	Nikko Strom	
	228	8972354		2015-03-03	TELANG NILESH	

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	229	9983839		2015-03-17	Kennewick	
	230	9009046		2015-04-14	Stewart	
	231	9015049		2015-04-21	Baldwin	
	232	9037455		2015-05-19	Faaborg	
	233	9070366		2015-06-30	Lambert Mathias	
	234	9070367		2015-06-30	Bjorn Hoffmeister	
	235	9105266		2015-08-11	Baldwin	
	236	9171541		2015-10-27	Kennewick	
	237	9269097		2016-02-23	Freeman	
	238	9305548		2016-04-05	Kennewick	
	239	9308445		2016-04-12	Michael M. Merzenich	

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	240	9318108		2016-04-19	GRUBER THOMAS ROBERT	
	241	9406078		2016-08-02	Freeman	
	242	9443514		2016-09-13	Gabriel Taubman	
	243	9502025		2016-11-22	Mike Kennewick	
	244	9711143		2017-07-18	KENNEWICK ROBERT A	
	245	10089984		2018-10-02	KENNEWICK ROBERT A	

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	3	20010039492		2001-11-08	Nemoto	

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	4	20010041980		2001-11-15	Howard	
	5	20010047261		2001-11-29	Peter Kassan	
	6	20010049601		2001-12-06	Kroeker	
	7	20010054087		2001-12-20	Flom	
	8	20020002548		2002-01-03	Brian Roundtree	
	9	20020007267		2002-01-17	BATCHILO LEONID	
	10	20020010584		2002-01-24	Schultz	
	11	20020015500		2002-02-07	Belt	
	12	20020022927		2002-02-21	Lemelson	
	13	20020022956		2002-02-21	Igor Ukrainczyk	
	14	20020029186		2002-03-07	Roth	

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	15	20020029261		2002-03-07	Shibata	
	16	20020032752		2002-03-14	Gold	
	17	20020035501		2002-03-21	Handel	
	18	20020040297		2002-04-04	Tsiao	
	19	20020049535		2002-04-25	Rigo	
	20	20020049805		2002-04-25	Yamada	
	21	20020059068		2002-05-16	Rose	
	22	20020065568		2002-05-30	Silfvast	
	23	20020067839		2002-06-06	Heinrich	
	24	20020069059		2002-06-06	Smith	
	25	20020069071		2002-06-06	Knockeart	

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	26	20020073176		2002-06-13	Ikeda	
	27	20020082911		2002-06-27	Dunn	
	28	20020087312		2002-07-04	Lee	
	29	20020087326		2002-07-04	Lee	
	30	20020087525		2002-07-04	Abbott	
	31	20020107694		2002-08-08	Lerg	
	32	20020120609		2002-08-29	Lang	
	33	20020124050		2002-09-05	Middeljans	
	34	20020133347		2002-09-19	Eberhard Schoneburg	
	35	20020133354		2002-09-19	Ross	
	36	20020133402		2002-09-19	Faber	

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	37	20020135618		2002-09-26	Maes	
	38	20020138248		2002-09-26	Corston-Oliver	
	39	20020143532		2002-10-03	McLean	
	40	20020143535		2002-10-03	Kist	
	41	20020152260		2002-10-17	Chen	
	42	20020161646		2002-10-31	Gailey	
	43	20020161647		2002-10-31	Michael Gailey	
	44	20020169597		2002-11-14	Vitaliy Fain	
	45	20020173333		2002-11-21	Buchholz	
	46	20020173961		2002-11-21	Guerra	
	47	20020178003		2002-11-28	GEHRKE JAMES K	

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	49	20020188455		2002-12-12	SHIODA TAKEHIKO	
	50	20020188602		2002-12-12	Stubler	
	51	20020198714		2002-12-26	Zhou	
	52	20030005033		2003-01-02	Sudhir Mohan	
	53	20030014261		2003-01-16	Kageyama	
	54	20030016835		2003-01-23	Elko	
	55	20030036903		2003-02-20	Courtney Konopka	

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	Examiner Name	TBD	
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Please see 37 CFR 1.97 and 1.98 to make the appropriate selection(s):

That each item of information contained in the information disclosure statement was first cited in any communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of the information disclosure statement. See 37 CFR 1.97(e)(1).

OR

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See attached certification statement.

The fee set forth in 37 CFR 1.17 (p) has been submitted herewith.

☒ A certification statement is not submitted herewith.

SIGNATURE

A signature of the applicant or representative is required in accordance with CFR 1.33, 10.18. Please see CFR 1.4(d) for the form of the signature.

Signature	/Mark A. Patrick/	Date (YYYY-MM-DD)	2019-08-28
Name/Print	Mark A. Patrick	Registration Number	72,958

This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 1 hour to complete, including gathering, preparing and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. **SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.**

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7. A record from this system of records may be disclosed, as a routine use, to the Administrator, General Services, or his/her designee, during an inspection of records conducted by GSA as part of that agency's responsibility to recommend improvements in records management practices and programs, under authority of 44 U.S.C. 2904 and 2906. Such disclosure shall be made in accordance with the GSA regulations governing inspection of records for this purpose, and any other relevant (i.e., GSA or Commerce) directive. Such disclosure shall not be used to make determinations about individuals.
8. A record from this system of records may be disclosed, as a routine use, to the public after either publication of the application pursuant to 35 U.S.C. 122(b) or issuance of a patent pursuant to 35 U.S.C. 151. Further, a record may be disclosed, subject to the limitations of 37 CFR 1.14, as a routine use, to the public if the record was filed in an application which became abandoned or in which the proceedings were terminated and which application is referenced by either a published application, an application open to public inspections or an issued patent.
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Examiner Initial*	Cite No	Patent Number	Kind Code ¹	Issue Date	Name of Patentee or Applicant of cited Document	Pages, Columns, Lines where Relevant Passages or Relevant Figures Appear
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	2	4821027		1989-04-11	Mallory	
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10	5265065		1993-11-23	Turtle	
11	5274560		1993-12-28	LaRue	
12	5331554		1994-07-19	GRAHAM JAMES M	
13	5357596		1994-10-18	Takebayashi	
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	21	5488652		1996-01-30	Bielby	
	22	5499289		1996-03-12	Bruno	
	23	5500920		1996-03-19	Kupiec	
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	27	5539744		1996-07-23	Chu	
	28	5557667		1996-09-17	Bruno	
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	30	5563937		1996-10-08	Bruno	

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	33	5608635		1997-03-04	Tamai	
	34	5615296		1997-03-25	Vincent M. Stanford	
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	38	5652570		1997-07-29	Lepkofker	
	39	5675629		1997-10-07	Raffel	
	40	5696965		1997-12-09	Dedrick	
	41	5708422		1998-01-13	Blonder	

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	43	5722084		1998-02-24	Chakrin	
	44	5740256		1998-04-14	CastelloDaCosta	
	45	5742763		1998-04-21	Jones	
	46	5748841		1998-05-05	Morin	
	47	5748974		1998-05-05	Johnson	
	48	5752052		1998-05-12	Richardson	
	49	5754784		1998-05-19	Garland	
	50	5761631		1998-06-02	Nasukawa	
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54	5794196		1998-08-11	Yegnanarayanan	
55	5797112		1998-08-18	Komatsu	
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58	5829000		1998-10-27	Huang	
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62	5855000		1998-12-29	Waibel	
63	5860059		1999-01-12	AUST HARALD	

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	65	5878385		1999-03-02	Bralich	
	66	5878386		1999-03-02	Coughlin	
	67	5892813		1999-04-06	Morin	
	68	5892900		1999-04-06	Ginter	
	69	5895464		1999-04-20	Bhandari	
	70	5895466		1999-04-20	Goldberg	
	71	5897613		1999-04-27	Chan	
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	73	5899991		1999-05-04	Robert Karch	
	74	5902347		1999-05-11	Backman	

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	76	5918222		1999-06-29	Fukui	
	77	5926784		1999-07-20	Richardson	
	78	5933822		1999-08-03	Braden-Harder	
	79	5950167		1999-09-07	Yaker	
	80	5953393		1999-09-14	Culbreth	
	81	5960384		1999-09-28	Douglas E. Brash	
	82	5960397		1999-09-28	Rahim	
	83	5960399		1999-09-28	Barclay	
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	85	5963894		1999-10-05	Richardson	

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	86	5963940		1999-10-05	Liddy	
	87	5982906		1999-11-09	ONO YOSHIHIRO	
	88	5983190		1999-11-09	TrowerII	
	89	5987404		1999-11-16	DellaPietra	
	90	5991721		1999-11-23	Asano	
	91	5995119		1999-11-30	Cosatto	
	92	5995928		1999-11-30	Nguyen	
	93	5995943		1999-11-30	Bull	
	94	6009382		1999-12-28	Martino	
	95	6014559		2000-01-11	Amin	
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	97	6021384		2000-02-01	Gorin	
	98	6028514		2000-02-22	Lemelson	
	99	6035267		2000-03-07	Watanabe	
	100	6044347		2000-03-28	Abella	
	101	6049602		2000-04-11	Foladare	
	102	6049607		2000-04-11	Marash	
	103	6058187		2000-05-02	Chen	
	104	6067513		2000-05-23	Ishimitsu	
	105	6073098		2000-06-06	Buchsbaum	
	106	6076059		2000-06-13	Glickman	
	107	6078886		2000-06-20	Dragosh	

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	108	6081774		2000-06-27	deHita	
	109	6085186		2000-07-04	Christianson	
	110	6101241		2000-08-08	Boyce	
	111	6108631		2000-08-22	Ruhl	
	112	6119087		2000-09-12	Kuhn	
	113	6119101		2000-09-12	Peckover	
	114	6122613		2000-09-19	Baker	
	115	6134235		2000-10-17	Goldman	
	116	6144667		2000-11-07	Doshi	
	117	6144938		2000-11-07	Surace	
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	120	6167377		2000-12-26	Gillick	
	121	6173266		2001-01-09	Marx	
	122	6173279		2001-01-09	Levin	
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	125	6188982		2001-02-13	Chiang	
	126	6192110		2001-02-20	Abella	
	127	6192338		2001-02-20	Haszto	
	128	6195634		2001-02-27	Dudemaine	
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	131	6208964		2001-03-27	Sabourin	
	132	6208972		2001-03-27	Grant	
	133	6219346		2001-04-17	Maxemchuk	
	134	6219643		2001-04-17	Cohen	
	135	6219645		2001-04-17	BYERS CHARLES CALVIN	
	136	6226612		2001-05-01	Srenger	
	137	6233556		2001-05-15	Teunen	
	138	6233559		2001-05-15	Balakrishnan	
	139	6233561		2001-05-15	Junqua	
	140	6236968		2001-05-22	Kanevsky	

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	142	6246981		2001-06-12	Papineni	
	143	6246990		2001-06-12	Happ	
	144	6266636		2001-07-24	Kosaka	
	145	6269336		2001-07-31	Ladd	
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	148	6275231		2001-08-14	Obradovich	
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	153	6292767		2001-09-18	Jackson	
	154	6301560		2001-10-09	Masters	
	155	6308151		2001-10-23	Smith	
	156	6311159		2001-10-30	VanTichelen	
	157	6314402		2001-11-06	Monaco	
	158	6321196		2001-11-20	Franceschi	
	159	6356869		2002-03-12	Chapados	
	160	6362748		2002-03-26	Huang	
	161	6366882		2002-04-02	Bijl	
	162	6366886		2002-04-02	Dragosh	

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164	6374226		2002-04-16	Andrew J. Hunt	
165	6377913		2002-04-23	Coffman	
166	6377919		2002-04-23	BURNETT GREG C	
167	6381535		2002-04-30	Durocher	
168	6385596		2002-05-07	Wiser	
169	6385646		2002-05-07	Brown	
170	6389398		2002-05-14	LUSTGARTEN PAUL C	
171	6393403		2002-05-21	Majaniemi	
172	6393428		2002-05-21	Miller	
173	6397181		2002-05-28	Li	

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	175	6405170		2002-06-11	Phillips	
	176	6408272		2002-06-18	White	
	177	6411810		2002-06-25	Maxemchuk	
	178	6411893		2002-06-25	Ruhl	
	179	6415257		2002-07-02	Junqua	
	180	6418210		2002-07-09	Sayko	
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	182	6429813		2002-08-06	Feigen	
	183	6430285		2002-08-06	Bauer	
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186	6434524		2002-08-13	Weber	
187	6434529		2002-08-13	Walker	
188	6442522		2002-08-27	Carberry	
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194	6466654		2002-10-15	Cooper	
195	6466899		2002-10-15	Yano	

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	197	6487494		2002-11-26	Odinak	
	198	6487495		2002-11-26	Gale	
	199	6498797		2002-12-24	Anerousis	
	200	6499013		2002-12-24	Weber	
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	202	6501834		2002-12-31	Milewski	
	203	6505155		2003-01-07	Vanbuskirk	
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208	6532444		2003-03-11	Weber	
209	6539348		2003-03-25	Bond	
210	6549629		2003-04-15	Finn	
211	6553372		2003-04-22	Brassell	
212	6556970		2003-04-29	Sasaki	
213	6556973		2003-04-29	Lewin	
214	6560576		2003-05-06	Cohen	
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216	6567778		2003-05-20	ChaoChang	
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	219	6570555		2003-05-27	Prevost	
	220	6570964		2003-05-27	Murveit	
	221	6571279		2003-05-27	Herz	
	222	6574597		2003-06-03	Mohri	
	223	6574624		2003-06-03	Johnson	
	224	6578022		2003-06-10	Foulger	
	225	6581103		2003-06-17	Dengler	
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	227	6587858		2003-07-01	Strazza	
	228	6591185		2003-07-08	Ari Israel Polidi	

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	230	6594257		2003-07-15	Doshi	
	231	6594367		2003-07-15	Marash	
	232	6598018		2003-07-22	Junqua	
	233	6601026		2003-07-29	Appelt	
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	235	6604075		2003-08-05	Brown	
	236	6604077		2003-08-05	Dragosh	
	237	6606598		2003-08-12	Holthouse	
	238	6611692		2003-08-26	Raffel	
	239	6614773		2003-09-02	Maxemchuk	

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	241	6622119		2003-09-16	Ramaswamy	
	242	6629066		2003-09-30	Jackson	
	243	6631346		2003-10-07	Karaorman	
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	246	6636790		2003-10-21	Lightner	
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	251	6678680		2004-01-13	Woo	
	252	6681206		2004-01-20	Gorin	
	253	6691151		2004-02-10	Cheyen	
	254	6701294		2004-03-02	Ball	
	255	6704396		2004-03-09	Parolkar	
	256	6704576		2004-03-09	Brachman	
	257	6704708		2004-03-09	Pickering	
	258	6707421		2004-03-16	Drury	
	259	6708150		2004-03-16	Hirayama	
	260	6721001		2004-04-13	Berstis	
	261	6721633		2004-04-13	Funk	

INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Not for submission under 37 CFR 1.99)	Application Number		TBD	16553553
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	First Named Inventor	Michael R. KENNEWICK, Sr.		
	Art Unit	TBD		
	Examiner Name	TBD		
	Attorney Docket Number	62KC-301480		

	262	6721706		2004-04-13	Strubbe	
	263	6726636		2004-04-27	DerGhazarian	
	264	6732088		2004-05-04	Natalie S. Glance	
	265	6735592		2004-05-11	Neumann	
	266	6739556		2004-05-25	Langston	
	267	6741931		2004-05-25	Kohut	
	268	6742021		2004-05-25	Halverson	
	269	6745161		2004-06-01	Arnold	
	270	6751591		2004-06-15	Gorin	
	271	6751612		2004-06-15	Schuetze	
	272	6754485		2004-06-22	Obradovich	

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	273	6754627		2004-06-22	Woodward	
	274	6754647		2004-06-22	Walter Tackett	
	275	6757544		2004-06-29	Rangarajan	
	276	6757718		2004-06-29	Halverson	
	277	6785651		2004-08-31	Kuansan Wang	
	278	6795808		2004-09-21	Strubbe	
	279	6801604		2004-10-05	Maes	
	280	6801893		2004-10-05	Backfried	
	281	6804330		2004-10-12	Shannon Jones	
	282	6810375		2004-10-26	Ejerhed	
	283	6813341		2004-11-02	Mahoney	

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	284	6816830		2004-11-09	Kempe	
	285	6823308		2004-11-23	KEILLER ROBERT ALEXANDER	
	286	6829603		2004-12-07	Chai	
	287	6832230		2004-12-14	Zilliacus	
	288	6833848		2004-12-21	Wolff	
	289	6850603		2005-02-01	Eberle	
	290	6856990		2005-02-15	Barile	
	291	6865481		2005-03-08	Kawazoe	
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	295	6873837		2005-03-29	Yoshioka	
	296	6877001		2005-04-05	Wolf	
	297	6877134		2005-04-05	Fuller	
	298	6882970		2005-04-19	GARNER PHILIP NEIL	
	299	6901366		2005-05-31	Kuhn	
	300	6910003		2005-06-21	Arnold	

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	Examiner Name	TBD		
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2	1860496A	CN		2006-11-08	GOOGLE INC		
3	1320043A2	EP		2003-06-18	Hewlett-Packard Company		
4	1646037	EP		2006-04-12	France Telecom		
5	2001071289	JP		2001-03-21	SONY CORP		
6	2006146881	JP		2006-06-08	FRANCE TELECOM		
7	2008027454	JP		2008-02-07	QUACK COM		
8	2008058465	JP		2008-03-13	TOSHIBA CORP		
9	2008139928	JP		2008-06-19	YAHOO JAPAN CORP		
10	2011504304	JP		2011-02-03			
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12	H08263258	JP		1996-10-11	Hitachi Ltd		<input type="checkbox"/>
13	JPH11249773	JP		1999-09-17	Toshiba Corp.		<input type="checkbox"/>
14	0021232	WO		2000-04-13	IBM		<input type="checkbox"/>
15	0046792	WO		2000-08-10	SOLILOQUY INC		<input type="checkbox"/>
16	0129742	WO		2001-04-26	TELLME NETWORKS INC		<input type="checkbox"/>
17	0171609A2	WO		2001-09-27	Quack.com		<input type="checkbox"/>
18	0178065	WO		2001-10-18	ONE VOICE TECHNOLOGIES INC		<input type="checkbox"/>
19	9946763	WO		1999-09-16	LERNOUT & HAUSPIE SPEECHPROD		<input type="checkbox"/>
20	2004072954	WO		2004-08-26	Siemens Aktiengesellschaft		<input type="checkbox"/>
21	2005010702A2	WO		2005-02-03	Google, Inc.		<input type="checkbox"/>
22	2007019318	WO		2007-01-04	Voicebox Technologies, Inc.		<input type="checkbox"/>

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28	2009075912	WO		2009-01-15	Voicebox Technologies, Inc.		<input type="checkbox"/>
29	2009111721	WO		2009-09-11	Google Inc.		<input type="checkbox"/>
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31	2010096752	WO		2010-01-28	Voicebox Technologies, Inc.		<input type="checkbox"/>
32	2016044290	WO		2016-03-24	Kennewick Michael R		<input type="checkbox"/>
33	2016044316	WO		2016-03-24	Kennewick Michael R Sr, Carter Daniel B		<input type="checkbox"/>

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	34	2016044319	WO		2016-03-24	Kennewick Michael R Sr		<input type="checkbox"/>
	35	2016044321	WO		2016-03-24	Min Tang		<input type="checkbox"/>
	36	2016061309	WO		2016-04-21	Voicebox Technologies Corporation		<input type="checkbox"/>

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Signature	/Mark A. Patrick/	Date (YYYY-MM-DD)	2019-08-28
Name/Print	Mark A. Patrick	Registration Number	72,958

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	Filing Date	2019-08-28
	First Named Inventor	Michael R. KENNEWICK, Sr.
	Art Unit	3684
	Examiner Name	Jason B. Dunham
Attorney Docket Number		62KC-301480

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Name/Print	Timothy P. Cremen	Registration Number	50,855

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	Filing Date	2019-08-28
	First Named Inventor	Michael R. KENNEWICK, Sr.
	Art Unit	3684
	Examiner Name	Jason B. Dunham
Attorney Docket Number		62KC-301480

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/M.A./	1	6076057		2000-06-13	NARAYANAN SHRIKANTH SAMBASIVAN			
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Examiner Initial*	Cite No	Foreign Document Number ³	Country Code ²ⁱ	Kind Code ⁴	Publication Date	Name of Patentee or Applicant of cited Document	Pages, Columns, Lines where Relevant Passages or Relevant Figures Appear	T ⁵
/M.A./	1	101236635A	CN		2008-08-06	IBM		×
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	Examiner Name	Jason B. Dunham	
Attorney Docket Number		62KC-301480	

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¹ See Kind Codes of USPTO Patent Documents at www.USPTO.GOV or MPEP 901.04. ² Enter office that issued the document, by the two-letter code (WIPO Standard ST.3). ³ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁴ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST.16 if possible. ⁵ Applicant is to place a check mark here if English language translation is attached.

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	Art Unit	3684	
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CERTIFICATION STATEMENT

Please see 37 CFR 1.97 and 1.98 to make the appropriate selection(s):

That each item of information contained in the information disclosure statement was first cited in any communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of the information disclosure statement. See 37 CFR 1.97(e)(1).

OR

☐ That no item of information contained in the information disclosure statement was cited in a communication from a foreign patent office in a counterpart foreign application, and, to the knowledge of the person signing the certification after making reasonable inquiry, no item of information contained in the information disclosure statement was known to any individual designated in 37 CFR 1.56(c) more than three months prior to the filing of the information disclosure statement. See 37 CFR 1.97(e)(2).

See attached certification statement.

The fee set forth in 37 CFR 1.17 (p) has been submitted herewith.

☒ A certification statement is not submitted herewith.

SIGNATURE

A signature of the applicant or representative is required in accordance with CFR 1.33, 10.18. Please see CFR 1.4(d) for the form of the signature.

Signature	/Mark A. Patrick/	Date (YYYY-MM-DD)	2019-11-25
Name/Print	Mark A. Patrick	Registration Number	72,958

This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 1 hour to complete, including gathering, preparing and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. **DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.**

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Doc code: IDS

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PTO/SB/08a (02-18)

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	Filing Date	2019-08-28
	First Named Inventor	Michael R. KENNEWICK, Sr.
	Art Unit	TBD
	Examiner Name	TBD
Attorney Docket Number		62KC-301480

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Examiner Initial*	Cite No	Publication Number	Kind Code ¹	Publication Date	Name of Patentee or Applicant of cited Document	Pages, Columns, Lines where Relevant Passages or Relevant Figures Appear
	1	20140195238		2014-07-10	Makoto Terao	
	2	20140236575		2014-08-21	Tur	
	3	20140249821		2014-09-04	Kennewick	
	4	20140249822		2014-09-04	Baldwin	
	5	20140278413		2014-09-18	Pitschel	

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	First Named Inventor	Michael R. KENNEWICK, Sr.	
	Art Unit	TBD	
	Examiner Name	TBD	
	Attorney Docket Number	62KC-301480	

	6	20140278416		2014-09-18	Adrian M. Schuster	
	7	20140288934		2014-09-25	Kennewick	
	8	20140330552		2014-11-06	Srinivas Bangalore	
	9	20140337007		2014-11-13	WAIBEL NAOMI AOKI	
	10	20140365222		2014-12-11	Weider	
	11	20150019211		2015-01-15	Patrice Y. Simard	
	12	20150019217		2015-01-15	Cristo	
	13	20150019227		2015-01-15	Anandarajah	
	14	20150066479		2015-03-05	PASUPALAK SAM	
	15	20150066627		2015-03-05	Freeman	
	16	20150073910		2015-03-12	Kennewick	

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	Art Unit	TBD		
	Examiner Name	TBD		
	Attorney Docket Number	62KC-301480		

	17	20150095159		2015-04-02	Kennewick	
	18	20150142447		2015-05-21	Kennewick	
	19	20150170641		2015-06-18	Kennewick	
	20	20150193379		2015-07-09	Sarin S. Mehta	
	21	20150199339		2015-07-16	Shachar Mirkin	
	22	20150228276		2015-08-13	Baldwin	
	23	20150293917		2015-10-15	John P. Bufe	
	24	20150348544		2015-12-03	Baldwin	
	25	20150348551		2015-12-03	Thomas R. Gruber	
	26	20150364133		2015-12-17	Freeman	
	27	20160049152		2016-02-18	Kennewick	

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	28	20160078482		2016-03-17	Kennewick	
	29	20160078491		2016-03-17	Kennewick	
	30	20160078504		2016-03-17	Kennewick	
	31	20160078773		2016-03-17	Carter	
	32	20160110347		2016-04-21	Kennewick	
	33	20160148610		2016-05-26	Kennewick	
	34	20160148612		2016-05-26	Guo	
	35	20160188292		2016-06-30	Carter	
	36	20160188573		2016-06-30	Tang	
	37	20160217785		2016-07-28	Robert A. Kennewick	
	38	20160335676		2016-11-17	Tom Freeman	

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	Art Unit	TBD		
	Examiner Name	TBD		
Attorney Docket Number		62KC-301480		

	39	20170004588		2017-01-05	ISAACSON THOMAS M	
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Signature	/Mark A. Patrick/	Date (YYYY-MM-DD)	2019-08-28
Name/Print	Mark A. Patrick	Registration Number	72,958

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Doc code: IDS

Doc description: Information Disclosure Statement (IDS) Filed

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	Examiner Name	TBD
Attorney Docket Number		62KC-301480

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Examiner Initial*	Cite No	Publication Number	Kind Code ¹	Publication Date	Name of Patentee or Applicant of cited Document	Pages, Columns, Lines where Relevant Passages or Relevant Figures Appear
	1	20030046071		2003-03-06	Blair Wyman	
	2	20030046281		2003-03-06	Chan Son	
	3	20030046346		2003-03-06	Mumick	
	4	20030064709		2003-04-03	Gailey	
	5	20030065427		2003-04-03	Funk	

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	Art Unit	TBD		
	Examiner Name	TBD		
	Attorney Docket Number	62KC-301480		

	6	20030069734		2003-04-10	Everhart	
	7	20030069880		2003-04-10	Tom Harrison	
	8	20030088421		2003-05-08	Maes	
	9	20030093419		2003-05-15	Srinivas Bangalore	
	10	20030097249		2003-05-22	Walker	
	11	20030110037		2003-06-12	Walker	
	12	20030112267		2003-06-19	Belrose	
	13	20030115062		2003-06-19	Walker	
	14	20030120493		2003-06-26	Gupta	
	15	20030135488		2003-07-17	Amir	
	16	20030144846		2003-07-31	Denenberg	

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	Examiner Name	TBD		
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	17	20030158731		2003-08-21	Falcon	
	18	20030161448		2003-08-28	Parolkar	
	19	20030167167		2003-09-04	Li Gong	
	20	20030174155		2003-09-18	Jie Weng	
	21	20030182132		2003-09-25	Niemoeller	
	22	20030187643		2003-10-02	VanThong	
	23	20030204492		2003-10-30	Wolf	
	24	20030206640		2003-11-06	Malvar	
	25	20030212550		2003-11-13	Ubale	
	26	20030212558		2003-11-13	Matula	
	27	20030212562		2003-11-13	Patel	

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	28	20030225825		2003-12-04	Healey	
	29	20030233230		2003-12-18	Egbert Ammicht	
	30	20030236664		2003-12-25	Sharma	
	31	20040006475		2004-01-08	Ehlen	
	32	20040010358		2004-01-15	Oesterling	
	33	20040025115		2004-02-05	Sienel	
	34	20040030741		2004-02-12	Wolton	
	35	20040036601		2004-02-26	Obradovich	
	36	20040044516		2004-03-04	Kennewick	
	37	20040093567		2004-05-13	Yves Schabes	
	38	20040098245		2004-05-20	Walker	

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	39	20040102977		2004-05-27	METZLER BENJAMIN T	
	40	20040117179		2004-06-17	Balasuriya	
	41	20040117804		2004-06-17	Scahill	
	42	20040122673		2004-06-24	Joon-Ah Park	
	43	20040122674		2004-06-24	Bangalore	
	44	20040133793		2004-07-08	Ginter	
	45	20040140989		2004-07-22	Papageorge	
	46	20040143440		2004-07-22	Venkatesh Prasad	
	47	20040148154		2004-07-29	Alejandro Acero	
	48	20040148170		2004-07-29	Alejandro Acero	
	49	20040158555		2004-08-12	Seedman	

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	50	20040166832		2004-08-26	Portman	
	51	20040167771		2004-08-26	Duan	
	52	20040172247		2004-09-02	Yoon	
	53	20040172258		2004-09-02	Dominach	
	54	20040189697		2004-09-30	Toshiyuki Fukuoka	
	55	20040193408		2004-09-30	Hunt	
	56	20040193420		2004-09-30	Kennewick	
	57	20040199375		2004-10-07	Ehsani	
	58	20040199389		2004-10-07	GEIGER HANS	
	59	20040201607		2004-10-14	Joseph Mulvey	
	60	20040204939		2004-10-14	LIU DABEN	

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	61	20040205671		2004-10-14	Sukehiro	
	62	20040220800		2004-11-04	KONG DONG-GEON	
	63	20040243393		2004-12-02	Kuansan Wang	
	64	20040243417		2004-12-02	Pitts	
	65	20040247092		2004-12-09	Timmins	
	66	20040249636		2004-12-09	Ted Applebaum	
	67	20050015256		2005-01-20	Kargman	
	68	20050021331		2005-01-27	Huang	
	69	20050021334		2005-01-27	Iwahashi	
	70	20050021470		2005-01-27	Martin	
	71	20050021826		2005-01-27	Kumar	

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	72	20050033574		2005-02-10	Kim	
	73	20050033582		2005-02-10	Gadd	
	74	20050043940		2005-02-24	Elder	
	75	20050060142		2005-03-17	VISSER ERIK	
	76	20050080632		2005-04-14	Endo	
	77	20050080821		2005-04-14	BREIL PETER D	
	78	20050102282		2005-05-12	Greg Linden	
	79	20050114116		2005-05-26	Fiedler	
	80	20050125232		2005-06-09	Gadd	
	81	20050131673		2005-06-16	Koizumi	
	82	20050137850		2005-06-23	Odell	

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	83	20050137877		2005-06-23	Oesterling	
	84	20050138168		2005-06-23	HOFFMAN PHILIP M	
	85	20050143994		2005-06-30	Mori	
	86	20050144013		2005-06-30	Fujimoto	
	87	20050144187		2005-06-30	Che	
	88	20050149319		2005-07-07	Honda	
	89	20050169441		2005-08-04	YACOUNB SHERIF	
	90	20050216254		2005-09-29	Gupta	
	91	20050222763		2005-10-06	Robert Uyeki	
	92	20050234637		2005-10-20	Michael Obradovich	
	93	20050234727		2005-10-20	Chiu	

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	94	20050246174		2005-11-03	DeGolia	
	95	20050283364		2005-12-22	Longe	
	96	20050283532		2005-12-22	Doo Kim	
	97	20050283752		2005-12-22	Fruchter	
	98	20060041431		2006-02-23	Maes	
	99	20060046740		2006-03-02	Karen Johnson	
	100	20060047509		2006-03-02	Ding	
	101	20060072738		2006-04-06	Louis	
	102	20060074670		2006-04-06	Fuliang Weng	
	103	20060074671		2006-04-06	Farmaner	
	104	20060080098		2006-04-13	Nick Campbell	

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	105	20060100851		2006-05-11	Schonebeck	
	106	20060106769		2006-05-18	Kevin Gibbs	
	107	20060129409		2006-06-15	Kenji Mizutani	
	108	20060130002		2006-06-15	Sadahiro Hirayama	
	109	20060149633		2006-07-06	VOISIN CRAIG D	
	110	20060182085		2006-08-17	Sweeney	
	111	20060206310		2006-09-14	Ravikumar	
	112	20060217133		2006-09-28	Christenson	
	113	20060236343		2006-10-19	Hisao Chang	
	114	20060242017		2006-10-26	Libes	
	115	20060253247		2006-11-09	Andrew de Silva	

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	116	20060253281		2006-11-09	Letzt	
	117	20060285662		2006-12-21	Yin	
	118	20070011159		2007-01-11	W. Daniel Hillis	
	119	20070033005		2007-02-08	Di Cristo	
	120	20070033020		2007-02-08	Francois	
	121	20070033526		2007-02-08	William Thompson	
	122	20070038436		2007-02-15	Cristo	
	123	20070038445		2007-02-15	Helbing	
	124	20070043569		2007-02-22	Potter	
	125	20070043574		2007-02-22	Coffman	
	126	20070043868		2007-02-22	Kumar	

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	127	20070050191		2007-03-01	Weider	
	128	20070050279		2007-03-01	Qingfeng Huang	
	129	20070055525		2007-03-08	Kennewick	
	130	20070060114		2007-03-15	RAMER JOREY	
	131	20070061067		2007-03-15	Zeinstra	
	132	20070061735		2007-03-15	Hoffberg	
	133	20070067310		2007-03-22	GUPTA PUNEET	
	134	20070073544		2007-03-29	Millett	
	135	20070078708		2007-04-05	Yu	
	136	20070078709		2007-04-05	Rajaram	
	137	20070078814		2007-04-05	Flowers	

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	138	20070094003		2007-04-26	Huang	
	139	20070100797		2007-05-03	Christopher Thun	
	140	20070106499		2007-05-10	DAHLGREN KATHLEEN	
	141	20070112555		2007-05-17	Lavi	
	142	20070112630		2007-05-17	Lau	
	143	20070118357		2007-05-24	Kasravi	
	144	20070124057		2007-05-31	Prieto	
	145	20070135101		2007-06-14	Ramati	
	146	20070146833		2007-06-28	Satomi	
	147	20070162296		2007-07-12	Altberg	
	148	20070174258		2007-07-26	Jones	

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	149	20070179778		2007-08-02	Gong	
	150	20070185859		2007-08-09	Flowers	
	151	20070186165		2007-08-09	Maislos	
	152	20070192309		2007-08-16	Fischer	
	153	20070198267		2007-08-23	Jones	
	154	20070203699		2007-08-30	Hisayuki Nagashima	
	155	20070203736		2007-08-30	Ashton	
	156	20070208732		2007-09-06	Flowers	
	157	20070214182		2007-09-13	Rosenberg	
	158	20070250901		2007-10-25	McIntire	
	159	20070265850		2007-11-15	Kennewick	

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	160	20070266257		2007-11-15	Camaisa	
	161	20070276651		2007-11-29	Bliss	
	162	20070294615		2007-12-20	Saleel Sathe	
	163	20070299824		2007-12-27	Pan	
	164	20080014908		2008-01-17	Abraham Vasant	
	165	20080034032		2008-02-07	Healey	
	166	20080046311		2008-02-21	Shahine	
	167	20080059188		2008-03-06	Konopka	
	168	20080065386		2008-03-13	Cross	
	169	20080065389		2008-03-13	Cross	
	170	20080065390		2008-03-13	ATIVANICHAYAPHONG SOONTHORN	

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	171	20080086455		2008-04-10	Adrienne C. Meisels	
	172	20080091406		2008-04-17	Baldwin	
	173	20080103761		2008-05-01	Printz	
	174	20080103781		2008-05-01	Wasson	
	175	20080104071		2008-05-01	Pragada	
	176	20080109285		2008-05-08	Reuther	
	177	20080115163		2008-05-15	Gilboa	
	178	20080126091		2008-05-29	Jason W. Clark	
	179	20080126284		2008-05-29	FORBES SCOTT C	
	180	20080133215		2008-06-05	Sarukkai	
	181	20080140385		2008-06-12	Mahajan	

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	182	20080147396		2008-06-19	Wang	
	183	20080147410		2008-06-19	Odinak	
	184	20080147637		2008-06-19	Xin Li	
	185	20080154604		2008-06-26	Sathish	
	186	20080162471		2008-07-03	Bernard	
	187	20080177530		2008-07-24	Cross	
	188	20080184164		2008-07-31	Giuseppe Di Fabrizio	
	189	20080189110		2008-08-07	Freeman	
	190	20080189187		2008-08-07	HAO BIAO	
	191	20080228496		2008-09-18	Dong Yu	
	192	20080235023		2008-09-25	Kennewick	

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	193	20080235027		2008-09-25	Cross	
	194	20080269958		2008-10-30	Dimitar Petrov Filev	
	195	20080270135		2008-10-30	GOEL VAIBHAVA	
	196	20080270224		2008-10-30	Eric A. Portman	
	197	20080294437		2008-11-27	Nakano	
	198	20080294994		2008-11-27	Kruger	
	199	20080306743		2008-12-11	Giuseppe Di Fabrizio	
	200	20080319751		2008-12-25	Kennewick	
	201	20090006077		2009-01-01	Keaveney	
	202	20090006194		2009-01-01	Prashant Sridharan	
	203	20090018829		2009-01-15	Michael Kuperstein	

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	204	20090024476		2009-01-22	Baar	
	205	20090030686		2009-01-29	WENG FULIANG	
	206	20090052635		2009-02-26	Jones	
	207	20090055176		2009-02-26	HU JUNLING	
	208	20090067599		2009-03-12	Agarwal	
	209	20090076827		2009-03-19	Bulitta	
	210	20090106029		2009-04-23	DeLine	
	211	20090117885		2009-05-07	Roth	
	212	20090144131		2009-06-04	Chiu	
	213	20090144271		2009-06-04	Richardson	
	214	20090150156		2009-06-11	Kennewick	

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	215	20090157382		2009-06-18	BAR SHMUEL	
	216	20090164216		2009-06-25	Rathinavelu Chengalvarayan	
	217	20090171664		2009-07-02	Kennewick	
	218	20090171912		2009-07-02	NASH MICHAEL PATRICK	
	219	20090197582		2009-08-06	Robert C. Lewis	
	220	20090216540		2009-08-27	Tessel	
	221	20090248565		2009-10-01	Kai Chuang	
	222	20090248605		2009-10-01	Mitchell	
	223	20090259561		2009-10-15	Donald Robert Martin Boys	
	224	20090259646		2009-10-15	Fujita	
	225	20090265163		2009-10-22	Li	

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	226	20090271194		2009-10-29	Davis	
	227	20090273563		2009-11-05	Pryor	
	228	20090276700		2009-11-05	Anderson	
	229	20090287680		2009-11-19	Paek	
	230	20090299745		2009-12-03	Kennewick	
	231	20090299857		2009-12-03	Brubaker	
	232	20090304161		2009-12-10	Pettyjohn	
	233	20090307031		2009-12-10	Winkler	
	234	20090313026		2009-12-17	Coffman	
	235	20090319517		2009-12-24	Ramananthan V. Guha	
	236	20100023320		2010-01-28	Cristo	

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	237	20100023331		2010-01-28	OUTA NICOLAE	
	238	20100029261		2010-02-04	Mikkelsen	
	239	20100036967		2010-02-11	Caine	
	240	20100049501		2010-02-25	Kennewick	
	241	20100049514		2010-02-25	Kennewick	
	242	20100057443		2010-03-04	Cristo	
	243	20100063880		2010-03-11	Atsmon	
	244	20100064025		2010-03-11	Nelimarkka	
	245	20100094707		2010-04-15	Freer	
	246	20100138300		2010-06-03	R. Tyler Wallis	
	247	20100145700		2010-06-10	Kennewick	

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	248	20100185512		2010-07-22	Borger	
	249	20100191856		2010-07-29	GUPTA APURV	
	250	20100204986		2010-08-12	Kennewick	
	251	20100204994		2010-08-12	Kennewick	
	252	20100217604		2010-08-26	Baldwin	
	253	20100268536		2010-10-21	SUENDERMANN DAVID	
	254	20100286985		2010-11-11	Kennewick	
	255	20100299142		2010-11-25	Freeman	
	256	20100312547		2010-12-09	VAN OS MARCEL	
	257	20100312566		2010-12-09	Odinak	
	258	20100318357		2010-12-16	Anthony F. Istvan	

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	259	20100331064		2010-12-30	Michelstein	
	260	20110022393		2011-01-27	Waller	
	261	20110106527		2011-05-05	Chiu	
	262	20110112827		2011-05-12	Kennewick	
	263	20110112921		2011-05-12	Kennewick	
	264	20110119049		2011-05-19	Ylonen	
	265	20110131036		2011-06-02	DiCristo	
	266	20110131045		2011-06-02	Cristo	
	267	20110231182		2011-09-22	Weider	
	268	20110231188		2011-09-22	Kennewick	
	269	20110238409		2011-09-29	Jean-Marie Henri Daniel Larcheveque	

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	270	20110307167		2011-12-15	Taschereau	
	271	20120022857		2012-01-26	Baldwin	
	272	20120041753		2012-02-16	Marc Dymetman	
	273	20120046935		2012-02-23	Nagao	
	274	20120101809		2012-04-26	Kennewick	
	275	20120101810		2012-04-26	Kennewick	
	276	20120109753		2012-05-03	Kennewick	
	277	20120150620		2012-06-14	Mandyam	
	278	20120150636		2012-06-14	Freeman	
	279	20120239498		2012-09-20	Ramer	
	280	20120240060		2012-09-20	Pennington	

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	281	20120265528		2012-10-18	Thomas Robert Gruber	
	282	20120278073		2012-11-01	Weider	
	283	20130006734		2013-01-03	Ocko	
	284	20130054228		2013-02-28	Baldwin	
	285	20130060625		2013-03-07	Davis	
	286	20130080177		2013-03-28	Chen	
	287	20130211710		2013-08-15	Kennewick	
	288	20130253929		2013-09-26	Weider	
	289	20130254314		2013-09-26	Chow	
	290	20130297293		2013-11-07	Cristo	
	291	20130304473		2013-11-14	Baldwin	

INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Not for submission under 37 CFR 1.99)	Application Number		TBD	16553553
	Filing Date		2019-08-28	
	First Named Inventor	Michael R. KENNEWICK, Sr.		
	Art Unit	TBD		
	Examiner Name	TBD		
	Attorney Docket Number	62KC-301480		

	292	20130311324		2013-11-21	Stoll	
	293	20130332454		2013-12-12	Gunther Stuhec	
	294	20130339022		2013-12-19	Baldwin	
	295	20140006951		2014-01-02	Hunter	
	296	20140012577		2014-01-09	Freeman	
	297	20140025371		2014-01-23	Sunyoung Min	
	298	20140108013		2014-04-17	Cristo	
	299	20140136187		2014-05-15	WOLVERTON MICHAEL J	
	300	20140156278		2014-06-05	Kennewick	

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INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Not for submission under 37 CFR 1.99)	Application Number		TBD	16553553
	Filing Date		2019-08-28	
	First Named Inventor	Michael R. KENNEWICK, Sr.		
	Art Unit	TBD		
	Examiner Name	TBD		
Attorney Docket Number		62KC-301480		

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¹ See Kind Codes of USPTO Patent Documents at www.USPTO.GOV or MPEP 901.04. ² Enter office that issued the document, by the two-letter code (WIPO Standard ST.3). ³ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁴ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST.16 if possible. ⁵ Applicant is to place a check mark here if English language translation is attached.

INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Not for submission under 37 CFR 1.99)	Application Number		TBD 16553553
	Filing Date		2019-08-28
	First Named Inventor	Michael R. KENNEWICK, Sr.	
	Art Unit	TBD	
	Examiner Name	TBD	
	Attorney Docket Number	62KC-301480	

CERTIFICATION STATEMENT

Please see 37 CFR 1.97 and 1.98 to make the appropriate selection(s):

That each item of information contained in the information disclosure statement was first cited in any communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of the information disclosure statement. See 37 CFR 1.97(e)(1).

OR

☐ That no item of information contained in the information disclosure statement was cited in a communication from a foreign patent office in a counterpart foreign application, and, to the knowledge of the person signing the certification after making reasonable inquiry, no item of information contained in the information disclosure statement was known to any individual designated in 37 CFR 1.56(c) more than three months prior to the filing of the information disclosure statement. See 37 CFR 1.97(e)(2).

See attached certification statement.

The fee set forth in 37 CFR 1.17 (p) has been submitted herewith.

☒ A certification statement is not submitted herewith.

SIGNATURE

A signature of the applicant or representative is required in accordance with CFR 1.33, 10.18. Please see CFR 1.4(d) for the form of the signature.

Signature	/Mark A. Patrick/	Date (YYYY-MM-DD)	2019-08-28
Name/Print	Mark A. Patrick	Registration Number	72,958

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The Privacy Act of 1974 (P.L. 93-579) requires that you be given certain information in connection with your submission of the attached form related to a patent application or patent. Accordingly, pursuant to the requirements of the Act, please be advised that: (1) the general authority for the collection of this information is 35 U.S.C. 2(b)(2); (2) furnishing of the information solicited is voluntary; and (3) the principal purpose for which the information is used by the U.S. Patent and Trademark Office is to process and/or examine your submission related to a patent application or patent. If you do not furnish the requested information, the U.S. Patent and Trademark Office may not be able to process and/or examine your submission, which may result in termination of proceedings or abandonment of the application or expiration of the patent.

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2. A record from this system of records may be disclosed, as a routine use, in the course of presenting evidence to a court, magistrate, or administrative tribunal, including disclosures to opposing counsel in the course of settlement negotiations.
3. A record in this system of records may be disclosed, as a routine use, to a Member of Congress submitting a request involving an individual, to whom the record pertains, when the individual has requested assistance from the Member with respect to the subject matter of the record.
4. A record in this system of records may be disclosed, as a routine use, to a contractor of the Agency having need for the information in order to perform a contract. Recipients of information shall be required to comply with the requirements of the Privacy Act of 1974, as amended, pursuant to 5 U.S.C. 552a(m).
5. A record related to an International Application filed under the Patent Cooperation Treaty in this system of records may be disclosed, as a routine use, to the International Bureau of the World Intellectual Property Organization, pursuant to the Patent Cooperation Treaty.
6. A record in this system of records may be disclosed, as a routine use, to another federal agency for purposes of National Security review (35 U.S.C. 181) and for review pursuant to the Atomic Energy Act (42 U.S.C. 218(c)).
7. A record from this system of records may be disclosed, as a routine use, to the Administrator, General Services, or his/her designee, during an inspection of records conducted by GSA as part of that agency's responsibility to recommend improvements in records management practices and programs, under authority of 44 U.S.C. 2904 and 2906. Such disclosure shall be made in accordance with the GSA regulations governing inspection of records for this purpose, and any other relevant (i.e., GSA or Commerce) directive. Such disclosure shall not be used to make determinations about individuals.
8. A record from this system of records may be disclosed, as a routine use, to the public after either publication of the application pursuant to 35 U.S.C. 122(b) or issuance of a patent pursuant to 35 U.S.C. 151. Further, a record may be disclosed, subject to the limitations of 37 CFR 1.14, as a routine use, to the public if the record was filed in an application which became abandoned or in which the proceedings were terminated and which application is referenced by either a published application, an application open to public inspections or an issued patent.
9. A record from this system of records may be disclosed, as a routine use, to a Federal, State, or local law enforcement agency, if the USPTO becomes aware of a violation or potential violation of law or regulation.

Doc code: IDS

Doc description: Information Disclosure Statement (IDS) Filed

PTO/SB/08a (02-18)

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	Filing Date	2019-08-28
	First Named Inventor	Michael R. KENNEWICK, Sr.
	Art Unit	3684
	Examiner Name	Jason B. Dunham
Attorney Docket Number		62KC-301480

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	1	20050043956		2005-02-24	AOYAMA KAZUMI			
	2	20050240412		2005-10-27	FUJITA MASAHIRO			
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	1	103229206A	CN		2013-07-31	EZPAY INC		×
	2	0129742A2	WO		2001-04-26	TELLME NETWORKS INC		□

INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Not for submission under 37 CFR 1.99)	Application Number		16553553
	Filing Date		2019-08-28
	First Named Inventor	Michael R. KENNEWICK, Sr.	
	Art Unit	3684	
	Examiner Name	Jason B. Dunham	
Attorney Docket Number		62KC-301480	

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	1	Office Action issued in Chinese Patent Application No. 201580060519.1 on March 13, 2020, with its English translation, 40 pages.	
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	Filing Date		2019-08-28
	First Named Inventor	Michael R. KENNEWICK, Sr.	
	Art Unit	3684	
	Examiner Name	Jason B. Dunham	
	Attorney Docket Number	62KC-301480	

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☒ A certification statement is not submitted herewith.

SIGNATURE

A signature of the applicant or representative is required in accordance with CFR 1.33, 10.18. Please see CFR 1.4(d) for the form of the signature.

Signature	/Timothy P. Cremen/	Date (YYYY-MM-DD)	2020-06-15
Name/Print	Timothy P. Cremen	Registration Number	50,855

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6. A record in this system of records may be disclosed, as a routine use, to another federal agency for purposes of National Security review (35 U.S.C. 181) and for review pursuant to the Atomic Energy Act (42 U.S.C. 218(c)).
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Espacenet

Bibliographic data: CN103229206 (A) — 2013-07-31

System and method for mobile electronic purchasing

Inventor(s): DOHERTY THOMAS CAMERON; DORNBUSH CARLIN; FARBER DAVID ± (DOHERTY THOMAS CAMERON, ; DORNBUSH CARLIN, ; FARBER DAVID)

Applicant(s): EZPAYY INC ± (EZPAYY INC)

Classification: - international: G06Q30/06
- cooperative: G06Q20/3221 (EP); G06Q30/0633 (EP); G06Q30/0641 (EP)

Application number: CN20118056453 20111014 Global Dossier

Priority number(s): WO2011US56386 20111014 ; US20100905755 20101015

Also published as: AU2011315878 (A1) BR112013009193 (A2) CA2814726 (A1) CL2013001032 (A1) CO6741160 (A2) more

Abstract of CN103229206 (A)

A system and method for electronic purchasing via a mobile web-enabled communication device. A contact list containing shipping addresses, and a payment file containing encrypted credit card information for one or more credit cards is stored on the mobile device. In response to a request for credit card and shipping information from a merchant website for an item to be purchased, a specific one of the credit cards and a specific one of the shipping addresses is selected from the contacts list and the payment file, respectively. The credit card data for the selected credit card is decrypted, and the decrypted credit card data and the selected shipping address are sent to the merchant website for order processing.





(12) 发明专利申请

(10) 申请公布号 CN 103229206 A

(43) 申请公布日 2013. 07. 31

(21) 申请号 201180056453. 0

代理人 余滕 王艳春

(22) 申请日 2011. 10. 14

(51) Int. Cl.

(30) 优先权数据

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12/905, 755 2010. 10. 15 US

(85) PCT申请进入国家阶段日

2013. 05. 23

(86) PCT申请的申请数据

PCT/US2011/056386 2011. 10. 14

(87) PCT申请的公布数据

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(71) 申请人 34 方案有限公司

地址 美国内华达州

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卡琳·多恩布什 大卫·发波尔

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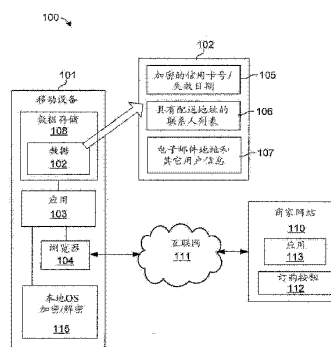
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(54) 发明名称

用于移动电子购物的系统和方法

(57) 摘要

用于经由支持网络的移动通信设备进行电子购物的系统和方法。包含配送地址的联系人列表以及包含用于一个或多个信用卡的加密信用卡信息的支付文件被储存在该移动设备上。作为对来自待购买物品的商家网站对信用卡和配送地址信息的请求的响应,分别从联系人列表和支付文件中选择信用卡中的指定信用卡和配送地址中的指定地址。所选信用卡的信用卡数据被解密。被解密的信用卡数据和所选配送地址被发送至商家网站以进行订单处理。



CN 103229206 A

1. 一种经由支持网络的移动通信设备进行电子购物的方法,所述移动通信设备包括互联网浏览器,所述方法包括:

创建联系人列表,所述联系人列表存储在所述移动通信设备上并包含至少一个配送地址;

创建支付文件,所述支付文件储存在所述移动通信设备上并包含加密的信用卡信息,所述信用卡信息包括用于至少一个信用卡的卡号和失效日期;

经由所述浏览器显示商家网站,所述商家网站包括显示订单按钮的网页;

将待购买物品放入所述网页上的订单列表;

选择所述订单按钮以使物品信息从所述商家网站被发送至所述移动通信设备,所述物品信息包括所选的待购买物品的名称和价格;

从所述商家网站请求所选物品的价格;

从所述商家网站接收所选物品的价格;

作为从所述商家网站接收所述物品信息的响应:分别从所述联系人列表和所述支付文件中选择所述信用卡中的指定信用卡和所述配送地址中的指定地址;

对所选信用卡的信用卡数据进行解密;以及

将解密的信用卡数据和所选的配送地址从所述移动通信设备发送至所述商家网站以进行订单处理。

2. 根据权利要求1所述的方法,其中,用于请求步骤和发送步骤的通信使用所述商家网站上的用于所述请求步骤和所述发送步骤中的每一个的相应URL来起作用。

3. 根据权利要求2所述的方法,其中,执行请求、接收、及选择的步骤的应用由所述浏览器启动。

4. 根据权利要求1所述的方法,其中,执行请求、接收以及选择的步骤的应用由另一应用启动。

5. 根据权利要求1所述的方法,其中,所述联系人列表是用于确定在从所述设备发送电子邮件消息时所使用的电子邮件地址的文件。

6. 一种经由支持网络的移动通信设备进行电子购物的方法,所述方法包括:

创建联系人列表,所述联系人列表存储在所述移动通信设备上并包含至少一个配送地址;

创建支付文件,所述支付文件储存在所述移动通信设备上并包含加密的信用卡信息,所述信用卡信息包括用于至少一个信用卡的卡号和失效日期;

作为来自待购买物品的商家网站的对信用卡和配送信息的请求的响应,分别从所述联系人列表和所述支付文件中选择所述信用卡中的指定信用卡和所述配送地址中的指定地址;

对所选信用卡的信用卡数据进行解密;以及

将解密的信用卡数据和所选的配送地址发送至所述商家网站以进行所述待购买物品的订单处理。

7. 根据权利要求6所述的方法,其中,发送的步骤使用所述商家网站上的用于所述设备与所述商家网站之间通信的URL来起作用。

8. 根据权利要求7所述的方法,其中,执行请求、接收以及选择的步骤的应用由所述浏览器启动。

9. 根据权利要求 6 所述的方法,其中执行请求、接收以及选择的步骤的应用由另一应用启动。

10. 一种用于移动电子购物的系统,包括:

支持网页的移动通信设备,包括互联网浏览器和数据存储区,数据存储区中储存有 (1) 包括配送地址的联系人列表以及 (2) 包括用于一个或多个信用卡的每一个的信用卡号和失效日期的加密信用卡数据;

其中:

所述设备上的所述浏览器显示商家网址上的网页,所述网页包括订单按钮,所述订单按钮在被选择时使包括待购买物品的名称和价格的物品信息从所述商家网站发送至所述设备;以及

作为从所述商家网站接收所述物品信息的响应:

分别从所述联系人列表和所述信用卡数据中选择所述信用卡中的指定信用卡和所述配送地址中的指定地址;以及

对所选信用卡的信用卡数据进行解密,以及将解密的信用卡数据和所选的配送地址发送至所述商家网站以进行订单处理。

11. 根据权利要求 10 所述的方法,其中,所述设备与所述商家网站之间的通信经由至少一个 URL 来起作用。

12. 根据权利要求 11 所述的方法,其中,执行请求、接收以及选择的步骤的应用由所述浏览器启动。

13. 根据权利要求 10 所述的方法,其中,执行请求、接收以及选择的步骤的交易处理应用由另一应用启动。

14. 根据权利要求 13 所述的方法,其中,所述商家网站使用专门适用于在所述网站与所述设备中的交易处理应用之间传输产品和购买信息的应用。

15. 一种用于移动电子购物的系统,包括:

支持网络的移动通信设备,包括数据存储区,所述数据存储区中储存有 (1) 包括至少一个配送地址的列表以及 (2) 包括用于一个或多个信用卡中的每一个的信用卡号和失效日期的加密信用卡数据;

其中,加密信用卡数据被解密,并且被解密的信用卡数据和配送地址从所述设备发送至商家网站以购买经由所述网站订购的物品。

16. 根据权利要求 15 所述的方法,其中,所述发送的步骤使用所述商家网站上的用于所述设备与所述商家网站之间通信的 URL 来起作用。

17. 根据权利要求 16 所述的方法,其中,执行请求、接收以及选择的步骤的应用由所述浏览器启动。

18. 根据权利要求 15 所述的方法,其中,执行请求、接收以及选择的步骤的应用由另一应用启动。

19. 根据权利要求 15 所述的方法,其中,所述列表是用于从所述设备发送电子邮件的联系人列表。

20. 根据权利要求 15 所述的方法,其中,所述商家网站使用专门适用于在所述网站与所述设备中的应用之间传输产品和购买信息的应用。

用于移动电子购物的系统和方法

背景技术

[0001] 通过移动电话进行互联网购物通常需要购买者手动输入数据,例如信用卡号和配送信息。对于购买者而言,这在使用多个电子商务系统和网站时变得厌烦。对于商家而言,在使用移动互联网时需要进行与接受信用卡支付相关的额外工作。因此,需要支持网络的移动设备(例如“智能电话”)的系统允许用户和商家在比现有购买者-商家接口付出更少时间和努力的情况下完成基于互联网的购物任务。

发明内容

[0002] 本系统存储多个信用卡并使用之前输入的数据来简化在线信用卡交易的数据输入。个人/支付信息保持安全地储存在用户的移动电话中。此外,通过本系统,商家能够有效利用现有网络资产和商家账户,从而无需为每种类型的“智能电话”构建应用。当在商家网站上选择物品购买之后,客户结账的时间被减少为较少的点击。该系统允许每个用户的智能电话在不同商家网站上具有更加一致的体验。

[0003] 在一个实施方式中,包含配送地址的联系人列表以及包含用于一个或多个信用卡的加密信用卡信息的支付文件被存储在智能电话上。作为对来自待购买物品的商家网站对信用卡和配送地址信息的请求的响应,分别从联系人列表和支付文件中选择信用卡中的指定信用卡和配送地址中的指定地址。所选信用卡的信用卡数据被解密。被解密的信用卡数据和所选配送地址被发送至商家网站以进行订单处理。

附图说明

[0004] 图 1 是示出本系统的一个实施方式的示例性组件的示图;

[0005] 图 2 是示出由一个实施方式中的本系统执行的示例性步骤的流程图;以及

[0006] 图 3 是示出本系统的工作期间的示例性数据流的示图。

具体实施方式

[0007] 图 1 是示出本系统 100 的示例性高层组件的示图。如图 1 所示,在示例性实施方式中,用于移动电子购物的系统 100 包括经由互联网 111 互连的支持网络的移动通信设备(例如,“智能电话”)101 和商家网站 110。

[0008] 移动设备 101 包括网页浏览器 104、交易处理和通信应用 103、以及包含数据 102 的数据存储区 108,数据 102 包括加密数据 105。数据 102 包括支付文件 105,支付文件 105 含有一个或多个加密的用户信用卡号和失效日期、联系人列表 106、以及用户电子邮件地址和其它用户信息。在一个实施方式中,联系人列表 106 是由移动设备 101 上的应用(例如浏览器)所使用的用于确定从该设备发送电子邮件消息时所使用的电子邮件地址的相同文件。

[0009] 商家网站 110 包括订单按钮 112,订单按钮 112 与打开应用 113 的 URL 关联,应用 113 与购买者(下文称系统用户或简称为“用户”)通信。图 1 中所示内容的每一个的功能

将在下文详细说明。

[0010] 图 2 是示出在示例性实施方式中使用支持网络的诸如“智能电话”的移动通信设备（下文称“移动设备”）通过信用卡（借记卡）购买物品时由本系统实施的步骤。如图 2 所示，在使用本系统进行购买之前，在步骤 202 中，用户使用应用 103 输入一个或多个信用卡的信用卡信息（包括卡号和失效日期），并输入联系人列表 106 中的一个或多个人的姓名和地址。应用 103 使用本地操作系统服务 115（在移动设备是 iPhone® 或 iPad® 的情况下，例如为 Apple® 的 iOS Keychain 或 Core Data Service（核心数据服务））来加密（和解密）移动设备上的信息，并在步骤 203 中，加密和储存用于数据存储 102 的支付文件 105 中的一个或多个信用卡或借记卡的信息。

[0011] 为了进行购买，用户首先使用移动设备 101 上的网页浏览器 104 显示商家网站上的网页。在用户通过将物品放入订单列表（诸如“购物车”等）而选择待购买物品之后，在步骤 204 中选择（“点击”）网页上的订单按钮 112 以启动购买交易。商家网站 110 使用应用 113 来与移动设备 101 通信。在示例性实施方式中，应用 113 特别适用于向移动设备 101 中的应用 103 发送产品和购买信息 / 从移动设备 101 中的应用 103 接收产品和购买信息。

[0012] 在步骤 205 中，随后通过移动设备请求包括所选物品的物品价格、商家名称以及物品描述的物品信息，并且在步骤 206 中，将所请求的信息从商家网站 110 发送至移动设备应用 103。

[0013] 在步骤 207 中，用户响应于设备 101 上的屏幕提示来选择配送方式，配送方式包括配送地址以及支付方法（将用于交易的具体信用卡 / 借记卡）。可以从之前输入的配送地址数据（来自用户的联系人列表 106）来选择配送方式，并且从卡的列表中选择具体信用卡或借记卡，这些卡的数据可以被之前输入并以加密形式储存在文件 105 中。

[0014] 在步骤 208 中，通过本地操作系统服务 115 将之前储存在移动设备中的加密的信用卡信息和配送信息解密到移动设备上。在步骤 210 中，将信用卡号、配送地址、用户电子邮件地址发送至商家网站。在一个实施方式（下面详细描述）中，使用基于 URL 的机制在移动设备 101 与商家网站 110 之间进行通信。

[0015] 在步骤 215 中，在商家成功接收交易之后，成功或失败 URL 通信从商家发送至移动设备。

[0016] 基于 URL 的通信机制

[0017] 每个 URL 都由下列中的至少一些组成：方案名（通常称为协议），紧接着是冒号，随后是（根据方案）主机名（可选地，IP 地址）、端口号、待获取的资源的或待运行的程序的路径，然后是（对于诸如公共网关接口（CGI）脚本的程序）查询字符串。组合的语法是：

[0018] `scheme://username:password@domain:port/path? query_string#anchor`

[0019] 在本系统的一个实施方式中，编码后的 URL 被用于在用户移动设备 101 与商家网站 110 之间进行通信。当移动设备 101 中的浏览器 104 显示商家网站 110 上的具有（包含由用户选择购买的物品的订单列表）“购物车”的网页时，网页上的购买按钮图像显示诸如“现在购买”的消息。用于启动交易处理应用 103 的执行的 HTML 链接可包围交易按钮图像，例如：

[0020] `<a href = " EPay://www.Merchant.com:1234/Merchant_main_`

[0021] `page/EPayOpen_SessionID = xxx" >`

[0022] 其中“EPay”是设备 101 上的本地限定的协议,其指定安全连接的使用。“www.Merchant.com”是商家网站的 URL,“Merchant_main_page/EPayOpen”是打开应用 103 以接收用户 / 购买者信息的链接,并且“SessionID”是 URL 的查询字符串部分中的商家的会话信息。

[0023] 应用 103 将其在查询字符串中发现的任何结果在随后请求中传回商家,使得用户的会话可被识别。在示例性实施方式中,应用 103 对与商家网站的所有连接都使用 HTTPS 协议。“HTTPS”代表安全超文本传输协议安全,其是超文本传输协议 (HTTP) 与 SSL/TLS 协议的组合以提供加密的通信和网页服务器的安全识别。应用 103 的执行可由或驻留在移动设备 101 上或与移动设备远程通信的单独应用来启动。

[0024] 图 3 是示出本系统的工作期间的示例性数据流的示图。如图 3 中的箭头 205 指示,当用户点击购买按钮 (图 2,步骤 204) 时,“打开 URL”301 被激活,URL301 是与该按钮关联的目标 URL,“打开 URL”打开移动设备 101 上的应用 103。下面的示例示出“打开”URL:

[0025] EPay://www.Merchant.com:/1234/Merchant_main_page/EPayOpen_SessionID = xxx

[0026] 如箭头 306 所指示,应用 103 经由上述 URL 请求购物车价格、商家名、以及商家证书 (步骤 205),这些信息随后由商家网站以两部分多用途因特网邮件扩展 (mime) / 多文档形式 (步骤 206,图 3 中的箭头 307) 提供 (经由应用 113),其中证书位于第二部分中。商家网站上的打开文档可采用如下形式:

[0027] HTTP/1.1200OK

[0028] Cache-Control:private

[0029] Content-Length:1589

[0030] Content-Type:multipart/mixed;boundary = " -- == EPay_demo " ;charset = utf-8

[0031] Server:Microsott-IIS/7.0

[0032] X-EPay-Version:1.0

[0033] X-AspNet-Version:2.0.50727

[0034] X-Powered-By:ASP.NET

[0035] X-5o9-MobileMe-SRVID:5o9-iMobile 1.2.2.08.16.084.29.2010-19.11.57

[0036] Date:Thu,29 Apr 2010 19:11:57GMT

[0037] Price = 3500&MerchantName = Merchant

[0038] -- == EPay_demo

[0039] Content-Type:text/plain

[0040] Content-ID:<Certificate>

[0041] -----BEGIN CERTIFICATE-----

[0042] MIID+zCCA2SgAw1BAglJAKf1CZF0L/EWMA0GCS...

[0043] -----END CERTIFICATE-----

[0044] -- == EPay_demo--

[0045] 然后用户从之前储存在移动设备 101 中的信息中选择包括配送地址和支付方法 (即,用于交易的具体信用卡或借记卡) 的配送方式 (步骤 207),并输入 PIN (个人 ID 号)。

本地操作系统服务 115 接着对用于所选配送和支付方法的预先储存的配送和信用卡信息进行解密（步骤 208）。应用 103 随后经由至 URL302 的简单形式的发布（post）将该信息发送至商家网站（步骤 210，图 3 中的箭头 308），URL302 可采用如下形式：

[0046] EPay://www.Merchant.com:/1234/Merchant_main_page/EPayPost_SessionID = xxx

[0047] 被发送的格式字段包括：

[0048] Name

[0049] Phone

[0050] Email

[0051] ShippingName

[0052] Street

[0053] City

[0054] State

[0055] Zip

[0056] CreditCard

[0057] CreditCardNumber

[0058] CreditCardExpiration

[0059] 包括信用卡号和失效日期的上述信息储存在商家数据区 303 中，以由商家进行处理。此时，商家网站 110 处理交易并回复 HTTP200 状态（交易成功）或 HTTP402 状态和错误消息，其将被显示给用户的（215）。

[0060] 当交易已经完成时，应用 103 在用户的网页浏览器中打开“返回”URL 并退出。该返回 URL 可采用如下形式：

[0061] EPay://www.Merchant.com:/1234/Merchant_main_page/EPayReturn_SessionID = xxx

[0062] 参照了本发明的具体实施方式详细地描述了本发明，在不背离由所附权利要求所限定的范围的情况下，修改和变形是显而易见的。更具体地，预期本系统不限于其具体公开的方面。

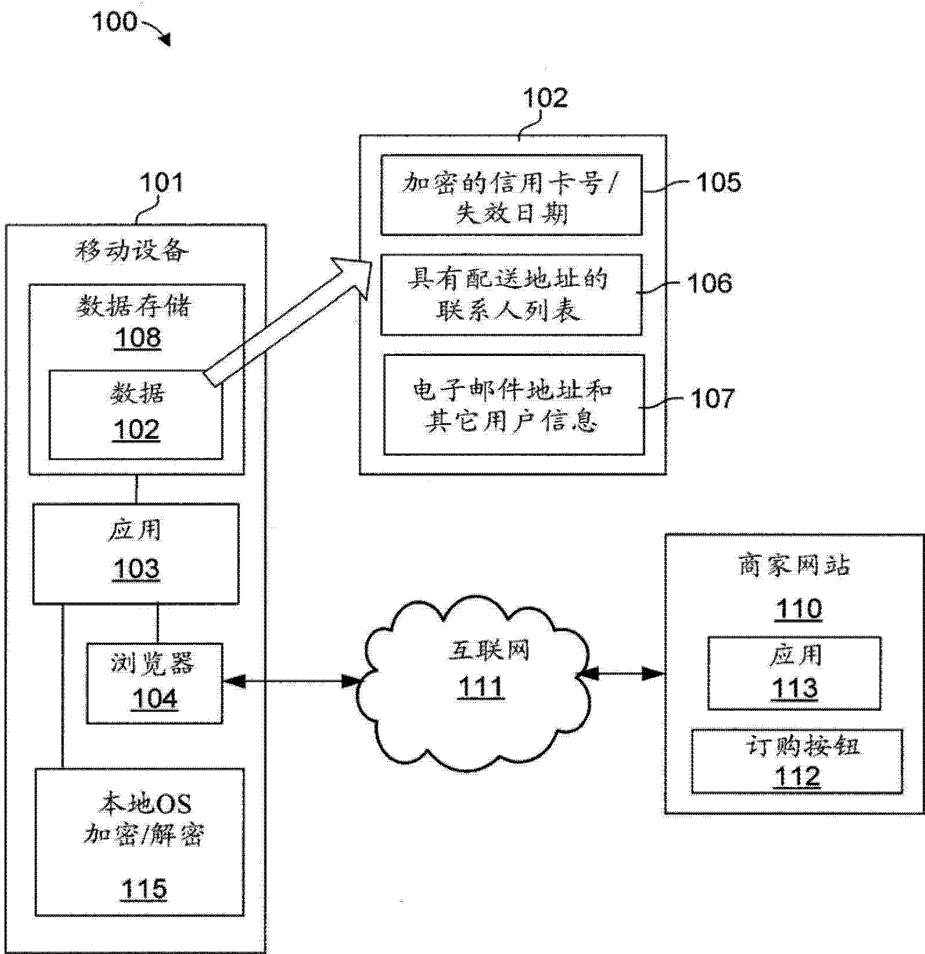


图 1

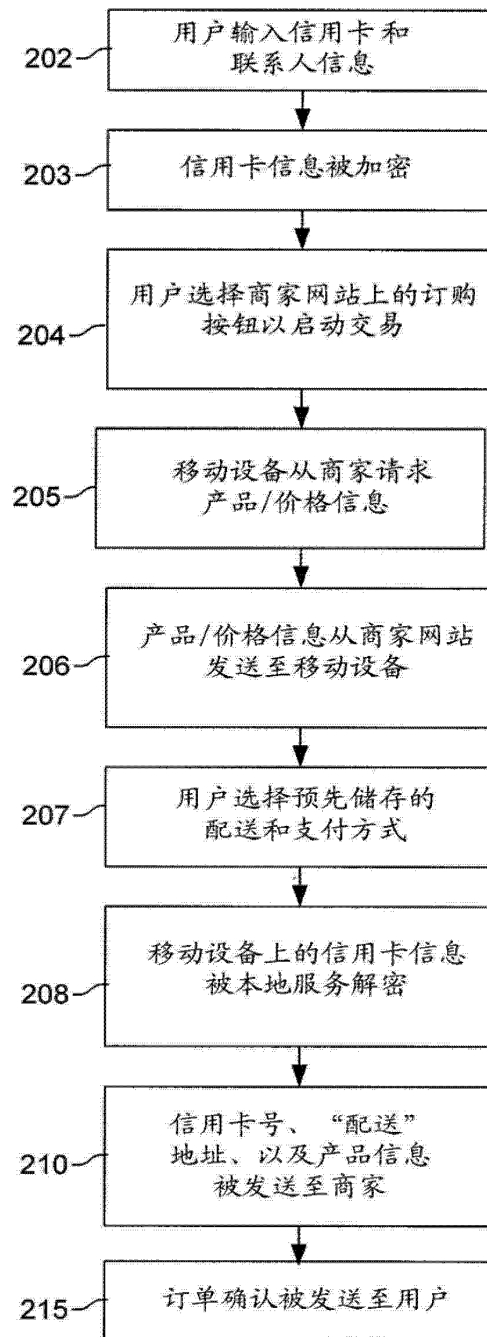


图 2

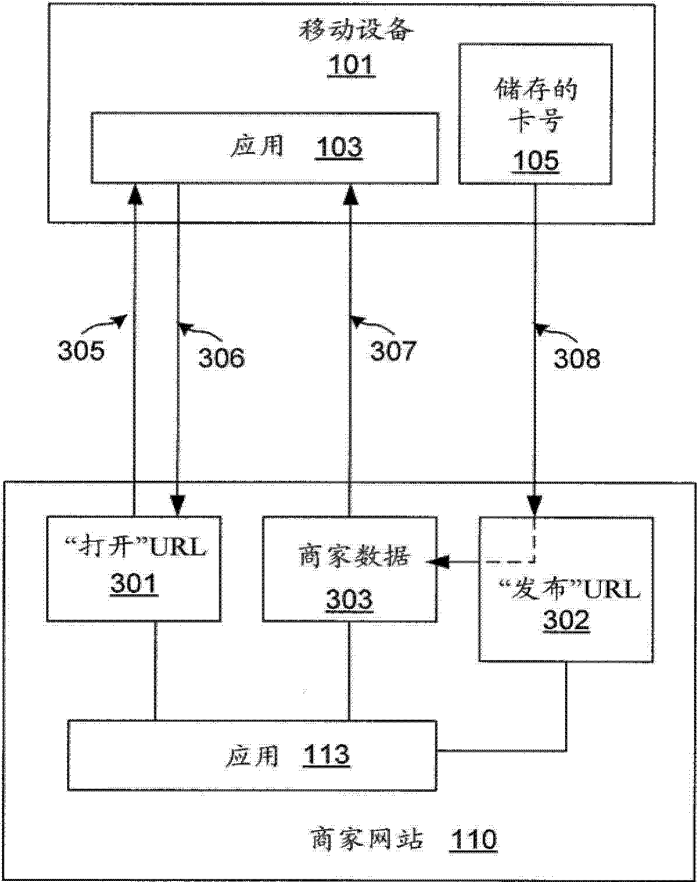


图 3

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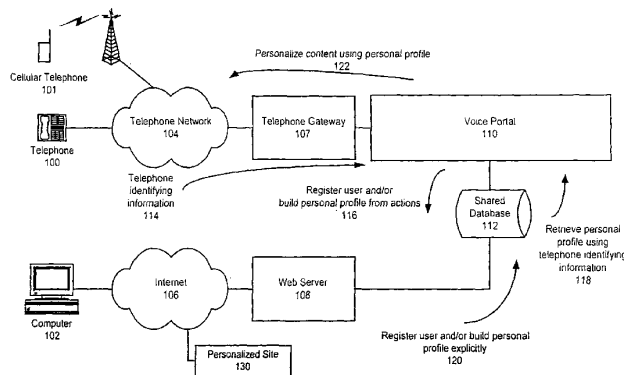
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(54) Title: METHOD AND APPARATUS FOR ELECTRONIC COMMERCE USING A TELEPHONE INTERFACE



WO 01/29742 A2 (57) Abstract: A voice portal supporting telephone to web server commerce is described. The voice portal allows users to access web servers using a hypertext transfer protocol (HTTP), optionally including the use of a secure sockets layer (SSL) protocol, to complete commercial transactions. Additionally, embodiments of the invention can employ a one word commerce model that abstracts the particular model used by various electronic commerce vendors' web sites. The one word commerce model permits a user to identify a product and signal her/his purchase intentions with a single word, phrase, or touch-tone command. The voice portal can then complete the transaction supplying the electronic commerce vendor necessary information about the purchaser, e.g. her/his address, telephone number, electronic mail address, credit card information, etc. As needed, the voice portal can prompt the purchaser for information. Because the voice portal can maintain a record of this information independent from a particular vendor, the collected information can automatically be re-used when making purchases from other vendors. Further, embodiments of the invention can provide a record of commerce transactions in the form of voice receipts. The voice receipts can include vendor specific status information. Selective password protection of the commerce features are afforded by some embodiments of the invention to reduce the likelihood of unauthorized transactions. Additionally, embodiments of the invention may employ a range of personalization techniques to assist purchasers in selecting items as well as in the presentation of suggested items.



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METHOD AND APPARATUS FOR ELECTRONIC COMMERCE USING A TELEPHONE INTERFACE

BACKGROUND OF THE INVENTION

Field of the Invention

5 This disclosure relates to the field of electronic commerce. In particular, the invention relates to technologies for providing electronic commerce to users over a telephone interface. The disclosure also relates to identifying and registering users using telephone identifying information and personalizing the content, including the electronic commerce, presented to them using a profile selected using the telephone identifying
10 information.

Description of the Related Art

 The following describes various techniques used in telephone systems to provide enhanced user features. First, telephone identifying information will be discussed. Many telephone systems that support enhanced user features use telephone identifying
15 information as a basic component. Then, a variety of example systems will be discussed that use telephone identifying information to provide enhanced user features will be discussed.

1. Telephone Identifying Information

The advent of automatic number identification (ANI) and calling number identification (CNID, CLID, or CID) within the North American Numbering Plan (NANP) has supported the creation of a number of services that use these pieces of telephone
5 identifying information. Comparable systems may be used in other numbering plans and countries to support similar services.

For example, when consumers receive credit cards in the mail, they have to call from their home telephone numbers to activate the cards. This is a typical use of ANI. In this instance, the credit card company matches the ANI information provided when the
10 consumer calls to a previously provided telephone number. If the ANI matches the credit card company's records, the credit card company activates the card.

2. Examples of Telephone System Personalization

a. Personalization Generally

With the advent of widely available real-time delivery of telephone identifying
15 information such as ANI, a number of systems have been developed to use that information. One of the most common uses of ANI is for credit card activation. However, previous systems have been single purpose and typically require reference to other information provided separately. For example, credit card activation lines require separately provided information, e.g. your home phone number from the application.

b. Building Personalized Content on the Web

20

Some systems allow a user to build personalized content over the web. One example is the myYahoo!™ service provided by Yahoo! of Santa Clara, California at <http://my.yahoo.com/>. The personalized content pages developed on the web are delivered over the web to users accessing the pages with computers. These systems rely on

a username and password type system to identify the user rather than telephone identifying information and the delivery mechanisms is different.

c. Interactive Personalization

Still other systems allow users to personalize the content without entering special editing modes. For example, Amazon.com, of Seattle, Washington, keeps track of your purchases and preferences using cookies stored on a customer's web browser.

Some telephone systems provide limited customization capabilities. For example, voice mail systems from Octel, a division of Lucent Technologies, allow a user to set preferences for prompt length, but those settings must be made explicitly by each user. Further, customization is limited to a few options like prompt length and outgoing message selection. The user can not redefine the way the voice mail system works for her/him beyond those narrow customization options. Further, these customizations do not affect the kinds of content and further the presentation is not selected based on telephone identifying information.

d. Locale Selection

Services such as Amtrak's 1-800-USA-RAIL reservation line use telephone identifying information to select an initial region. For example, if you call Amtrak's reservation number in the Northeastern United States, the system presents options relating to the Boston-Washington line. However, if you call from California, the system presents information about travel between San Francisco and Los Angeles.

This can be accomplished by using the calling party's area code and/or exchange included with the telephone identifying information to select a region. The area codes and/or exchanges can then be paired to different scripts or default selections. For example, the area codes for New York City, e.g. "212", could be mapped to the Northeast Corridor

while San Francisco, "415", could be mapped to the San Francisco-Los Angeles line. However this does not change the kind of content presented and it is not user-selected.

e. Time Appropriate Information Presentation

Several services provide information through the telephone. That information may
5 be adapted based on the time of day or date.

Some systems provide the information irrespective of the telephone identifying information. One example is Moviefone™, 777-FILM in most locales. Moviefone™ uses the current time at the called number to present appropriate information. The called number can be obtained using the dialed number identification service (DNIS). Thus, if
10 you call Moviefone™ in the San Francisco Bay Area at 10 o'clock in the morning, only movies starting after 10 o'clock in the morning in the San Francisco Bay Area will be presented to you. However, if you call the Philadelphia Moviefone™, +1 (215) 222-FILM, from California, you will hear the Philadelphia movie times in Eastern Time. Thus, at 10 o'clock in the morning Pacific Time, a call to the Philadelphia Moviefone™ will
15 produce information for Philadelphia show times after one o'clock in the afternoon Eastern Time at Philadelphia area theatres.

f. Targeted Advertising

Some free long distance services provide customized advertising to support their services. One example is FreeWay™ offered by Broadpoint, of Landover, Maryland.
20 <<http://www.broadpoint.com/>>. These services require an explicit user registration process, typically using a computer to access a web site, to provide the service with a profile. Once the profile is provided, the advertising is targeted to the particular person's explicitly provided demographic information. In some instances, the advertising may be targeted both based on the caller's demographics and their location. Thus, callers from the

San Francisco Bay Area with a particular explicit demographic profile may be presented one ad, while callers from outside the San Francisco Bay Area may be presented with another ad. Another, similar, service is offered on by phone by UAccess, Inc., <<http://www.uaccess.com/>>, by calling +1 (800) UACCESS, and provides consumers

5 targeted advertising based on profile information they enter.

g. Voice Character

Most telephone systems have a small number of voice actors. Continuing with the example of Moviefone™, one actor performs all of the menus and prompts. Other systems may use different voice actors for different subsystems.

10 These actors are typically selected on a system wide basis and as such, different voices, talents, speeds, characteristics, dialects, and other prosody aspects of the presentation are not user selectable.

h. Purchase Recommendations

Voice systems such as GALAXY from the Massachusetts Institute of Technology (MIT), Cambridge, Massachusetts, have been adapted to provide information about

15 purchasing decisions for used cars. For example, GALAXY has been used to allow for interactive browsing of automobile classified ads. These voice systems are problem domain specific. Further, the systems are designed to locate vehicles matching a particular set of criterion, rather than making actual recommendations.

20 Other systems are web based. For example, Amazon.com will make book suggestions for users connected to the web via a computer. However, those suggestions are limited to a particular site, e.g. Amazon.com.

i. Voice Login

Most telephone systems require a user to explicitly identify herself/himself by using a combination of a login identifier, e.g. credit card number, account number, etc., and a personal identification number (PIN). Some systems abbreviate this process by
5 allowing a user calling from a particular phone to shortcut this process slightly. For example, callers using a phone number associated with a particular credit card might only be asked to enter the last four digits of their credit card number together with their billing zip code instead of all sixteen digits of the card number. Other products such as Nuance Verifier™ from Nuance Communications, Menlo Park, California, support voice login
10 capabilities, e.g. you just speak instead of entering a password.

j. Initial Profile Generation from Database Lookups

Most systems that provide information over the telephone require users to explicitly answer one or more questions in one form or another, e.g. over the phone, the web, and/or in written form. These questions form a demographic and/or psychographic
15 profile for the user. All of these systems require the user to explicitly provide her/his profile information.

3. Telephone Commerce Systems

Prior techniques for telephone commerce have required users to explicitly identify themselves and provide credit card, or other billing information, for each transaction. For
20 example, Moviefone™ allows consumers to purchase tickets for movies via a telephone interface. To purchase the tickets, the user must explicitly key her/his credit card information into the Moviefone™ system. For verification purposes, Moviefone™ requires the presence of the credit card when the tickets are picked up at the theatre.

Other automated systems operate similarly. Some systems record a user speaking her/his address either on tape, or in a computer memory, to allow for entry of the user's address information. These systems require offline processing by humans to key the voice entered data for order completion. Examples of these types of systems may include

5 telephone operator base commerce, e.g. mail-order catalogs, and telephone based stock trading.

SUMMARY

A voice portal supporting telephone to web server commerce is described. The voice portal allows users to access web servers using a hypertext transfer protocol

10 (HTTP), optionally including the use of a secure sockets layer (SSL) protocol, to complete commercial transactions. This allows the voice portal to complete transactions at non-voice enabled electronic commerce sites through a data connectivity engine supporting access to standard electronic commerce web sites.

Some embodiments of the invention employ a one word commerce model. This

15 model abstracts the particular commerce model used by electronic commerce vendors, e.g. web site A uses a shopping cart model, web site B uses a one-click buy model, web site C uses a third purchase model. The one word commerce model permits a purchaser to identify a product and then signal her/his purchase intentions with a single word, phrase, or touch-tone command. Thus, the particular vendor's commerce – and fulfillment –

20 model is irrelevant.

The voice portal can then complete the transaction by supplying the electronic commerce vendor all necessary information about the purchaser to complete the transaction. For example, the voice portal can provide the purchaser's address, telephone number, electronic mail address, credit card information, etc.

As needed, the voice portal can prompt the purchaser for information. For example, the first time a purchaser uses the voice portal, her/his shipping address may not be known to the voice portal. The voice portal can maintain a record of this information apart from a particular vendor. Thus, information need not be repeatedly collected and can
5 be automatically re-used for future purchases at different vendors.

Further, embodiments of the invention can provide a record of commerce transactions in the form of voice receipts. The voice receipts can include a vendor specific tracking and status information. For example, the voice receipt may include tracking information such as the shipping status from the web site of an electronic commerce
10 vendor as well as details of the purchase. Similarly, the voice receipt for a stock trade request could include the time of execution, the execution price, and/or other merchant specific information. The voice receipts can be reviewed over the telephone interface and/or from a web site coupled to the voice portal.

Selective password protection of the commerce features are afforded by some
15 embodiments of the invention to reduce the likelihood of unauthorized transactions. For example, some embodiments require the user to provide a password, or other identification number, to the voice portal for the first commerce transaction of each telephone session.

Additionally, embodiments of the invention may employ a range of personalization techniques to assist purchasers in selecting items as well as in the presentation of
20 suggested items. For example, the voice portal may supply customized commerce suggestions based on the time of day, the time of the year, special events in the user's locale, etc.

BRIEF DESCRIPTION OF THE FIGURES

Fig. 1 illustrates a system including embodiments of the invention used to provide personalized content to users of telephones according to telephone identifying information.

Fig. 2 illustrates the components of a voice portal supporting personalized content.

5 Fig. 3 is a process flow diagram supporting personalization and registration of and for users accessing a voice portal over a telephone interface.

Fig. 4 is a process flow diagram for personalizing a voice portal over a web based interface.

10 Fig. 5 is a process flow diagram for providing personalized content according to some embodiments of the invention.

Fig. 6 is a process flow diagram for conducting electronic commerce over a telephone interface according to some embodiments of the invention.

DETAILED DESCRIPTION

A. Introduction

A voice portal supporting electronic commerce over a telephone interface is described. The voice portal allows users of telephones, including cellular telephones, to
5 access a voice portal by dialing a phone number to purchase goods and services. The information provided over the voice portal may come from the World Wide Web (WWW), databases, third parties, and/or other sources.

The term voice portal refers to the capability of various embodiments of the invention to provide commerce capabilities over a telephone interface to a caller. The
10 voice portal can receive dual-tone multi-frequency (DTMF or touch-tone) commands as well as spoken commands to further control the content presented and direct commerce transactions as well as the manner of presentation. The term audio request, or input, is used to refer to either a voice or touch-tone input, or a combination of the two types of input.

15 Embodiments of the invention use telephone identifying information to personalize caller interactions with the voice portal. This allows the system to present highly customized information to each caller based on a personal profile the system associates with the telephone identifying information.

The invention will be described in greater detail as follows. First, a number of
20 definitions useful to understanding the invention are presented. Then, the hardware and software architecture is presented in the System Overview. Then, a series of sections describe the various personalization features provided by different embodiments of the invention. Then, a section describes the electronic commerce capabilities of the system.

B. Definitions

1. Telephone Identifying Information

For the purposes of this application, the term telephone identifying information will be used to refer to ANI information, CID information, and/or some other technique for automatically identifying the source of a call and/or other call setup information. For example, telephone identifying information may include a dialed number identification service (DNIS). Similarly, CID information may include text data including the subscriber's name and/or address, e.g. "Jane Doe". Other examples of telephone identifying information might include the type of calling phone, e.g. cellular, pay phone, and/or hospital phone.

Additionally, the telephone identifying information may include wireless carrier specific identifying information, e.g. location of wireless phone now, etc. Also, signaling system seven (SS7) information may be included in the telephone identifying information.

2. User Profile

A user profile is a collection of information about a particular user. The user profile typically includes collections of different information as shown and described more fully in connection with Figure 6. Notably, the user profile contains a combination of explicitly made selections and implicitly made selections.

Explicitly made selections in the user profile stem from requests by the user to the system. For example, the user might add business news to the main topic list. Typically, explicit selections come in the form of a voice, or touch-tone command, to save a particular location. e.g. "Remember this", "Bookmark it", "shortcut this", pound (#) key touch-tone, etc., or through adjustments to the user profile made through the web interface using a computer.

In contrast, implicit selections come about through the conduct and behavior of the user. For example, if the user repeatedly asks for the weather in Palo Alto, California, the system may automatically provide the Palo Alto weather report without further prompting. In other embodiments, the user may be prompted to confirm the system's implicit choice, e.g. the system might prompt the user "Would you like me to include Palo Alto in the standard weather report from now on?"

Additionally, the system may allow the user to customize the system to meet her/his needs better. For example, the user may be allowed to control the verbosity of prompts, the dialect used, and/or other settings for the system. These customizations can be made either explicitly or implicitly. For example if the user is providing commands before most prompts are finished, the system could recognize that a less verbose set of prompts is needed and implicitly set the user's prompting preference to briefer prompts.

3. Topics and Content

A topic is any collection of similar content. Topics may be arranged hierarchically as well. For example, a topic might be business news, while subtopics might include stock quotes, market report, and analyst reports. Within a topic different types of content are available. For example, in the stock quotes subtopic, the content might include stock quotes. The distinction between topics and the content within the topics is primarily one of degree in that each topic, or subtopic, will usually contain several pieces of content.

4. Qualified

The term qualified as it is used in this application refers to whether or not a particular user being presented an advertisement, or other material, meets the demographic and/or psychographic profile requirements for that advertisement, or content. For example, a San Francisco-based bookstore might request that all listeners to its advertisement be

located in a particular part of the San Francisco Bay Area. Thus, a user of the system would be qualified if she lived in the designated part of the San Francisco Bay Area.

Different embodiments of the invention may qualify users of the system according to different requirements. For example, in some instances advertising, or content, is
5 qualified solely based on telephone identifying information. In other embodiments the telephone identifying information is used in conjunction with other information such as an associated user profile, a reverse telephone number lookup for locale demographics, and/or other information.

5. Locale

10 As used in this application, the term locale refers to any geographic area. The geographic area may be a neighborhood, a city, a county, a metropolitan region, a state, a country, a continent, a group of countries, and/or some other collection of one or more geographic areas, e.g. all United State major metropolitan areas.

For this reason, a single user of the system may be considered to be in several
15 locales. For example, a caller from Palo Alto, California, might be in the Palo Alto locale, a Silicon Valley locale, a San Francisco Bay Area locale, a Northern California locale, a California state locale, and a United States locale.

Thus, the telephone identifying information for a single telephone number can be mapped to a number of system-defined locales.

20 6. Voice Character

The term voice character as it is used in this application refers to all aspects of speech pronunciation including dialect, speed, volume, gender of speaker, pitch, language, voice talent used, actor, characteristics of speech, and/or other prosody values. Users can adjust the voice character of the system by changing their voice character settings.

For example, an elderly user could select voice character settings that provide louder volume and slower speech. Similarly, a caller from the South could adjust the voice character settings to support a Southern dialect.

7. Demographic and Psychographic Profiles

5 Both demographic profiles and psychographic profiles contain information relating to a user. Demographic profiles typically include factual information, e.g. age, gender, marital status, income, etc. Psychographic profiles typically include information about behaviors, e.g. fun loving, analytical, compassionate, fast reader, slow reader, etc. As used in this application, the term demographic profile will be used to refer to both demographic
10 and psychographic profiles.

C. System Overview

First, the hardware and software architecture of a system including an embodiment of the invention will be described with reference to Figures 1-2. Figure 1 illustrates a system including embodiments of the invention used to provide personalized content to
15 users of telephones according to telephone identifying information. The system of Figure 1 can be used to allow users of standard telephones and cellular telephones to access a voice portal with personalized content from their telephones.

The following lists the elements of Figure 1 and describes their interconnections. Figure 1 includes a telephone 100, a cellular telephone 101, a computer 102, a telephone
20 network 104, an Internet 106, a telephone gateway 107, a web server 108, a voice portal 110, a shared database 112 and a personalized site 130. The cellular telephone 101 and the telephone 100 are coupled in communication with the telephone network 104. The telephone network 104 is coupled in communication with the telephone gateway 107. The telephone gateway 107 is coupled in communication with the voice portal 110. The

computer 102 is coupled in communication with the Internet 106. The Internet 106 is coupled in communication with the web server 108. The voice portal 110 and the web server 108 are coupled in communication with the shared database 112. The personalized site 130 is coupled in communication with the Internet 106.

5 The following describes each of the elements of Figure 1 in greater detail. The use of each of the elements will be described further in conjunction with the sections describing the personalization features.

 The telephone 100 and the cellular telephone 101 are two different telephone interfaces to the voice portal 110. The telephone 100 and the cellular telephone 101 may
10 be any sort of telephone and/or cellular telephone. For example the telephone 100 or the cellular telephone 101 may be a land line phone, a PBX telephone, a satellite phone, a wireless telephone, and/or any other type of communication device capable of providing voice communication and/or touch-tone signals over the telephone network 104. However, any audio signal carrying interface could be used.

15 The telephone network 104 may be the public switched telephone network (PSTN) and/or some other type of telephone network. For example, some embodiments of the invention may allow users with a voice over Internet Protocol (IP) phone to access the voice portal 110. The telephone network 104 is coupled to the telephone gateway 107 that allows the voice communications and/or touch-tone signals from the telephone network
20 104 to reach the voice portal 110 in usable form. Similarly, the telephone gateway 107 allows audio signals generated by the voice portal 110 to be sent over the telephone network 104 to respective telephones, e.g. the telephone 100. The telephone network 104 generally represents an audio signal carrying network.

 The computer 102 is a computer such as a personal computer, a thin client
25 computer, a server computer, a handheld computer, a set top box computer, and/or some

other type of visual web browsing device. The computer 102 is coupled in communication with the Internet 106, e.g. by a dial-up connection, a digital subscriber loop (DSL), a cable modem, and/or some other type of connection. This allows the computer 102 to communicate with the web server 108. The computer 102 typically provides a visual interface to the WWW and the web server 108 using web browsing software such as Internet Explorer™ from Microsoft Corporation, Redmond, Washington.

Both the web server 108 and the voice portal 110 are capable of communicating with the shared database 112 to register users, build personal profiles implicitly and/or explicitly as will be described more fully below. The database 112 stores profiles for each user based on an association between one or more pieces of telephone identifying information and a particular user. Thus, the database may have a profile for a user Sarah Smith that is keyed to her home telephone number, e.g. 650-493-####. Additionally, Sarah could associate other numbers, e.g. work, cellular, etc., with her profile either implicitly, e.g. by repeatedly calling the voice portal 110 from those numbers, or explicitly, e.g. by adding those numbers to the system directly.

In some embodiments, an existing profile for a web-based portal is adapted for use by the voice portal 110 by associating one or more telephone numbers with the existing profile as stored in the shared database 112. In these embodiments, the existing profile may be further modified for use with the voice portal 110 to allow for different preferences between the web and the voice interfaces.

The call flow arrows 114-122 shown on Figure 1 will be described in greater detail below.

Figure 2 illustrates the components of a voice portal supporting personalized content. This could be used to support the voice portal 110 and provide personal content as described above.

The following lists the elements of Figure 2 and describes their interconnections.

The voice portal 110 is coupled in communication with the telephone gateway 107. The voice portal 110 includes a call manager 200, an execution engine 202, a data connectivity engine 220, an evaluation engine 222 and a streaming engine 224. Additionally Figure 2 includes elements that may be included in the voice portal 110, or which may be separate from, but coupled to, the voice portal 110. Thus Figure 2 also includes a recognition server 210, a text to speech server 214, an audio repository 212, the shared database 112, a database 226, the Internet 106, a database 228 and a web site 230. The call manager 200 within the voice portal 110 is coupled to the execution engine 202. The execution engine 202 is coupled to the recognition server 210, the text to speech server 214, the audio repository 212, data connectivity engine 220, the evaluation engine 222 and the streaming engine 224. The data connectivity engine 220 is coupled in communication with the shared database 112, the database 226 and the Internet 106. The Internet 106 is coupled in communication with database 228 and the web site 230.

The following describes each of the elements of Figure 2 in greater detail. The use of each of the elements will be described further in conjunction with the sections describing the personalization features.

Typically, the voice portal 110 is implemented using one or more computers. The computers may be server computers such as UNIX workstations, personal computers and/or some other type of computers. Each of the components of the voice portal 110 may be implemented on a single computer, multiple computers and/or in a distributed fashion. Thus, each of the components of the voice portal 110 is a functional unit that may be divided over multiple computers and/or multiple processors. The voice portal 110 represents an example of a telephone interface subsystem. Different components may be included in a telephone interface subsystem. For example, a telephone interface subsystem

may include one or more of the following components: the call manager 200, the execution engine, the data connectivity 220, the evaluation engine 222, the streaming subsystem 224, the audio repository 212, the text to speech 214 and/or the recognition engine 210.

5 The call manager 200 is responsible for scheduling call and process flow among the various components of the voice portal 110. The call manager 200 sequences access to the execution engine 202. Similarly, the execution engine 202 handles access to the recognition server 210, the text to speech server 214, the audio repository 212, the data connectivity engine 220, the evaluation engine 222 and the streaming engine 224.

10 The recognition server 210 supports voice, or speech, recognition. The recognition server 210 may use Nuance 6™ recognition software from Nuance Communications, Menlo Park, California, and/or some other speech recognition product. The execution engine 202 provides necessary grammars to the recognition server 210 to assist in the recognition process. The results from the recognition server 210 can then be used by the
15 execution engine 202 to further direct the call session. Additionally, the recognition server 110 may support voice login using products such as Nuance Verifier™ and/or other voice login and verification products.

 The text to speech server 214 supports the conversion of text to synthesized speech for transmission over the telephone gateway 107. For example, the execution engine 202
20 could request that the phrase, "The temperature in Palo Alto, California, is currently 58 degrees and rising" be spoken to a caller. That phrase would be translated to speech by the text to speech server 214 for playback over the telephone network on the telephone (e.g. the telephone 100). Additionally the text to speech server 214 may respond using a selected dialect and/or other voice character settings appropriate for the caller.

The audio repository 212 may include recorded sounds and/or voices. In some embodiments the audio repository 212 is coupled to one of the databases (e.g. the database 226, the database 228 and/or the shared database 112) for storage of audio files. Typically, the audio repository server 212 responds to requests from the execution engine 202 to play
5 a specific sound or recording.

For example, the audio repository 212 may contain a standard voice greeting for callers to the voice portal 110, in which case the execution engine 202 could request play-back of that particular sound file. The selected sound file would then be delivered by the audio repository 212 through the call manager 200 and across the telephone gateway
10 107 to the caller on the telephone, e.g. the telephone 100. Additionally, the telephone gateway 107 may include digital signal processors (DSPs) that support the generation of sounds and/or audio mixing.

The execution engine 202 supports the execution of multiple threads with each thread operating one or more applications for a particular call to the voice portal 110.
15 Thus, for example, if the user has called in to the voice portal 110, a thread may be started to provide her/him a voice interface to the system and for accessing other options.

In some embodiments of the invention an extensible markup language (XML)-style language is used to program applications. Each application is then written in the XML-style language and executed in a thread on the execution engine 202. In some
20 embodiments, an XML-style language such as VoiceXML from the VoiceXML Forum, <<http://www.voicexml.org/>>, is extended for use by the execution engine 202 in the voice portal 110.

Additionally, the execution engine 202 may access the data connectivity engine 220 for access to databases and web sites (e.g. the shared database 112, the web site 230).
25 the evaluation engine 222 for computing tasks and the streaming engine 224 for

presentation of streaming media and audio. The streaming engine 224 may allow users of the voice portal 110 to access streaming audio content, or the audio portion of streaming video content, over the telephone interface. For example, a streaming media broadcast from ZDNet™ could be accessed by the streaming engine 224 for playback through the voice portal.

The data connectivity engine 220 supports access to a variety of databases including databases accessed across the Internet 106, e.g. the database 228, and also access to web sites over the Internet such as the web site 230. In some embodiments the data connectivity engine can access standard query language (SQL) databases, open database connectivity databases (ODBC), and/or other types of databases. The shared database 112 is represented separately from the other databases in Figure 2; however, the shared database 112 may in fact be part of one of the other databases, e.g. the database 226. Thus, the shared database 112 is distinguished from other databases accessed by the voice portal 110 in that it contains user profile information.

Having described the hardware and software architecture supporting various embodiments of the invention, the various personalization features provided by different embodiments of the invention will now be described.

D. Telephone Driven Profile Building

Turning to Figure 3, the process of creating a profile using a telephone interface will be described. This process will be described with reference to the call flow arrows shown on Figure 1 as well.

The voice portal 110 is able to flexibly handle multiple callers from a single telephone. e.g. Tom and Dick are roommates and both call from 650-493-####. Similarly, the voice portal 110 is able to handle a single caller that uses multiple telephones. e.g.

Tom has a cell phone 650-245-####, his home phone 650-493-####, and a work phone 408-301-####. The manner in which the voice portal 110 can handle some of the above situations will be discussed throughout. In the example used while describing Figure 3, the process will be described using a caller Jane Smith as an exemplary caller who has never
5 registered with the voice portal 110 from any telephone and an exemplary caller John Doe who has previously called the voice portal 110 from his telephone 100.

First, at step 300, telephone identifying information is received. This is shown in Figure 1 by call flow arrow 114 representing the transfer of telephone identifying information through the telephone gateway 107 to the voice portal 110. This step occurs
10 after a user has placed a call to the voice portal 110 with a telephone, e.g. the telephone 100.

Next, at step 302, a determination is made as to whether the telephone identifying information corresponds to a known profile, e.g. is the user registered? Some examples may be illustrative. If Jane Smith uses the cellular telephone 101 to call the voice portal
15 110 for the first time, her telephone identifying information will not be associated with any existing unique profile in the shared database 112. Therefore, at step 302, the determination would be made that she is not registered and the process would continue at step 304. In contrast, John Doe has previously called the voice portal from the telephone 100 and so his telephone identifying information will be associated with a profile in the
20 shared database 112 and the process would continue at step 306.

If, the telephone identifying information is not associated with an existing profile in the shared database 112, a new profile is created at step 304. The new profile may be initialized using a variety of information derived from the telephone identifying information and/or predetermined values for the voice portal 110. Thus, for example,
25 when Jane Smith calls for the first time from the cellular telephone 101, an initial profile

can be created using the calling number, e.g. 650-493-####, included in the telephone identifying information to select initial profile settings. The call flow arrow 116 shows this process on Figure 1. The use of the telephone identifying information to create an initial profile is discussed below in the section "Automatic Profile Initialization".

5 In some embodiments, the profile is not initialized using the telephone identifying information. In other embodiments, the user may be explicitly queried by the voice portal 110 to create one or more components of the initial profile, e.g. "Please speak your first name", to allow for more personalized prompting by the voice portal 110. Once a profile is created, the process continues at step 306.

10 At step 306, the profile is retrieved from the shared database 112 as shown by the call flow arrow 118. The profile can be updated throughout the call based on the user's behavior and actions -- implicit preferences -- as well as explicit requests from the user to customize the voice portal 110. Once a profile is selected at step 306, the personalized content can be presented to the user as shown by the call flow arrow 122 in Figure 1.

15 For example, John Doe, who is calling from the telephone 100, already has a profile in the shared database 112. That profile may indicate that John prefers a southern dialect and likes to hear a quick stock market report immediately on call in. Thus, for John, his telephone identifying information serves to log him directly into the system and trigger the personalized behavior unique to him: a quick stock market report in a southern
20 dialect. In contrast, a different caller, Sarah Brown, from a different telephone will be provided different personalized content based on that telephone identifying information.

The voice portal may support multiple callers from a single telephone. For example, Sarah Brown and John Doe may both use the telephone 100 to call the voice portal 110. In the case where two or more profiles are identified with the same telephone

identifying information, the voice portal may prompt for a password or other unique identifier, either as voice or touch-tone, to select among the profiles.

However, as a general matter, the voice portal is configured to minimize the need for a caller to provide a password. Thus, during a single call session, the caller is typically only asked to provide her/his password a single time. However, some embodiments of the invention may require that a password always be used to complete commercial transactions and/or after the passage of a predetermined period, e.g. ten minutes since last password prompt. In some embodiments, the user may adjust her/his profile to allow login without a password for playback features.

Also, a single profile can be associated with multiple calling numbers. For example, the user Jane Doe could specify that both the telephone 100 and the cellular telephone 101 should be associated with her profile. Similarly, if Jane calls from a new telephone, e.g. pay phone, she can provide her existing telephone number and her password to access her profile. In some embodiments, whenever the user calls from a new telephone number, she/he is prompted as to whether to remember the number for future use. In some embodiments, additional telephone identifying information, e.g. this is a pay phone, is used so that the caller is not prompted to associated telephone numbers that are likely to be single time uses with her/his profile. Similarly, voice verification may be used to recognize a caller's voice instead of, or in addition to, using a password or other identification number.

Typical events that would require a password, or that the user be authenticated previously with a password, might include adding and removing items from the user profile through explicit commands as well as requests for specific personal information. e.g. that user's stock portfolio, bank account balances. etc.

It is not necessary for callers to the voice portal 110 to explicitly specify their preferences using this embodiment of the invention. The callers' behaviors and actions are used by the voice portal 110 to adopt implicit preferences, sometimes after receiving confirmation. For example, behaviors and actions reflecting repeated access to a content in
5 a particular topic, or a particular topic, may cause the voice portal 110 to automatically include the repeatedly requested content in the default message.

For example, if a caller from New York City repeatedly asks for the weather in San Francisco, the system can add the San Francisco weather to the standard weather report. Alternatively, the system may request confirmation before adding the weather report, e.g.
10 "Would you like me to include San Francisco in the standard weather report?" Similarly, at the level of topics, users who repeatedly ask for information about business related issues may find that the system will adjust the main menu to include business. Similarly, if that same user never asks for sports scores, that option may drop off the main menu. In some embodiments, the system may ask for confirmation before modifying the menu
15 choices, or the system may notify the user of a modification and/or allow a user to review/change past modifications. As a result, the structure and content of the call may change, e.g., San Francisco weather will be announced at the beginning of future calls and sports information may be omitted.

Through the use of this process, the need for a specialized editing mode of the type
20 seen on customizable web portals is reduced. The user's actions and behaviors shape the options presented to her/him. Thus, reducing the need to explicitly pick topics and/or content in an editing mode. However, some embodiments of the invention may allow for explicit profile creation in an editing mode over the web, see below, and/or over the telephone. Also, users are typically permitted to add and remove topics and/or items at

will with explicit commands, e.g. "Remember this", "Remove", "Add to my stock list", etc.

E. Web Driven Profile Building

Turning to Figure 4, the process of modifying a profile for use over a telephone interface over the web will be described. This process will be described with reference to the call flow arrows shown on Figure 1 as well.

The process shown in Figure 4 assumes that a profile has already been created, e.g. by calling for the first time as described above. However, in some embodiments of the invention, users may create profiles using the web interface by providing the telephone identifying information for their primary calling phone number and a password. As is the case with the telephone registration process described in step 304, the telephone identifying information provided, here the primary calling phone number, can be used to create the initial profile.

Starting at step 400, the profile is accessed using a computer (e.g. the computer 102) via a web interface. The web interface is provided by a web server (e.g. the web server 108) and allows for access to the shared database 112 as shown by the call flow arrow 120.

Once the user has signed in to access her/his profile on the computer, she/he can manually identify content and topics to build her/his profile at step 404. This can be supported by allowing the user to specify topics from a list of topics and then specifying per topic content from a list of content. For example, the topics might include business, sports, news, entertainment, and weather, to name a few. The user could include weather, news, and business in her/his main menu and then further customize the specific content to be presented within those topics. For example, within weather, the user might select the

specific cities she/he wants listed in her/his weather menu and/or the cities for which the weather is automatically played.

Alternatively, at step 402, the user can identify a web location with personalized content to use in building her/his profile, e.g. a uniform resource indicator (URI). For example, Figure 1 includes the personalized site 130. The personalized site 130 could be a customized portal web page, e.g. myYahoo!, My Netscape, etc., a home page the user herself/himself has designed, and/or any other web page that includes content of interest to the user. The user can identify the personalized site with a uniform resource indicator (URI), including a login identifier and password if necessary, e.g. for myYahoo! The personalized site 130 can then be accessed and the pertinent user preferences, e.g. news, stocks, selected. Taking the example of a customized portal site, the main topics selected, e.g. horoscopes, and the content within, Sagittarius, could be adopted. However, the voice portal 110 may present its own content for that particular item, e.g. the version of the Sagittarius horoscope on the voice portal 110 not the version from the personalized site 130.

The processes of step 402 and step 404 can be used together allowing a user to quickly transfer preferences from a web portal to her/his voice portal while still supporting explicit personalization.

Alternatively, in some embodiments of the invention, an existing web portal profile is voice enabled for use by a voice portal through the association of telephone identifying information with the existing web portal. In this embodiment, at step 402, the telephone identifying information, e.g. the primary calling number, is associated with an existing web profile, e.g. myYahoo! profile, stored in the shared database 112 and that existing web profile is then usable from the voice portal 110 either using voice or touch-tone commands.

Additionally, web sites like the personalized site 130 may be accessed using the voice portal 110 in some embodiments of the invention through the use of the data connectivity engine 220 as shown in Figure 2.

F. Profile Building Via Other Web Sites

5 Some embodiments of the invention may allow users of the voice portal 110 to add to their profile from other web sites. For example, if a user of the computer 102 is accessing a web site (e.g. the personalized site 130), the web site might include a link like "Add this to your voice portal." Thus, for example, from a service such as MapQuest™ or Ameritrade™, the user could click on a link to add a particular piece of content or a
10 particular topic to their portal for the voice portal 110.

For example, a user could add her/his "QQQ" stock symbol to her/his profile on the voice portal 110 even though the voice portal 110 may be operated independently of the particular web site.

This type of web based profile building allows for widespread profile building for
15 the voice portal 110 from a variety of Internet sites. Also, in some embodiments, the web browser software on the user's computer (e.g. the computer 102) can support an option to add a bookmark to the user's profile stored in the shared database 112 for the voice portal 110. For example, a menu option in the browser on the computer 102 might include "Add
Page to Voice Portal Shortcuts" and upon selecting that menu option, the current web page
20 would be added to the user's profile on the voice portal 110.

This would typically be accomplished by accessing a URI on the web server 108 that included the information to be added. At that point, the web server 108 might ask for a primary calling phone number and/or a password. In some embodiments, a cookie stored by the browser on the computer 102 may be used to obviate one or both of these steps.

After the user provides the information, or it is accepted automatically, a confirmation page may be shown including a return link to the originating web page. Several example URI's for adding content are shown below:

5
 <http://www.voiceportal.com/add.cgi?topic=stock%20quote&content=QQQ>
 <http://www.voiceportal.com/add.cgi?shortcut=MapQuest&ref=www.mapquest.com/voice.vxml>
 <http://www.voiceportal.com/add.cgi?shortcut=myYahoo&ref=my.yahoo.com/voice.vxml&login=jdoe>

These examples are illustrative of the various types of URI's that can be placed as links on web sites to allow users of the voice portal 110 to further customize their profile.

G. Locale Based Personalization

10 Turning to Figure 5, the basic personalization framework used by several embodiments of the invention is presented. At step 500, a request is made for content, or a topic. Then one or more of steps 502-510 take place, in parallel or sequence, and then the content is presented at step 512. Which of steps 502-510 occur for a given request may be determined based on the topic or content requested. For example, step 504 can be omitted
 15 when non-time dependent information is presented.

Turning to step 502, the customization of content based on the calling locale. The telephone identifying information includes information about the caller's locale independent of any user provided registration information. This information can be derived from telephone routing tables that provide a descriptive name for each area
 20 code/exchange combination within the North American Numbering Plan (NANP). Thus, the phone number 650-493-#### would be associated with "Palo Alto, California". Similarly, 650-592-#### would be associated with "San Carlos, California".

This information may be directly present in the telephone identifying information provided to the voice portal 110, or may be ascertained from a local exchange routing
 25 guide (LERG). For international callers outside the NANP, similar types of telephone

identifying information can be mapped to locales within countries to the extent permitted by the particular numbering plan.

The city-state combination may correspond to multiple locales for the purposes of the voice portal 110. For example, a county-wide or multi-city locale can be defined that encompasses multiple area code/exchange combinations. Thus, a single caller may be in multiple locales.

Locale information can be further refined through the use of additional databases, e.g. city/state to zip code databases, street address to five digit zip code databases, reverse lookup databases that map phone numbers to street addresses, longitude-latitude conversion databases, and/or other databases that provide locale related information from telephone identifying information. Thus, for example, V and H coordinates might be determined using the telephone identifying information. Those can be further converted to a longitude and latitude to determine the locale. Alternatively, a reverse phone number database could be used to find a specific street address for the telephone identifying information.

Examples of the uses for the locale information include: providing locale-appropriate lottery results, providing driving directions to a requested destination, providing locale-appropriate weather reports, providing locale-appropriate show times for movies other events, e.g. cultural, governmental, etc., traffic reports, yellow page listings, and/or providing other locale-related information.

H. Time/Date Based Personalization

Turning to step 504, the customization of content based on the time and/or date will now be described. The telephone identifying information includes information about the caller's locale independent of any user provided registration information. This

information can be derived from telephone routing tables that provide a descriptive name for each area code/exchange combination within the NANP. Thus, the phone number 650-493-#### would be associated with "Palo Alto, California" and thus the correct time zone, Pacific, could be selected as well.

5 This time zone may be directly present in the telephone identifying information provided to the voice portal 110, or may be ascertained from the LERG. For international callers outside the NANP, similar types of telephone identifying information can be mapped to locales within countries to the extent permitted by the particular numbering plan. Thus, callers from United Kingdom numbers would be mapped to British Standard
10 Time.

 The time zone information allows the voice portal 110 to customize the presentation of information based on the time in the caller's locale. Callers can use a single nationwide, or international, number to reach the voice portal 110, e.g. 800-###-####. The voice portal 110 will use the time zone information to adjust the content presented to each
15 user.

 Thus, during the lunch hour, the voice portal 110 might report a stock quote to the user while on a Friday evening, the voice portal 110 might suggest a movie. For example, "It is Friday night, would you be interested in seeing a movie?" A "yes" response by the caller will lead to the presentation of a list that is both time and date adapted and locale
20 appropriate. For example, a caller from Palo Alto at six o'clock p.m. on a Friday would hear about show times after six o'clock p.m. in his local area.

 If necessary, the voice portal 110 may connect the user to an appropriate transaction system to complete a user requested transaction such as the purchase of an airline ticket, a movie ticket, an audio CD, etc. However, in many instances, the voice
25 portal 110 may be able to directly complete the transaction using the data connectivity

engine 220 and access to the Internet 106 and/or one more databases (e.g. the database 226). This process can occur even if the caller has not explicitly provided the voice portal 110 her/his home location or the current time. For example, this personalized content might be presented immediately at after step 304 of Figure 3 in step 306.

5 Similarly, other time sensitive information can be presented such as airline schedules, cultural and other events, etc. Thus, for example a caller asking for flight times to New York from a 650-493-#### telephone number might be prompted to select one of the three local airports: San Francisco International, San Jose International, and Oakland International, and then the flight times to New York after the current time in the Pacific
10 time zone would be presented.

 Some additional examples include customizing the presentation of business reports based on whether or not the market is open; modifying the greeting prompt based on the time of day; and providing traffic information automatically during commute hours, but not at other times.

15 I. Targeted Advertising

 Embodiments of the invention support the presentation of targeted advertising, or other content, to callers of the voice portal 110 as shown at step 508. The two primary types of targeted advertising supported by embodiments of the invention will be described. The different types of targeted advertising can be combined as well.

20 1. Based Solely on Telephone Identifying Information

 Telephone identifying information can be used to reference demographic information about callers from a particular area. For example, if the telephone identifying information includes the calling number 650-493-####, corresponding to Palo Alto, California, general demographic information about callers from that particular region can

be used to target the advertising, or other content. Further, if a reverse lookup database is used, the phone number can, in some instances, locate specific demographic information for a given household, or caller.

This personalization allows the targeting of advertising to qualified callers by the voice portal 112. For example, an advertiser of expensive luxury vehicles might request that its callers be qualified based on their income, or a particular psychographic attribute, e.g. fun-loving. In that case, the demographic profile corresponding to the telephone identifying information can be used to qualify the caller. Thus, callers from the relatively affluent city of Palo Alto, California might receive the advertising. Similarly, if a particular household meets the requirements based on a reverse lookup, those households can receive the advertising as well.

2. Based on Profile

Another source of information about the caller is the profile used by the shared database 112. This profile may indicate interests based on the explicit and implicit preferences, e.g. likes sports, and can be used in combination with the telephone identifying information to more closely tailor ads to the caller.

For example, if the caller has added movie and entertainment information to her/his profile, either explicitly or implicitly, advertising related to movies and entertainment could be favored over other qualified advertising based on the caller's profile. Other examples include providing brokerage, and other financial services, advertisements to callers who frequently check stock quotes and/or have a customized stock list.

J. Adaptive Voice Character

Turning to step 508, the customization of content through adaptive voice character will now be described. The telephone identifying information includes information about the caller's locale independent of any user provided registration information. The locales
5 may be associated with one or more standard voice character settings, e.g. for dialect, and also idiomatic speech. Thus, callers from California may receive different prompts and a different dialect from the voice portal than callers from Florida.

Similarly, the telephone identifying information may include information about the type of phone, e.g. pay phone, hospital phone, etc., that can be used to adjust the voice
10 character, e.g. louder and slower speech.

Additionally, the caller's speaking voice may be used to refine the voice character of the system. Thus, callers with speech patterns from a particular region of the country may find that after several verbal interactions with the voice portal, the content being presented at step 512 is being spoken using a voice character more suited to their own
15 speech patterns. Similarly, in response to callers who request that information be repeated several times, the voice character for those callers may be slowed and played back louder. Additional examples include allowing users to select different voice actors, different background music and/or sound effects, control the verbosity of prompts, etc.

K. Purchase Recommendations

20 Turning to step 510, the customization of content through purchase suggestions. Based on the caller's profile -- as retrieved through the telephone identifying information -- and/or demographic information from other sources, e.g. locale based and/or reverse lookup, the system can make purchasing suggestions.

The suggestions could be based on the caller's locale and what others in that locale have purchased. In other embodiments, the suggestions may be based on the profile of the user relative to other user's purchases. In some embodiments, approaches such as collaborative filtering are used to generate recommendations.

- 5 Examples of recommendations may include particular goods and services, e.g. flowers for Mom a few days before Mother's Day. Further, the exact suggestion may vary based on the caller's past habits, e.g. in the past you bought chocolates so this year chocolates might be suggested again. Alternatively, if many people from your locale are buying a particular book that might be suggested as well. The particular purchase
- 10 recommendation may relate to goods and services offered independently, by, and/or in affiliation with the operator of the voice portal 110.

L. Voice Login

- As discussed above, the system may support the use of one or more passwords, either spoken or touch-tone for login and authentication purposes. The passwords provide
- 15 for protection against modifications to a user's profile without authentication. Additionally, certain specific actions, e.g. making a purchase, listening to certain types of personalized content, etc., may require authentication.

- Typically, the authentication system will support either a voice or a touch-tone password for users of the voice portal 110. This flexibility addresses situations where the
- 20 voice password is not working due to line conditions and/or conditions of the calling telephone. Products such as Nuance Verifier™ and/or other voice login and verification products may be used to provide the voice login feature. In some embodiments, both types of authentication may be required.

Once logged in, or authenticated, embodiments of the invention may minimize the need for the user to re-authenticate herself/himself, as described above. Additionally, the password, either voice and/or touch-tone, used for authentication for telephone sessions may be the same or different as any passwords used for authentication for web access to the profile customization options described in conjunction with Figure 4.

M. Automatic Profile Initialization

As discussed in conjunction with Figure 3, it may be desirable to initialize the profile using the telephone identifying information. The telephone identifying information can be used to select an appropriate demographic profile and list of topics based on the calling locale. In other embodiments, a reverse lookup of the calling number provided with the telephone identifying information is used to obtain a specific demographic profile for a caller and/or her/his household.

Then the demographic information derived from the locale and/or the reverse lookup are used to set initial profile values. For example, the user's income might be estimated based on the average income for the calling locale, e.g. Palo Alto, California, or from demographic information from the reverse lookup. Similarly, the caller's initial topics might be selected based on commonly selected topics for her/his locale and/or the preferences available based on the demographic information retrieved by the reverse lookup.

These initial values may be revised based on a caller's later actions. For example, if the initial estimate of a caller's age is too high, later actions may cause that information to be revised. Similarly, callers may be permitted to explicitly provide certain types of demographic information as needed. For example, the user might provide her/his birth

date to a horoscope feature provided by the voice portal 110, in that instance, the birth date might be incorporated into the profile.

N. Electronic Commerce Features

The preceding discussion has focused on personalization of content for users
 5 accessing the voice portal 110. This section describes special commerce features within various embodiments of the invention. A transcript from a possible interaction between a user ("C") and the voice portal 110 ("S") will be provided. The transcript will be discussed segment by segment. In some instances, phrases will be included between angle brackets, e.g. "<>", in those cases an appropriate substitution with the indicated value(s) should be
 10 made. After the dialogue from the transcript is discussed the process will be described in greater detail with respect to Figure 6.

1. Sample Dialogue Transcript

1 S	<Introduction>
2 S	<Optional Sponsorship>
3 S	You can interrupt the system at any time.
4 S	If you need assistance, say "help".
5 S	Main Menu. Options: stocks, news, personal or travel.
6 C	Travel.
7 S	Welcome to the flight reservations system.
8 S	What city would you like to depart from? San Francisco, Oakland, or San Jose?
9 C	San Francisco.
10 S	San Francisco. What city are you flying to?
11 C	Las Vegas.
12 S	Las Vegas. On what date would you like to depart?
13 C	June first.
14 S	June first. Around what time would you like to depart?
15 C	7 p m
16 S	Seven p m. How many travelers?
17 C	one
18 S	One traveler. Will this be round trip or one way?
19 C	Round trip
20 S	Round trip. On what day would you like to return?
21 C	June seventh
22 S	June seventh. Around what time would you like to return?
23 C	Nine a m
24 S	Nine a m. One moment while I locate flights.

Transcript Segment 1

Turning to the first segment of the transcript. The voice portal 110 introduces itself to the user at lines 1-5. Notice that sponsorship information can be inserted into the conversation, e.g. line 2. For example, the voice portal might offer a personalized advertisement, see above, at line 2. The sponsorship might also be personalized topically
5 based on the subject matter of the purchase, e.g. travel.

In this example, the user is attempting to purchase an airline ticket. The user lives in Palo Alto, California, and so the personalization features of the system described above allow the system at line 8 to prompt the user with the most likely departure airports. Thus, the personalization features are easily combinable with the commerce features of
10 embodiments of the invention. In appropriate circumstances, the list provided might be adjusted based on the user's present location as opposed to the user's home. For example, if the user were to call from a pay phone in Washington, D.C., the airports in the D.C. area might be listed in addition to, or instead of, the San Francisco area airports.

At lines 9-24 of the transcript, the user provides information to clarify her/his
15 purchase requests. Airline tickets require a more elaborate dialogue than say music CDs because there is more information to specify.

In contrast, if at line 6 the user said, "Music", and that was a valid option, the system might ask for the artist or album name. Then, the user might be prompted to select from a short list of found items. For example, the user might say "98 Degrees" and the
20 system might offer "There are three albums from 98 Degrees, please select 98 Degrees, 98 Degrees and Rising, or 98 Degrees Christmas." Upon selecting one or more of those albums, the conversation could then continue.

Continuing with the transcript for the airline ticket purchase:

25 S	<Airline> is offering a special fare of \$248 for flights to Las Vegas in June. To hear more about this offer, say "<Airline>". To hear a list of other flights, say "more flights".
26 C	<Airline>
27 S	<Airline> flight 2315, departs San Francisco on June 1st, at 7:14 p.m. and arrives in Las Vegas at 9:50 p.m. The return flight is <Airline> flight 7006, departing Las Vegas on June 7 th , at 8:40 a.m., and arriving in San Francisco at 10:10 p.m.
28 S	To reserve this <Airline> flight, say "reserve it". To hear a list of other flights, say "more flights".
29 C	Reserve it.
30 S	Your <Airline> flight has been reserved. Your <Airline> confirmation number is <Confirmation Number>.
31 S	Remember, that you can view details of this transaction, as well as others, at voiceportal.com.
32 S	To purchase this ticket, please say "purchase", say "hold" to hold the reservation for twenty-four hours.
33 C	Purchase

Transcript Segment 2

Lines 25 through 33 of the transcript show the recommendation and reservation process.

At line 25, the system is generating a recommendation. This recommendation may be based on a match between the user's requested schedule and the best fare for that schedule.

5 Additionally, other preferences could be taken into account.

For example, between lines 24 and 25 of the dialogue, the system could access the user profile to determine that the user prefers to fly Southwest Airlines. That preference may be derived from either an implicit, or explicit, personalization, see above. As a result, the recommendation generated at line 25 may be based on that preference and as a result

10 Southwest Airlines flights might be suggested first.

Also, between lines 29 and 30 of the dialogue the voice portal 110 can access the user profile corresponding to the telephone identifying information to assist in completing the transaction. More specifically, the user's full name, address, shipping information, credit card number, and/or other personal information can be retrieved from the user's profile. Also, embodiments of the invention can support other types of payments than credit cards, most generally any form of payment identifier can be used, e.g. automated check clearinghouse (ACH) information, electronic currency, credit card numbers, smart

card payment certificate, and/or other suitable forms of payment and identification of that payment can be used.

This information can then be provided to the merchant to complete the transaction.

If the information is not available in the user's profile, it can be obtained from the user.

- 5 Users need not be re-prompted for information already in their profile, even for new merchants. Thus, if the user's full name and address are in the profile, no questions would have to be asked at this point of the example dialogue because only a name and address are needed to reserve an airline ticket.

- In contrast, if that information was not known, the voice portal 110 could
10 interactively obtain the necessary information prior to continuing at line 30 of the dialogue and reserving the ticket. If necessary, or appropriate, a human operator may be brought on the line to receive the information and update the user's profile. Typically, voice and/or touch tone responses may be used in conjunction with information about the user's calling locale as derived from telephone identifying information to update the information without
15 the assistance of a human operator.

- Once the user's profile contains adequate information to complete the required function, e.g. reserve an airline ticket, the voice portal 110 can complete the task. This might be done by accessing a database (e.g. the database 228) belonging to the airline over the Internet 106, or some other network or communication channel. For example, the
20 reservation database for Southwest Airlines might be accessed directly using electronic data interchange (EDI) format, extensible markup language (XML), and/or some other protocol. Those same protocols may have been used to obtain the flight information from the database at line 25 of the dialogue.

- In other instances, the execution engine 202 and the data connectivity engine 220
25 may access a web site 230, or a web server, and perform the necessary transactions.

Specifically, the voice portal could respond to the purchase command by executing a request to a server using the HTTP protocol or the secure hypertext transfer protocol (HTTPS). The secure socket layers (SSL) protocol can be used to ensure the privacy and security of the transaction. For example, if Southwest Airlines has a web site (e.g. the web site 230) that supports electronic commerce using SSL, HTTPS and/or HTTP, the data connectivity engine 220 could supply the requisite information to the web site 230 to place a reservation and/or purchase tickets.

In these situations, the data connectivity engine 220 and the voice portal 110 acts in a similar fashion to a user's web browser. The voice portal 110 accesses the web site 230 for the user and provides information in appropriate fields from the user's profile. This interaction with a web site may occur while the user waits or in the background, with confirmation provided to the user at a later point.

In some instances, one or more web site descriptions may be developed to allow access by the data connectivity engine 220 to web sites for commerce purposes. The web site description may describe how to search for products and services. For example, a uniform resource indicator (URI) for the search engine and the format for search queries for a particular web site (e.g. the web site 230) might be included. The web site description may also specify how to parse search results. The web site descriptions may specify how to initiate a purchase transaction and as well as a mapping between user profile information and fields on the web site's forms. The web site description may specify how to parse confirmation and transaction results. The web site descriptions allow the data connectivity engine 220 to act as an automated agent for the user. Further, they also allow for the generation of a cross-merchant record of all purchases made with the voice portal 110, e.g. a voice receipt. Notification of the creation of a voice receipt is shown in line 31 of the sample transcript. These voice receipts may be accessible over the web as suggested

by line 31 of the dialogue. Voice receipts may also be reviewed directly within the voice portal 110 in some embodiments of the invention.

The voice receipt may contain information about a purchase, e.g. product/service, description, time of purchase, merchant/vendor/provider name, price paid, credit card
 5 used, order number, confirmation number, status -- e.g. on backorder, shipped, 24 hours to purchase, awaiting trade execution, etc. -- and/or other information relating to the transaction.

Notably, the status information may be obtained through dynamic access to one or more merchant data sources. For example, if the voice receipt was for a trading request,
 10 the status information might be obtained from the brokerage company's computer systems by the data connectivity engine 220. The voice receipts offer a powerful management tool to users for tracking purchases made using the voice portal at multiple merchants. As in the case of this airline example, the voice receipt may include helpful information, e.g. the confirmation number, in a secure easily accessible location, obviating the need to
 15 manually record it with pen and paper at the time of the transaction...

In this example with airline tickets, a distinction is made between reserving the tickets and purchasing them. This distinction is specific to this type of product because airlines allow customers to reserve tickets for twenty-four hours before purchasing them. At lines 31-33 of the dialogue, the user requests the purchase of the airline ticket.

34 S	In order to complete this transaction using one your credit cards on file, we need to confirm your identity. Please speak or touch-tone your password. If you prefer to use a different credit card, please speak or touch-tone that credit card number now.
35 C	<Password>
36 S	We have confirmed your identity. Which credit card would you like to use? <Card1> <Card2>, or <Card3>
37 C	<Card2>
38 S	Thank you, now processing your transaction.
39 S	<Musical Interlude>
40 S	Your ticket has now been purchased using your <Card2> credit card. You can review details of this transaction as well as others at voiceportal.com or by requesting "Receipts" from the main menu.

Transcript Segment 3

In this example, this is the first transaction for this telephone session, as such the voice portal 110 requests password confirmation from the user before allowing the purchase to be completed. In some embodiments of the invention, the user is prompted for a password for all purchases. In other embodiments, a password is only requested for the first purchase in each telephone session. In other embodiments, the password is requested a single time in each session for all purposes. In some embodiments of the invention, users of wireless telephones may, as a default setting, not be required to provide a password since it is assumed that the wireless telephone is not shared by multiple users.

The ability to quickly reference credit card information already on file improves transaction speed by eliminating the need for the user to re-provide information. This same approach can be used to select shipping addresses. For example, the system might prompt, "Do you want this order sent to your billing address, home address or work address?" to allow the user to select a shipping address for delivery of products.

The commerce model employed by the voice portal 110 is designed to allow purchases using a single command, "Purchase", or similar phrases. In other words, the neither a password, a credit card selection, need be required from the user. Thus, the user input must specify a product selection and the user must issue the "Purchase" command.

Accordingly, the voice portal need not maintain a shopping cart, or similar construct for a user, store, or session. Further, the commerce model of the voice portal 110 is independent of the commerce model used by any merchant. Thus, the voice portal 110 may enable its users to buy items from web sites that use a shopping cart model using the one word purchase commerce model of the voice portal 110. Thus, the purchase of multiple CDs at a music store by a user of the voice portal 110 can each be treated as separate purchases. Further, for each CD, all order information may be provided to the merchant by the voice portal 110 as outlined above.

The order fulfillment process used by a given merchant may group related purchases from a user over a predetermined time period, e.g. session, day, week, month, etc. For example, the voice portal 110 might combine all CD purchases made in a single session into a single order in the merchant's computer systems. Alternatively, the merchant
5 may combine the separate orders for fulfillment purposes.

Similarly, if desirable, the voice portal 110 may group distinct purchases from a single merchant within a predetermined time period, e.g. session, day, week, month, etc., into a single voice receipt with, if appropriate, status information for the individual items and/or the group of items as a whole.

10 Additionally, the voice portal 110 may support a number of additional electronic commerce features. For example, accessory services may be provided relative to a purchase, e.g. status change notifications for a product. For example, the voice portal 110 might prompt, "For twenty-five cents, we can notify you if your flight is delayed or changed, say 'notify me', to request this service." Similarly, the voice portal 110 might
15 prompt, "For ten cents, we can send you an alpha-numeric page when your trade is executed, say 'page me', to request this service."

In some instances, there may be no charge for the accessory service. The accessory service may be available irrespective of whether a particular merchant/vendor supports a feature. For example, a brokerage firm might provide e-mail trade confirmations.
20 However, the voice portal 110 may use its interface to the brokerage systems to independently provide other features, e.g. pager notification.

Similarly, the voice portal 110 may recommend related products, e.g. cross-sell. So in the example above of purchasing hotel tickets to Las Vegas, the system dialogue might prompt the user: "Our records indicate that <Convention> is being held in Las Vegas
25 during your stay and hotel availability is low, would you like to book a hotel room now?"

If the user says yes, the dialogue can unfold much as it did for the purchase of the airline ticket.

2. Process Detail

Figure 6 is a process flow diagram for conducting electronic commerce over a telephone interface according to some embodiments of the invention. The process of Figure 6 could be used by the voice portal 110 to provide electronic commerce over a telephone interface. Throughout the discussion of Figure 6, it will be assumed that the user has been identified by the voice portal 110, as in Figure 1, e.g. using the telephone identifying information 114. Alternatively, some embodiments of the invention may use alternative means to identify the caller to the voice portal, e.g. an explicit login process.

First, at step 600, an audio request is received to initiate a transaction. This request may take the form of the user requesting a specific topic within the voice portal 110, e.g. travel, stock trading, music store, etc., or a more specific request, e.g. the user might say "I want to buy the new CD from 98 Degrees." Other audio input formats, including touch-tone are possible.

Next, at step 602, the voice portal 110 conducts an audio dialogue with the user to more specifically identify the product or service they wish to purchase. For the purposes of this discussion, a product will be considered either a product or a service. For example, if the user has entered the travel category, a dialogue like the example above for airline tickets might unfold. In contrast, in music, or some other type of, store, the user might be prompted to provide search terms, or other product identifiers. Once, the voice portal 110 has identified a product with sufficient specificity, any of steps 604-608 may occur. Steps 604-608 may occur in parallel, in sequence, based on user requests, and/or asynchronously in the background.

For example, the user might automatically be presented a recommendation at step 606, e.g. a specific product like the CD "98 Degrees and Rising" or the specially priced airline ticket. Meanwhile, price comparisons for that product at different merchants could occur in the background at step 604. Also, a list of

5 The dialogue process of step 602 and the processes of steps 604-608 may occur iteratively until the user has identified a product she/he wishes to purchase. Thus in the airline ticket purchase example above, if the user was not satisfied with the recommendation, the user could request a list of flights at step 608. If she/he was still not satisfied, she/he could return to step 602 and adjust her/his request.

10 At step 610, a purchase confirmation is received from the user for the identified product. The confirmation from the user typically takes the form of a single word or command phrase such as "Purchase" or "Buy It", or a similar phrase. Because the user's identifying information is already available based on the associated profile for the telephone identifying information, it is not necessary to input names, addresses, and credit
15 card numbers typically. If telephone identifying information is unavailable, then the user may be required to login and identify herself/himself. However, the provision of address information and credit card information, etc., would still be automated.

Periodically, for security purposes a password, or other identifier, may be requested from the user in conjunction with step 610. For example, the first purchase of
20 each telephone session might require a password identifier.

At step 612, the order is then placed with the merchant. The order may be placed through a number of electronic means. Notably, the order may be placed directly through a general purpose electronic commerce web site (e.g. the web site 230) using SSL and/or HTTPS with the voice portal 110 acting as a browser on behalf of the user. The voice
25 portal 110 can fill out forms on the web site using information from the user profile. In

other embodiments, XML, EDI, and/or other proprietary or non-proprietary formats are used to place the order with the merchant. These same techniques can be used at steps 604-608 to access information about products and services available for sale. Thus, it is not necessary for merchants to specially design their electronic commerce sites to support
5 the voice portal 110 or the purchase model used by the voice portal 110. However, for efficiency reasons a particular web site may provide a custom mechanism for the voice portal 110 to conduct commerce via HTTP, HTTPS and/or SSL as well as a custom data exchange format for obtaining information and placing orders.

Additionally, a voice receipt can be generated for the transaction at step 612. The
10 voice receipt includes information about the transaction as described above. When appropriate, status information can be included as part of the voice receipt. The status information can be dynamically obtained from the appropriate merchant for inclusion in the voice receipt when it is reviewed. For example, an order for CDs might have shipping status information extracted directly from the merchant at the time the voice receipt is
15 reviewed. The voice receipts may be reviewed on a web site for the voice portal 110 and/or on the voice portal 110 itself, e.g. over the telephone

The process of Figure 6 omits data collection steps that may, in some instances, be necessary to complete certain types of orders. For example, basic information such as name, address, shipping address, and credit card number are needed for many transactions.
20 That information can be collected as needed for various purposes throughout the entire voice portal 110. Thus, an earlier request for driving directions may have provided the user's address to the voice portal 110. As part of step 610, additional data can be collected either using audio input and output to a computer or to a human operator. The user of the voice portal 110 may not even be aware that a human operator is receiving her/his input
25 for entry into her/his profile. In addition, reverse lookup information can be used to derive

the user's name and address or assist in verification of the user's input. The voice portal 110 minimizes the need for re-entry of data by maximizing usage of user profile information across different merchants/vendors.

Still other embodiments of the invention allow a user to signal on a web site to have the vendor contact them to complete the transaction by telephone. This may allow for better support of customers who are uncomfortable making purchases over the Internet and/or make it easier for customers to make purchases from new vendors. For example, if Jane Doe already has a profile established with the voice portal 110, then she can circumvent the purchase process at a particular merchant by clicking on a link to have the voice portal 110 call her. In some instances, the user may be asked to provide her/his phone number on the web site.

Still other information that is needed may be product/service specific, e.g. type of seating, pant size, etc. That information may be obtained as part of the dialogue at step 602 and/or stored as user preferences by the voice portal 110.

In some embodiments of the invention, a list of items may be presented to a user, e.g. a top n list of books, music, etc. The voice portal 110 may pause briefly between items in the list to receive a purchase request, e.g. "Buy It" or a touch-tone signal. Thus, the purchase model is extended to handle purchases from a list of items. This may also be helpful when the user has requested a search and wants to purchase one of the items provided in the result list.

O. Conclusion

Thus, the voice portal 110 can serve as a telephone to HTTP, HTTPS, and/or SSL gateway for commerce purposes. Further, the voice portal 110 supports a one word purchase commerce model that greatly reduces the overhead of completing transactions

with multiple vendors using the telephone interface. Further, the model abstracts the particular purchase/transaction/vending model used by the vendor in favor of a uniform interface provided by the voice portal 110. Typical embodiments of the invention may support one or more words, phrases, or DTMF signals for use as the purchase command in
5 the one word purchase model.

A number of different personalization features provided by embodiments of the invention have been described, those features can be combined in a number of ways to provide personalized commerce services.

In some embodiments, voice portal 110 can be hardware based, software based, or
10 a combination of the two. In some embodiments, voice portal 110 is comprised of one or more computer programs that are included in one or more computer usable media such as CD-ROMs, floppy disks, or other media. In some embodiments, call manager programs, execution engine programs, data connectivity engine programs, evaluation engine programs, streaming subsystem programs, recognition server programs, and/or text to
15 speech programs are included in one or more computer usable media.

Some embodiments of the invention are included in an electromagnetic wave form. The electromagnetic waveform comprises information such as call manager programs, execution engine programs, data connectivity engine programs, evaluation engine programs, streaming subsystem programs, recognition server programs, and/or text to
20 speech programs. The electromagnetic waveform may include the programs accessed over a network.

The foregoing description of various embodiments of the invention has been presented for purposes of illustration and description. It is not intended to limit the invention to the precise forms disclosed. Many modifications and equivalent arrangements
25 will be apparent.

Fig 1

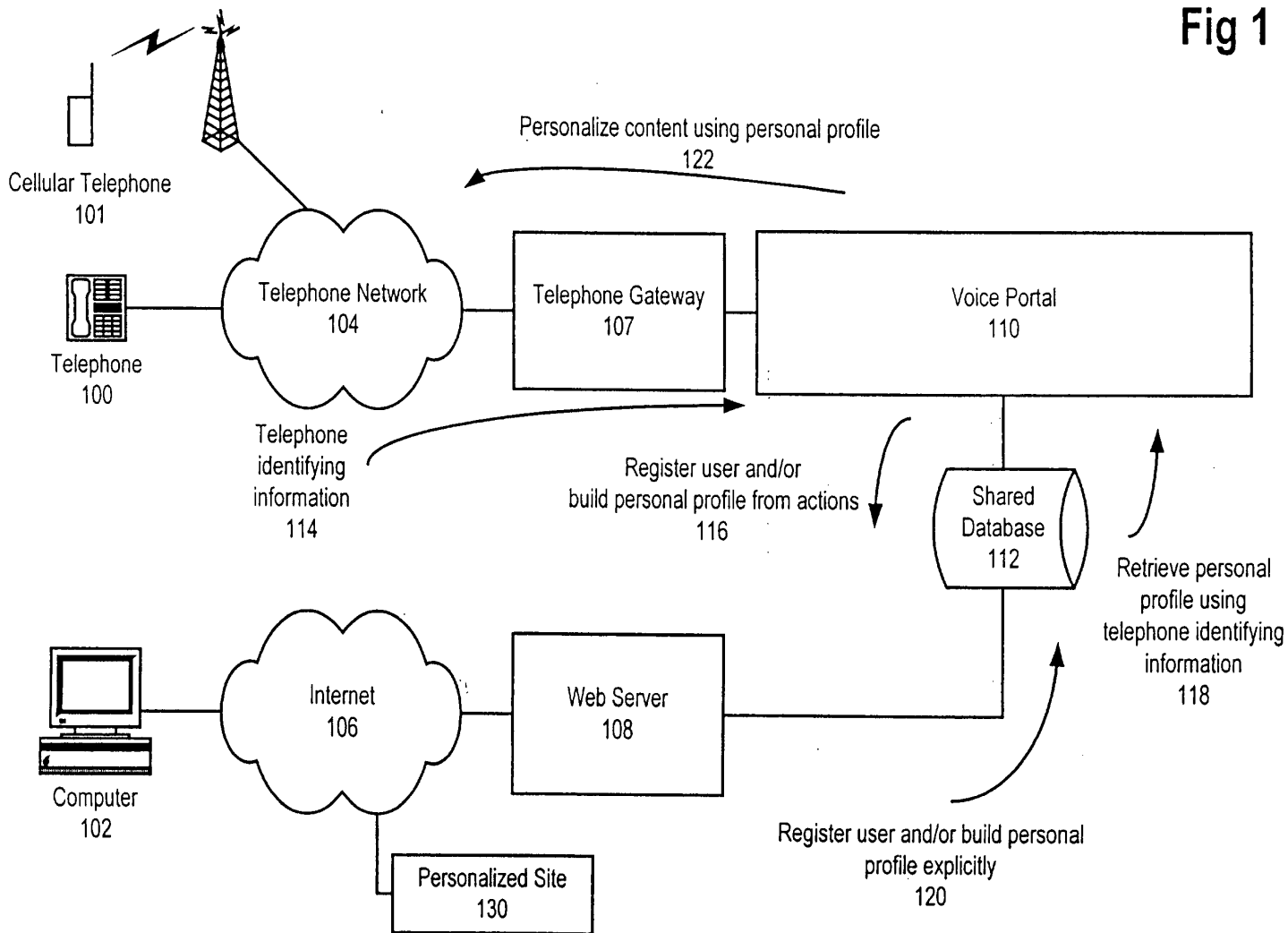


Fig 2

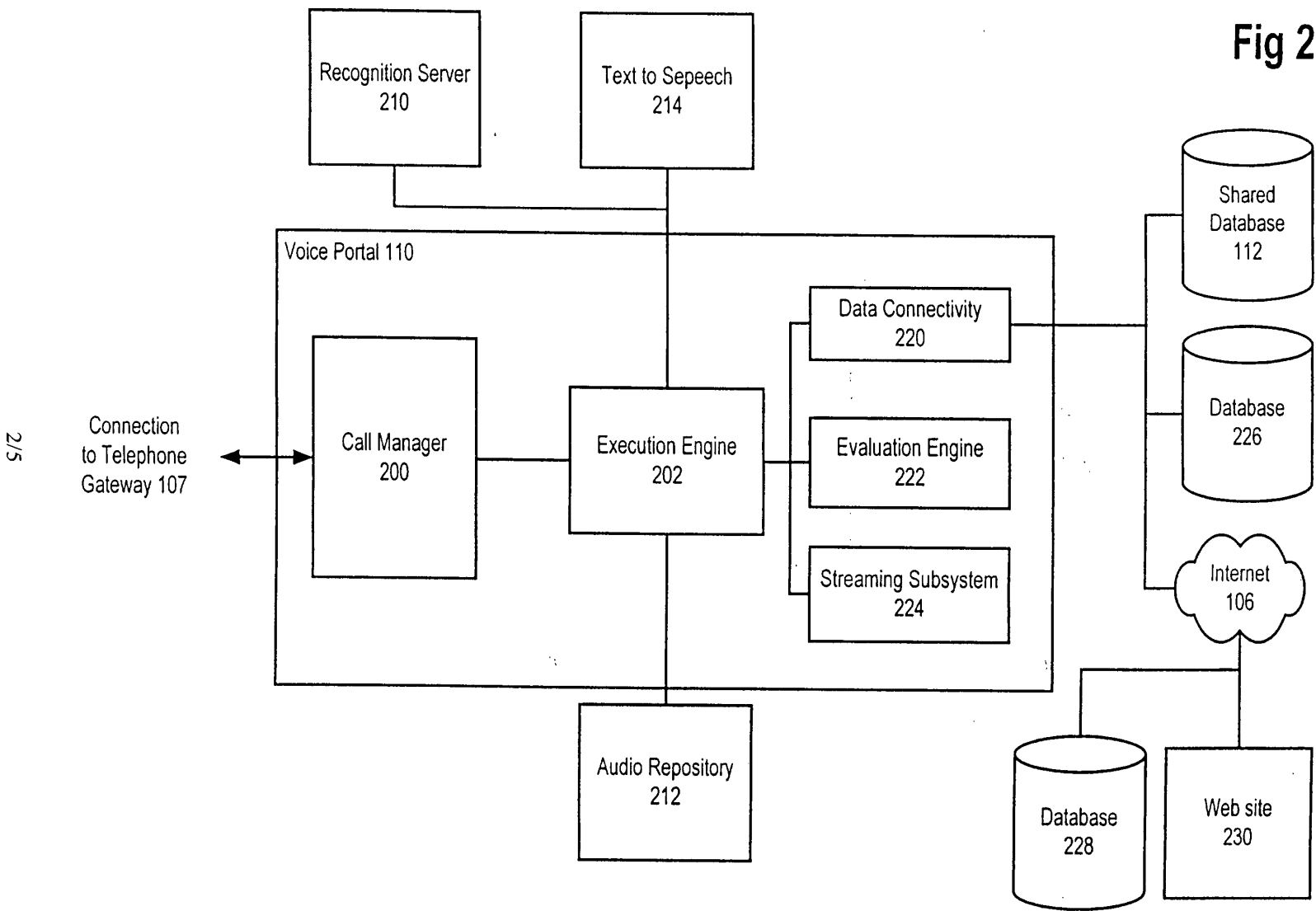


Fig 3

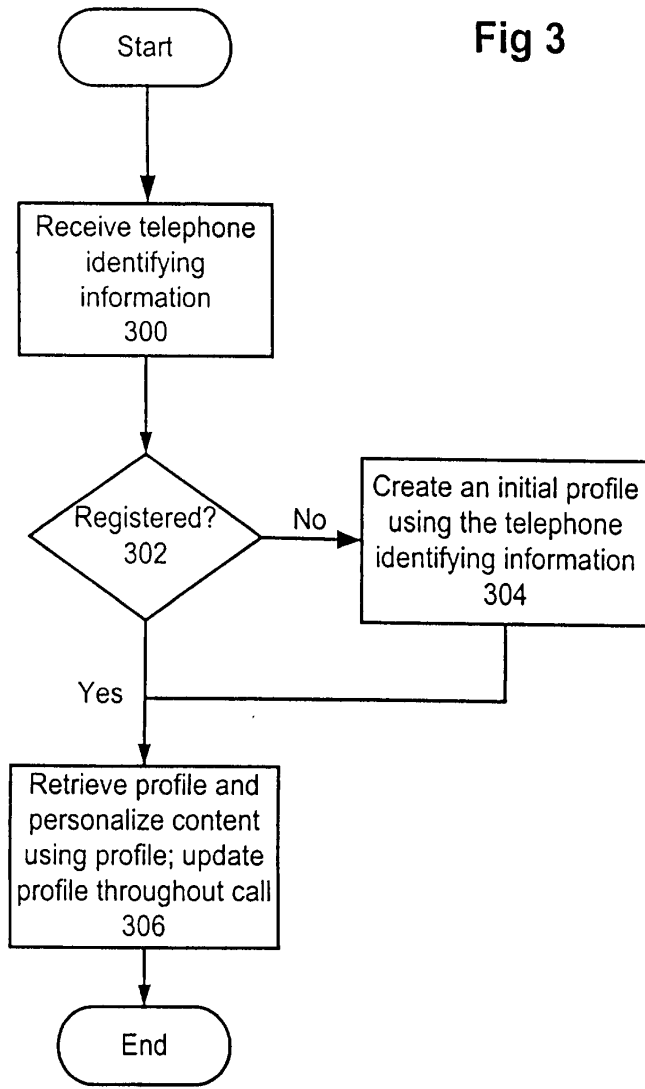


Fig 4

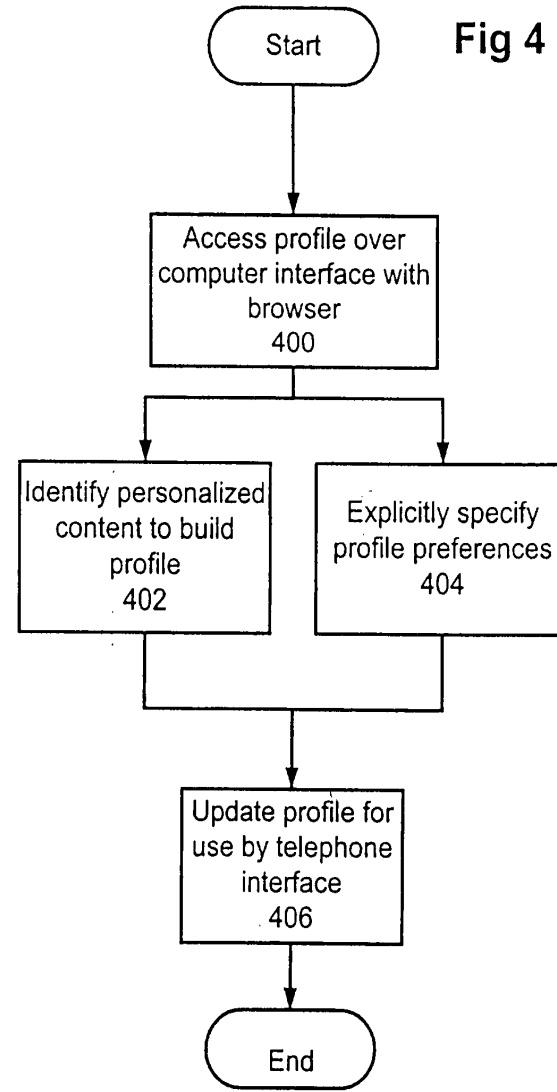
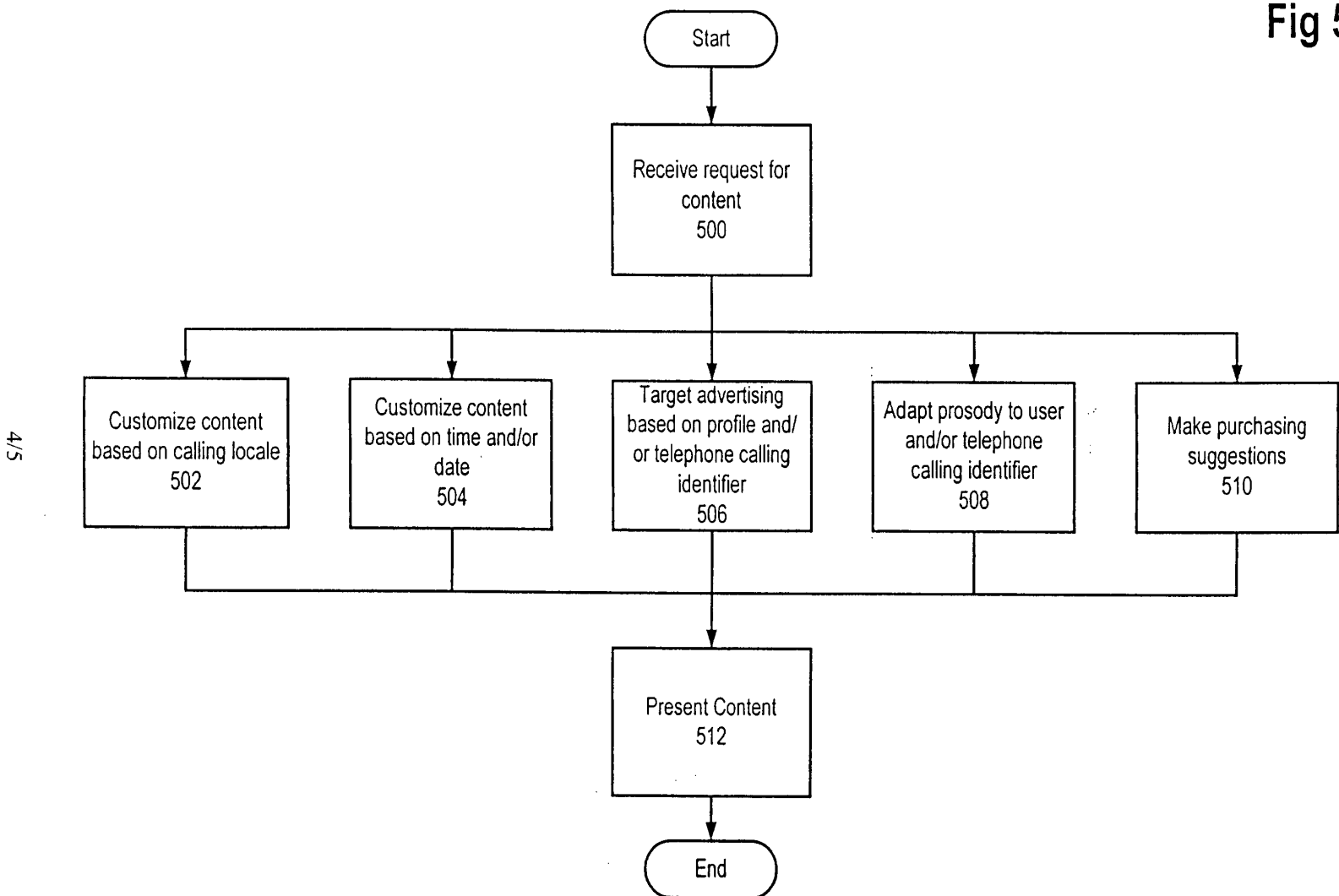
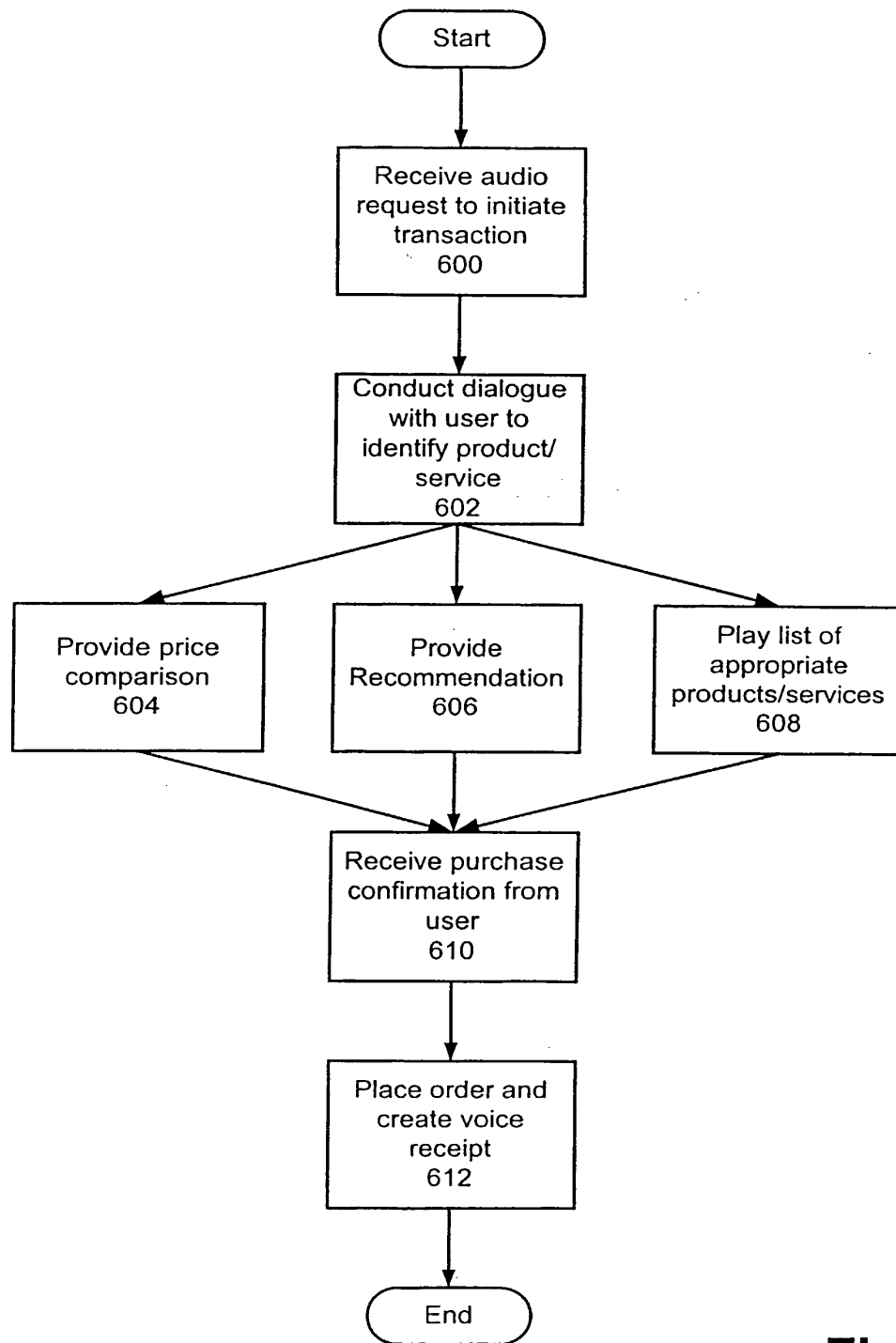


Fig 5



**Fig 6**

CLAIMS

What is claimed is:

- 1 1. A method of providing an electronic commerce transaction from the Internet to a
2 telephone using a computer system, the computer system including a telephone interface
3 system coupled in communications with an Internet access system, the telephone interface
4 system being coupled in communications with the telephone, the method comprising:
5 receiving an audio request over the telephone interface system, the audio request
6 corresponding to a product for sale from a merchant, the merchant providing
7 electronic commerce on the Internet using a second computer system;
8 responsive to the audio purchase request, performing the following
9 sending a first request to the second computer system over the Internet access
10 system, the first request corresponding to a request for information about
11 the product,
12 receiving a first response from the second computer system over the Internet
13 access system, the first response corresponding to an information about the
14 product,
15 providing an audio response over the telephone interface system, the audio
16 response corresponding to the information, and
17 receiving an audio confirmation over the telephone interface system; and
18 responsive to the audio confirmation, performing the following
19 sending a second request to the second computer system over the Internet
20 access system, the second request corresponding to a request to purchase or
21 order the product from the merchant;

22 receiving a second response from the second computer system over the Internet
23 access system, the first response corresponding to a confirmation of the
24 first request; and
25 providing a second audio response over the telephone interface system, the
26 second audio response indicating completion of the electronic commerce
27 transaction.

1 2. The method of claim 1, wherein the telephone interface system receives a
2 telephone identifying information, the method further comprising:
3 accessing a user profile corresponding to the telephone identifying information, the
4 user profile corresponding to information about a user; and
5 including information from the user profile in at least one of the first request and
6 the second request.

1

1 3. The method of claim 2, further comprising:
2 providing a third audio request over the telephone interface system, the third audio
3 request corresponding to a request for at least one of a name, an address, a
4 credit card number, a credit card expiration date, an electronic mail address,
5 and a telephone number;
6 receiving an audio information response over the telephone interface system, the
7 audio information response corresponding to at least one of a name, an address,
8 a credit card number, a credit card expiration date, an electronic mail address,
9 and a telephone number; and

10 including the corresponding at least one of a name, an address, a credit card
11 number, a credit card expiration date, an electronic mail address, and a
12 telephone number in the user profile.

1 4. The method of claim 1, further comprising responsive to the second response,
2 generating a voice receipt, the voice receipt corresponding to information about the
3 electronic commerce transaction.

1 5. The method of claim 4, wherein the voice receipt includes at least one of a name of
2 the product, a description of the product, a name of the merchant, a contact information for
3 the merchant, a price paid for the product, an order number, a confirmation number, and a
4 status.

1 6. The method of claim 4, further comprising:
2 receiving an audio request, the audio request corresponding to a request to review
3 the voice receipt; and
4 responsive to the audio request, providing a second audio response over the
5 telephone interface, the second audio response corresponding to information
6 from the voice receipt.

1 7. The method of claim 1, wherein the receiving the audio purchase request
2 comprises receiving a verbal request for a product, performing voice recognition on the
3 verbal request to determine the product.

1 8. The method of claim 1, wherein the receiving the audio purchase request
2 comprises receiving a series of one or more touch tone signals and decoding the series of
3 one or more touch tone signals to determine the product.

1 9. The method of claim 1, wherein the receiving the audio purchase request
2 comprises receiving a verbal request for a merchant, performing voice recognition on the
3 verbal request to determine the merchant.

1 10. The method of claim 1, wherein the receiving the audio purchase request
2 comprises receiving a series of one or more touch tone signals and decoding the series of
3 one or more touch tone signals to determine the merchant.

1 11. The method of any one of the preceding claims wherein the audio request is a
2 purchase request.

1 12. A computer system to provide an electronic commerce transaction from the
2 Internet to a telephone, the computer system comprising:
3 an Internet interface including at least one program to access a second computer
4 system using one or more of a SSL protocol, a HTTP, and a HTTPS;
5 a telephone interface to send and receive audio signals to and from the telephone
6 and to receive a telephone identifying information corresponding to the
7 telephone; and
8 a control subsystem to control the Internet interface and the telephone interface, the
9 control subsystem including at least one program for
10 processing an audio request to purchase a product from a merchant, the
11 merchant providing electronic commerce on the Internet using the second
12 computer system, and
13 completing the electronic commerce transaction for the product with the
14 merchant over the Internet interface responsive to an audio confirmation.

1 13. The computer system of claim 12, wherein the at least one program in the control
2 subsystem further for accessing a user profile corresponding to the telephone identifying
3 information, the user profile corresponding to information about a user and wherein the
4 completing further comprises providing at least a portion of the user profile to the
5 merchant over the Internet interface.

1 14. The computer system of claim 12, wherein the at least one program in the control
2 subsystem further for generating a voice receipt responsive to the completing, the voice
3 receipt corresponding to information about the electronic commerce transaction.

1 15. A computer system performing an electronic commerce transaction over a
2 telephone, the computer system receiving a telephone identifying information associated
3 with the telephone, the electronic commerce transaction performed over the Internet, the
4 computer system comprising:
5 means for receiving an audio request to initiate the electronic commerce
6 transaction;
7 means for selecting a product from a merchant using an audio dialogue, the
8 merchant providing electronic commerce on the Internet using a second
9 computer system;
10 means for receiving audio confirmation of the electronic commerce transaction of
11 the product; and
12 means for completing the electronic commerce transaction over the Internet with
13 the second computer system.

1 16. The computer system of claim 15, wherein the means for completing further
2 comprises:

3 means for accessing a user profile corresponding to the telephone identifying
4 information, the user profile corresponding to information about a user;
5 means for providing at least a portion of the user profile to the second computer
6 system over the Internet to complete the electronic commerce transaction.

1 17. The computer system of claim 15, further comprising means for providing a voice
2 receipt of the electronic commerce transaction, the voice receipt corresponding to a record
3 of the electronic commerce transaction.

1 18. The computer system of claim 15, wherein the means for selecting comprises:
2 means for comparing prices for the product at a plurality of merchants;
3 means for providing a list of a predetermined number of merchants from the
4 plurality of merchants over the telephone, the predetermined number of
5 merchants offering the product at a lower price than other merchants in the
6 plurality of merchants; and
7 means for receiving an audio selection of one of the merchants in the list, the
8 selection corresponding to the merchant.

1 19. A method of ordering an item over a telephone, the telephone coupled to a
2 computer system by a telephone interface, the computer system supporting access to an
3 Internet for completing commerce transactions, the method comprising:
4 presenting information about the item in audio format over the telephone interface
5 using the computer system; and
6 responsive to a single audio response received by the computer system over the
7 telephone interface:

8 retrieving telephone identifying information associated with the telephone to
9 identify a profile associated with the purchaser; and
10 sending a request to order the item, the request including information from the
11 profile about the purchaser to a second computer system on the Internet, the
12 second computer system operated by a merchant selling the item.

1 20. The method of claim 19, wherein the request is sent to the second computer system
2 over the Internet using a secure hypertext transfer protocol (HTTPS) and the request
3 includes a payment identifier from the user profile.

1 21. The method of claim 2 or 19, wherein the profile includes at least one of a name,
2 an address, a credit card number, a credit card expiration date, an electronic mail address,
3 and a telephone number.

1 22. The method of claim 2 or 19, wherein the profile includes information obtained
2 from a reverse directory lookup on the telephone identifying information.

1 23. The method of claim 2 or 19, wherein the second computer system includes a web
2 server providing an HTML order form, and wherein the request to order the item
3 comprises HTML form data corresponding to information from the profile.

1 24. The method of claim 2 or 19, wherein the second computer system includes a web
2 server supporting an HTTP protocol, and wherein the request to order the item comprises
3 data corresponding to information from the profile sent using the HTTP protocol.

1 25. The method of claim 1 or 19, wherein computer system communicates with the
2 second computer system over the Internet using one or more of a secure sockets layer

3 (SSL) protocol, a hypertext transfer protocol (HTTP), and a secure hypertext transfer
4 protocol (HTTPS).

1 26. The method of claim 25, wherein the request to order the item includes at least one
2 of hypertext markup language (HTML) data and extensible markup language (XML) data
3 sent to the second computer system using HTTPS.

1 27. The method of claim 25, wherein the second computer system includes a web
2 server providing an HTML order form, and wherein the request to order the item
3 comprises HTML form data corresponding to an order for the product.

1 28. The method of claim 19, further comprising after the request to order the item,
2 generating a voice receipt, the voice receipt corresponding to information about the order
3 of the item.

1 29. The method of claim 28, wherein the voice receipt includes at least one of a name
2 of the item, a description of the item, a name of the merchant, a contact information for the
3 merchant, a price paid for the item, an order number, a confirmation number, and a status.

1 30. The method of claim 4 or 28, wherein the voice receipt includes a status, the status
2 corresponding to information retrieved from the second computer system about the order
3 of the item.

1 31. A method of completing a purchase of an item over a telephone, the telephone
2 coupled to a first computer system by a telephone interface, the first computer system
3 supporting access to an Internet, the method comprising:

4 receiving a signal from a second computer system over the Internet, the signal
5 corresponding to a request to place a telephone call to a user at a telephone
6 number to complete the purchase of the item;
7 calling the user over the telephone at the telephone number using the telephone
8 interface using the first computer system;
9 conducting an audio dialogue over the telephone interface with the user using the
10 first computer system to obtain at least one of a name, an address, a credit card
11 number, a credit card expiration date, an electronic mail address, a telephone
12 number, a confirmation of the purchase, and a password; and
13 completing the purchase of the item by sending a message to the second computer
14 over the Internet, the message including at least a portion of personal
15 identifying information obtained in the audio dialogue.

1 32. The method of claim 31, wherein the conducting the audio dialogue comprises:
2 identifying a user profile associated with the telephone number;
3 making an audio request, the audio request corresponding to a request for a
4 password from the user;
5 receiving an audio response, the audio response corresponding to a password from
6 the user; and
7 wherein the completing occurs responsive to verification of the password provided
8 by the user against the password in the user profile.

1 33. A method of completing a purchase from a list over a telephone, the telephone
2 coupled to a first computer system by a telephone interface, the telephone supplying
3 telephone identifying information to the first computer system over the telephone

4 interface, the first computer system supporting access to an Internet, the list including a
5 plurality of items, the method comprising:

6 identifying a user profile associated with the telephone identifying information;
7 using the computer to present each of the plurality of items in the list over the
8 telephone interface; and

9 responsive to an audio response, completing a purchase of a most recently
10 presented item on a second computer system coupled in communication with
11 the first computer system over the Internet using the user profile.

1 34. The method of claim 33, wherein a pause of a predetermined amount of time is
2 inserted between the presentation of each item.

1 35. A method of storing information received over a telephone interface in a data
2 storage coupled to a computer, the telephone coupled to the computer by a telephone
3 interface, the method comprising:

4 using the computer to prompt a user for information over the telephone interface;
5 receiving an audio signal over the telephone interface;
6 sending the audio signal from the computer to an audio interface, the audio
7 interface for presenting the audio signal to a human;

8 receiving a data signal on the computer, the data signal corresponding to a speech
9 recognition result for the audio signal by a human; and
10 responsive to receiving the data signal, updating the data storage to include the
11 speech recognition result.

1 36. The method of claim 35, wherein the speech recognition result indicates that the
2 human could not process the audio signal, the method further comprising repeating the

3 method until the speech recognition result no longer indicates that the human could not
4 process the audio signal.

1

Electronic Acknowledgement Receipt	
EFS ID:	39719808
Application Number:	16553553
International Application Number:	
Confirmation Number:	1643
Title of Invention:	VOICE COMMERCE
First Named Inventor/Applicant Name:	Michael R. KENNEWICK
Customer Number:	133759
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Filer Authorized By:	Timothy P. Cremen
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Time Stamp:	15:03:10
Application Type:	Utility under 35 USC 111(a)

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	Filing Date	08/28/2019
	First Named Inventor	Michael R. KENNEWICK, Sr.
	Art Unit	3684
Page 1 of 1	Matter Number	62KC-301480

GENERAL
<p>Pursuant to 37 C.F.R. 1.97 and 1.98 and to the duty of disclosure set forth in 37 C.F.R. 1.56, the Examiner in charge of the above-identified application is requested to consider and make of record the references listed herewith. A copy of each listed reference, other than U.S. patents/applications and references cited in a parent application, is enclosed.</p> <p>Although the information submitted herewith may be "material" to the Examiner's consideration of the subject application, this submission is not intended to constitute an admission that such information is "prior art" as to the claimed invention.</p> <p>In accordance with 37 C.F.R. 1.97(g), the filing of this Information Disclosure Statement shall not be construed to mean that a search has been made.</p>

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<p>In accordance with 37 CFR 1.97(b), this Information Disclosure Statement is being filed within three months of the filing of a national application other than a continued prosecution application under 37 CFR 1.53(d); within three months of the date of entry of the national stage as set forth in 37 CFR 1.491 in an international application; before the mailing of a first Office Action on the merits; or before the mailing of a first Office Action after the filing of a request for continued examination under 37 CFR 1.114.</p>

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ADDITIONAL COMMENTS
<p>The foreign patent documents were cited in a search report by a foreign patent office in a counterpart foreign application. Submission of an English language version of the search report that indicates the degree of relevance found by the foreign office is provided.</p>

SIGNATURE			
Signature	/ Timothy P. Cremen /	Date	2020-06-15
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	Filing Date	2019-08-28
	First Named Inventor	Michael R. KENNEWICK, Sr.
	Art Unit	3684
	Examiner Name	Jason B. Dunham
Attorney Docket Number		62KC-301480

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	1	2867583	FR		2005-09-16	VESSIÈRE GILLES RENE		

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	Filing Date		2019-08-28
	First Named Inventor	Michael R. KENNEWICK, Sr.	
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	Filing Date		2019-08-28
	First Named Inventor	Michael R. KENNEWICK, Sr.	
	Art Unit	3684	
	Examiner Name	Jason B. Dunham	
	Attorney Docket Number	62KC-301480	

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SIGNATURE

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Signature	/Mark A. Patrick/	Date (YYYY-MM-DD)	2020-03-12
Name/Print	Mark A. Patrick	Registration Number	72,958

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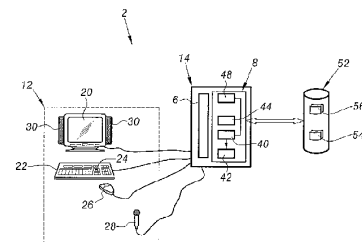
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(54) CORRECTEUR SEMANTIQUE, SYNTAXIQUE ET/OU LEXICAL ET PROCEDE D'INTERACTION VOCALE,
SUPPORT D'ENREGISTREMENT ET PROGRAMME D'ORDINATEUR POUR SA MISE EN OEUVRE.

(57) Ce correcteur sémantique, syntaxique et/ou lexical
électronique est adapté aux personnes dyslexiques ou dy-
sorthographiques pour faciliter la correction syntaxique et/
ou lexicale d'une expression erronée dans un texte numéri-
que. Ce correcteur comporte :

- un module (42) d'établissement d'expressions apte à
établir automatiquement une liste d'au moins deux expres-
sions correctes propres chacune à remplacer l'expression
erronée, et
- un module (44) d'interaction vocale pour sélectionner
dans cette liste l'expression correcte destinée à remplacer
l'expression erronée dans le texte numérique.



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L'invention concerne un correcteur sémantique, syntaxique et/ou lexical, un procédé d'interaction vocale, un support d'enregistrement et un programme d'ordinateur pour sa mise en œuvre.

5 Plus précisément, l'invention concerne un correcteur comportant un module d'établissement d'expressions apte à établir automatiquement une liste d'au moins deux expressions correctes propres chacune à remplacer l'expression erronée, cette liste étant établie à partir de l'expression erronée et à l'aide d'une base préétablie de règles de corrections.

10 Ici, le terme « expression » sera utilisé pour désigner aussi bien un mot, un groupe de mots dans une phrase ou une phrase entière.

Il existe aujourd'hui de nombreux correcteurs syntaxiques et/ou lexicaux associés à différents logiciels de traitement de textes existant. L'un des plus connu de ces correcteurs est, par exemple, celui utilisé dans le traitement de texte Word de Microsoft®.

15 Typiquement, ces correcteurs détectent automatiquement une expression erronée, la soulignent et affichent une liste d'expressions susceptibles d'être utilisées pour corriger l'expression erronée. L'utilisateur doit alors cliquer sur l'une de ces expressions dans la liste pour la sélectionner. L'expression sélectionnée est ensuite utilisée pour corriger l'expression
20 erronée.

Ces correcteurs sont pratiques et adaptés pour la plupart des utilisateurs. Toutefois, de tels correcteurs ne sont pas faciles à utiliser pour une personne dyslexique ou dysorthographique. En effet, ces personnes ont souvent des difficultés pour lire les expressions d'une liste d'expressions de
25 sorte qu'il leur est difficile de sélectionner dans la liste d'expressions proposées l'expression correcte à utiliser pour corriger l'expression erronée. Il n'existe donc pas aujourd'hui de correcteur adapté aux personnes dyslexiques pour les assister à corriger un texte.

30 L'invention vise à remédier à cette lacune en proposant un correcteur sémantique, syntaxique et/ou lexical adapté aux personnes dyslexiques ou dysorthographiques pour les aider dans la correction sémantique, syntaxique et/ou lexicale d'une expression erronée dans un texte numérique.

L'invention a donc pour objet un correcteur sémantique, syntaxique et/ou lexical caractérisé en ce qu'il comporte un module d'interaction vocale pour sélectionner dans cette liste l'expression correcte destinée à remplacer l'expression erronée dans le texte numérique.

5 Contrairement aux correcteurs connus, celui-ci fait appel à la voix pour sélectionner une expression dans la liste d'expressions susceptibles d'être utilisées pour corriger l'expression erronée. Ainsi, même une personne dyslexique ou dysorthographique souffrant de troubles de la lecture peut sélectionner correctement et facilement dans la liste l'expression qui doit
10 remplacer l'expression erronée.

Suivant d'autres caractéristiques supplémentaires prises seules ou en combinaison, ce correcteur conforme à l'invention se caractérise en ce que :

- le module d'interaction vocale est apte à :

- acquérir une expression dictée par un utilisateur,

15 - comparer l'expression dictée à chaque expression de ladite liste pour déterminer l'expression de cette liste ressemblant phonétiquement le plus à l'expression dictée, et

- sélectionner automatiquement l'expression de la liste la plus ressemblante à l'expression dictée ;

20 - à construire un premier modèle de parole pour chaque expression de ladite liste et un second modèle de parole pour l'expression dictée, et

- à comparer l'expression dictée à chaque expression de ladite liste en comparant le second modèle de parole à chacun des premiers modèles
25 de parole construits.

- il comporte :

- un module de synthèse vocale propre à lire le texte numérique,

30 - un module de sélection de l'expression du texte actuellement lue par le module de synthèse en réponse à un signal d'activation, et

- un dispositif de génération dudit signal d'activation sous la commande d'un utilisateur, et

- en ce que le module d'établissement est apte à utiliser l'expression sélectionnée par le module de sélection en tant qu'expression erronée pour générer les expressions de ladite liste.

5 L'invention a également pour objet un procédé d'interaction vocale pour faciliter la correction sémantique, syntaxique et/ou lexicale d'une expression erronée dans un texte numérique, ce procédé comportant :

- une étape automatique d'établissement d'une liste limitée d'expressions correctes propres chacune à remplacer l'expression erronée, cette liste étant établie à partir de l'expression erronée et à l'aide d'une base
10 préétablie de règles de corrections de manière à former un sous ensemble limité parmi l'ensemble des expressions possibles dans une langue donnée,

- une étape d'interaction vocale pour sélectionner dans cette liste l'expression correcte destinée à remplacer l'expression erronée dans le texte numérique, cette étape comportant les opérations consistant à :

15 - acquérir une expression dictée par un utilisateur,
- comparer l'expression dictée à chaque expression de ladite liste pour déterminer l'expression de cette liste ressemblant le plus à l'expression dictée, et

- sélectionner automatiquement l'expression de la liste la plus
20 ressemblante à l'expression dictée.

L'invention a également pour objet un support d'enregistrement d'informations et un programme d'ordinateur, caractérisés en ce qu'ils comportent des instructions pour l'exécution d'un procédé conforme à l'invention, lorsque ces instructions sont exécutées par un calculateur
25 électronique.

L'invention sera mieux comprise à la lecture de la description qui va suivre donnée uniquement à titre d'exemple et faite en se référant aux dessins sur lesquels :

- la figure 1 est une illustration schématique d'un système de
30 correction syntaxique et lexical conforme à l'invention,

- la figure 2 est un organigramme d'un procédé pour faciliter la correction syntaxique et lexicale conforme à l'invention, et

- la figure 3 est un organigramme d'un autre mode de réalisation du procédé de la figure 2.

La figure 1 représente un système de correction sémantique, syntaxique et lexical désigné par la référence générale 2. Le système 2 est ici
5 réalisé, à titre d'exemple, à partir d'un ordinateur conventionnel équipé d'un logiciel de traitement de texte conventionnel et d'un correcteur sémantique, syntaxique et lexical 8.

Le logiciel de traitement de texte 6 forme ici un exemple d'un moyen d'acquisition d'un texte numérique dactylographié complet à corriger. Ce texte
10 complet est formé d'une succession d'expressions.

L'ordinateur comporte une interface homme/machine 12 associée à une unité centrale 14.

L'interface homme/machine 12 comporte, par exemple :

- un écran vidéo 20,
- 15 - un clavier 22 équipé d'une touche 24 d'activation d'un module de sélection du correcteur 8,
- un dispositif de pointage 26, tel que, par exemple, une souris,
- des moyens d'acquisition d'un signal acoustique prononcé ou dicté par un utilisateur, tel que, par exemple, un microphone 28, et
20 - au moins un haut-parleur 30.

L'unité centrale 14 est formée à partir d'un calculateur électronique programmable conventionnel apte à exécuter le logiciel 6 de traitement de texte.

Le correcteur 8 est apte à corriger des expressions erronées
25 acquises à l'aide du logiciel 6. A cet effet il comporte :

- un module 40 de sélection d'une expression erronée en réponse à l'enfoncement de la touche 24,
- un module 42 d'établissement automatique d'une liste comportant plusieurs expressions susceptibles d'être utilisées pour corriger une expression
30 erronée,
- un module 44 d'interaction vocale pour sélectionner dans cette liste l'expression à utiliser pour corriger l'expression erronée,

- un module 48 de synthèse vocale propre à transformer un texte et chaque expression dactylographiée numérique de ce texte en un signal acoustique restitué par l'intermédiaire des haut-parleurs 30 de manière à être intelligible par l'utilisateur.

5 De manière à convertir un signal acoustique en un texte dactylographié numérique et vice-versa, les modules 44 et 48 utilisent des techniques connues telles que celles décrites dans : Tubach J.P & al. (1989) « La parole et son traitement automatique », Masson. Paris. En particulier, la technique utilisée ici fait appel à des modèles de paroles conventionnels tels
10 que ceux définis dans l'ouvrage précédent.

Une mémoire 52 est associée à l'unité centrale 14.

La mémoire 52 comporte une base 54 préétablie de règles de correction d'expressions erronées. Cette base 54 est destinée à être utilisée par le module 42 pour établir à partir d'une expression erronée la liste
15 d'expressions susceptibles de corriger cette expression erronée.

La mémoire 52 comporte également une base 56 préétablie de règles de détection d'erreurs permettant au correcteur 8 de détecter automatiquement les expressions erronées présentes dans le texte acquis par le logiciel 6. Ici, les bases 54 et 56 sont chacune divisées en une première et
20 une seconde parties. La première partie comporte des règles adaptées à tout type d'utilisateur. A l'inverse, la seconde partie comporte des règles spécialement établies pour un utilisateur donné. Ainsi, chaque seconde partie est associée à un identifiant de l'utilisateur du correcteur 8. A titre d'exemple, ces secondes parties comporteront des règles permettant de détecter et de
25 corriger la substitution d'un mot correctement orthographié par un autre mot correctement orthographié. Par exemple, ici la base 56 comporte une règle de détection associée à un utilisateur α consistant à détecter le mot « lieu » et une règle de correction associée à ce même utilisateur dans la base 54 consistant à proposer le mot « lion » pour corriger le mot « lieu ».

30 Ici, le correcteur 8 est réalisé sous la forme d'un programme d'ordinateur exécutable par le calculateur électronique de l'unité centrale 14. A cet effet, la mémoire 52 comporte également des instructions pour l'exécution des procédés des figures 2 et 3.

Un premier mode de fonctionnement du système 2 va maintenant être décrit en regard du procédé de la figure 2 dans le cas particulier de l'utilisateur α .

Initialement, lors d'une étape 70 d'initialisation du correcteur 8, l'utilisateur α s'identifie auprès du correcteur 8. En fonction de l'utilisateur ainsi identifié, le correcteur 8 sélectionne lors de la même étape, les secondes parties des bases 54 et 56 correspondantes à utiliser.

Ensuite, l'utilisateur α saisit un texte à l'aide du clavier 22. Ce texte est acquis, lors d'une étape 72, par le logiciel 6 sous la forme d'un texte dactylographié numérique.

Une fois que le texte complet à corriger a été acquis par le logiciel 6, le module 48 commence à relire l'ensemble du texte acquis lors d'une étape 74.

Lorsque l'utilisateur entend une expression erronée, il enfonce la touche 24. En réponse à l'enfoncement de la touche 24, le module 40 sélectionne, lors d'une étape 76, l'expression actuellement lue par le module 48.

En réponse à cette sélection, le module 42 établit automatiquement, lors d'une étape 78, à partir de l'expression sélectionnée et à l'aide des règles de la base 54 une liste d'expressions susceptibles d'être utilisées pour corriger l'expression sélectionnée. Par exemple, si l'expression sélectionnée est : "le lieu est au zoo", la liste établie comporte l'expression "le lion est au zoo" ou "lion".

Ensuite, lors d'une étape 80, le module 44 d'interaction vocale construit pour chacune des expressions de la liste établie lors de l'étape 78 un modèle de parole.

Ensuite, lors d'une étape 82, le correcteur 8 présente à l'utilisateur l'expression qu'il a sélectionnée comme étant incorrecte. Par exemple, lors de cette étape 82, l'expression sélectionnée est mise en évidence sur l'écran 20 et, en parallèle, lue vocalement à l'aide du module 48.

Puis, lors d'une étape 84, la liste construite est présentée par le correcteur 8 à l'utilisateur. Lors de cette étape 84, cette liste est, par exemple, affichée sur l'écran 20 et, en parallèle, chaque expression de cette liste est lue et/ou épelée par le module 48.

A l'issue de cette étape 84, le correcteur 8 procède à une étape 90 d'interaction vocale pour sélectionner, dans la liste présentée, l'expression à utiliser pour corriger l'expression erronée. A cet effet, l'utilisateur est invité à dicter ou à prononcer dans le microphone 28 l'expression correcte. Le module 44 procède alors à une opération 92 d'acquisition du signal acoustique correspondant puis à une opération 94 de construction d'un modèle de parole pour l'expression dictée dans le microphone 28. Le modèle de parole ainsi construit lors de l'opération 94 est alors comparé, lors d'une opération 96, à chaque modèle de parole établi lors de l'étape 80. Cette comparaison est réalisée de manière à identifier quel est parmi les différents modèles de paroles construits lors de l'étape 80 celui qui ressemble le plus au modèle de parole construit lors de l'opération 94.

Enfin, lors d'une opération 98, le module 44 sélectionne automatiquement l'expression de la liste dont le modèle de parole est le plus ressemblant à celui construit lors de l'opération 94.

Dès lors, l'expression ainsi sélectionnée est utilisée par le correcteur 8, lors d'une étape 100, pour remplacer l'expression erronée.

Les étapes 76 à 100 sont alors réitérées pour l'expression suivante sélectionnée par l'utilisateur en tant qu'expression erronée.

Dans ce premier mode de fonctionnement, le correcteur 8 ne détecte pas lui-même les expressions erronées, ce travail étant réalisé par l'utilisateur lorsque celui-ci enfonce la touche 24.

Un second mode de fonctionnement du système 2 va maintenant être décrit en regard du procédé de la figure 3.

Dans la figure 3, contrairement au procédé de la figure 2, le correcteur 8 détecte lui-même les expressions erronées à l'aide de la base de règles 56 de sorte que dans ce mode de fonctionnement, l'utilisateur n'a plus besoin d'utiliser la touche 24 ni le module de sélection 40 associé à cette touche.

Sur l'organigramme de la figure 3, les étapes ou opérations qui sont identiques à celles de la figure 2 portent les mêmes références.

Le procédé de la figure 3 commence par les étapes 70 et 72. Ensuite, lors d'une étape 110, le correcteur sélectionne automatiquement une

expression erronée dans le texte acquis lors de l'étape 72. A cet effet, le correcteur utilise la base 56 de règles de détection d'expressions erronées et plus particulièrement la seconde partie de cette base spécifique à l'utilisateur α .

Ensuite, le correcteur 8 procède aux étapes 78, 80, 82, 84, 90 et 100
5 comme décrit en regard de la figure 2.

Le mode de fonctionnement de la figure 2 présente l'avantage d'être plus simple à réaliser. En effet détecter des expressions erronées de façon automatique est compliqué.

Le fait d'établir dans un premier temps une liste limitée d'expressions
10 correctes possibles et ensuite de rechercher uniquement dans cette liste l'expression erronée dictée lors de l'opération 92 par l'utilisateur augmente considérablement la probabilité d'identifier correctement à l'aide d'une interaction vocale l'expression dictée par l'utilisateur. Le fonctionnement du correcteur s'en trouve donc amélioré. En effet, contrairement, par exemple, au
15 cas où l'utilisateur utilise un logiciel de dictée vocale, l'expression dictée ici n'est pas comparée à l'ensemble des expressions possibles dans une langue donnée, mais simplement à un sous-ensemble limité de ces expressions possibles. Typiquement, la liste établie lors de l'étape 78 est limitée à 5, 10 ou 30 expressions au maximum.

Enfin, le fait de comparer lors de l'opération 96 des modèles de
20 paroles entre eux accroît également l'efficacité de l'interaction vocale. Ici, contrairement aux procédés de reconnaissance vocale, on évite de transformer le signal acoustique acquis lors de l'opération 92 en une chaîne de caractères. Or, lors de cette opération de transformation en chaîne de caractères des
25 erreurs risquent de se produire. On évite donc ainsi une source d'erreur et on augmente la probabilité de reconnaître correctement une expression dictée, ce qui rend plus performant le correcteur 8.

Le système 2 a été décrit ici dans le cas particulier où le module
d'acquisition du texte à corriger est un logiciel de traitement de texte. En
30 variante, d'autres logiciels aptes à éditer du texte peuvent être utilisés à sa place, tels que par exemple des logiciels de messagerie électronique ou de dictée vocale.

Le système a également été décrit dans le cas particulier où celui-ci est adapté pour mettre en œuvre les procédés des figures 2 et 3. En variante, le système 2 est adapté pour mettre en œuvre uniquement l'un des procédés des figures 2 et 3.

- 5 Le système a été décrit dans le cas particulier d'un correcteur sémantique, syntaxique et lexical. En variante, le correcteur est uniquement adapté pour corriger un ou plusieurs types d'erreurs choisis dans l'ensemble composé des erreurs sémantiques, syntaxiques ou lexicales.

REVENDICATIONS

1. Correcteur sémantique, syntaxique et/ou lexical électronique pour faciliter la correction sémantique et/ou syntaxique et/ou lexicale d'une expression erronée dans un texte numérique, ce correcteur comportant :

- 5 - un module (42) d'établissement d'expressions apte à établir automatiquement une liste d'au moins deux expressions correctes propres chacune à remplacer l'expression erronée, cette liste étant établie à partir de l'expression erronée et à l'aide d'une base préétablie de règles de corrections, caractérisé en ce qu'il comporte
- 10 - un module (44) d'interaction vocale pour sélectionner dans cette liste l'expression correcte destinée à remplacer l'expression erronée dans le texte numérique.

2. Correcteur selon la revendication 1, caractérisé en ce que le module (44) d'interaction vocale est apte à :

- 15 - acquérir une expression dictée par un utilisateur,
- comparer l'expression dictée à chaque expression de ladite liste pour déterminer l'expression de cette liste ressemblant phonétiquement le plus à l'expression dictée, et
- sélectionner automatiquement l'expression de la liste la plus
- 20 ressemblante à l'expression dictée.

3. Correcteur selon la revendication 2, caractérisé en ce que le module (44) d'interaction vocale est apte à :

- à construire un premier modèle de parole pour chaque expression de ladite liste et un second modèle de parole pour l'expression dictée, et
- 25 - à comparer l'expression dictée à chaque expression de ladite liste en comparant le second modèle de parole à chacun des premiers modèles de parole construits.

4. Correcteur selon l'une quelconque des revendications précédentes, caractérisé en ce qu'il comporte :

- 30 - un module (48) de synthèse vocale propre à lire le texte numérique,
- un module (40) de sélection de l'expression du texte actuellement lue par le module de synthèse en réponse à un signal d'activation, et

- un dispositif (24) de génération dudit signal d'activation sous la commande d'un utilisateur, et

- en ce que le module (42) d'établissement est apte à utiliser l'expression sélectionnée par le module de sélection en tant qu'expression
5 erronée pour générer les expressions de ladite liste.

5. Procédé d'interaction vocale pour faciliter la correction sémantique, syntaxique et/ou lexicale d'une expression erronée dans un texte numérique, ce procédé comportant :

- une étape (78) automatique d'établissement d'une liste limitée
10 d'expressions correctes propres chacune à remplacer l'expression erronée, cette liste étant établie à partir de l'expression erronée et à l'aide d'une base préétablie de règles de corrections de manière à former un sous ensemble limité parmi l'ensemble des expressions possibles dans une langue donnée,

- une étape (90) d'interaction vocale pour sélectionner dans cette
15 liste l'expression correcte destinée à remplacer l'expression erronée dans le texte numérique, cette étape comportant les opérations consistant à :

- acquérir (en 92) une expression dictée par un utilisateur,
- comparer (en 96) l'expression dictée à chaque expression de
20 ladite liste pour déterminer l'expression de cette liste ressemblant phonétiquement le plus à l'expression dictée, et

- sélectionner (en 98) automatiquement l'expression de la liste la plus ressemblante à l'expression dictée.

6. Procédé selon la revendication 5, caractérisé en ce que l'étape d'interaction vocale comporte :

- une opération (80, 84) de construction d'un premier modèle de
25 parole pour chaque expression de ladite liste et d'un second modèle de parole pour l'expression dictée, et

- en ce que l'opération (90) de comparaison est réalisée en comparant le second modèle de parole à chacun des premiers modèles de
30 parole construits.

7. Procédé selon l'une quelconque des revendications 5 à 6, caractérisé en ce qu'il comporte :

- une étape (74) de synthèse vocale pour lire le texte numérique,

- une étape (76) de sélection de l'expression du texte actuellement lue par le module de synthèse en réponse à un signal d'activation, et

- une étape (76) de génération dudit signal d'activation sous la commande d'un utilisateur, et

5 - en ce que lors de l'étape d'établissement (78), l'expression sélectionnée lors de l'étape de sélection est utilisée en tant qu'expression erronée pour générer les expressions de ladite liste.

10 8. Support (52) d'enregistrement d'informations, caractérisé en ce qu'il comporte des instructions pour l'exécution d'un procédé d'interaction vocale conforme à l'une quelconque des revendications 5 à 7, lorsque ces instructions sont exécutées par un calculateur électronique.

15 9. Programme d'ordinateur, caractérisé en ce qu'il comporte des instructions pour l'exécution d'un procédé d'interaction vocale conforme à l'une quelconque des revendications 5 à 7, lorsque ledit programme est exécuté par un calculateur électronique.

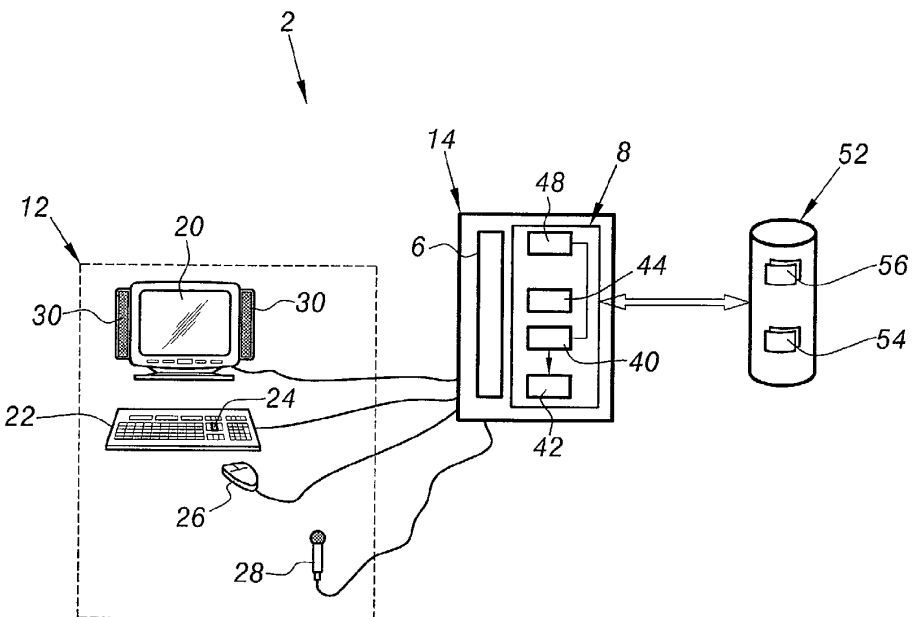
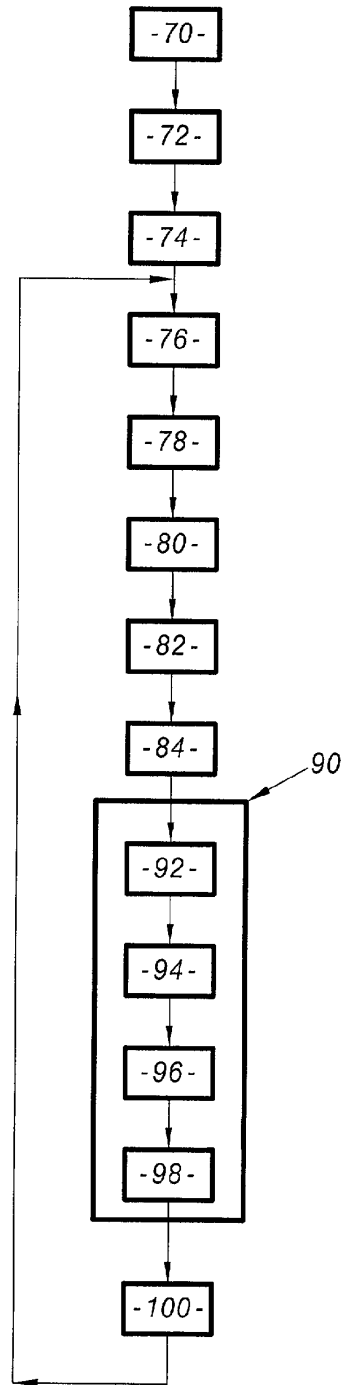
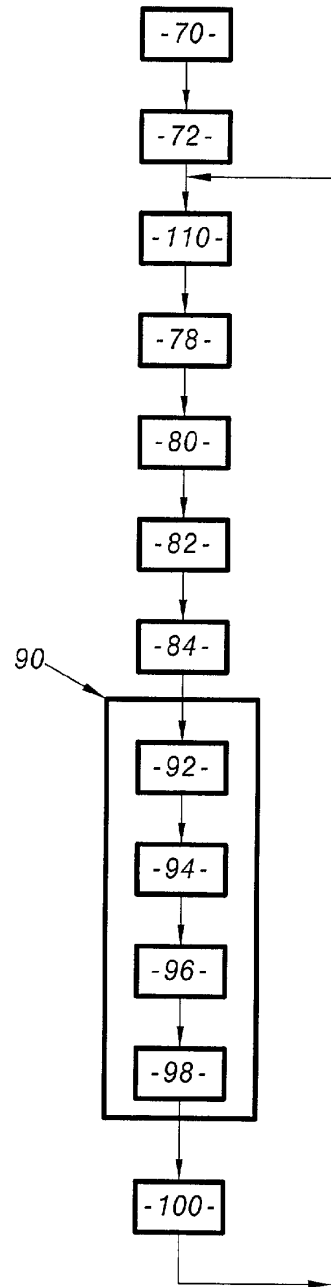


FIG.1

2/2

FIG. 2FIG. 3



RAPPORT DE RECHERCHE PRÉLIMINAIRE

établi sur la base des dernières revendications
déposées avant le commencement de la recherche

N° d'enregistrement
national

FA 648933
FR 0402650

DOCUMENTS CONSIDÉRÉS COMME PERTINENTS		Revendication(s) concernée(s)	Classement attribué à l'invention par l'INPI
Catégorie	Citation du document avec indication, en cas de besoin, des parties pertinentes		
Y	GREGOR P ET AL: "AN EMPIRICAL INVESTIGATION OF WAYS IN WHICH SOME OF THE PROBLEMS ENCOUNTERED BY SOME DYSLEXICS MAY BE ALLEVIATED USING COMPUTER TECHNIQUES" THE FOURTH INTERNATIONAL ACM CONFERENCE ON ASSISTIVE TECHNOLOGIES. ARLINGTON, VA, NOV. 13 - 15, 2000, INTERNATIONAL ACM CONFERENCE ON ASSISTIVE TECHNOLOGIES, NEW YORK, NY : ACM, US, vol. CONF. 4, 13 novembre 2000 (2000-11-13), pages 85-91, XP000994001 ISBN: 1-58113-314-8 * page 87, colonne de droite, alinéa 2 * * page 89, colonne de gauche, dernier alinéa * * page 89, colonne de droite, dernier alinéa - page 90, colonne de gauche, alinéa 1 *	1,2,5,8,9	G06F17/27 G10L13/08
Y	INTERNATIONAL BUSINESS MACHINES CORPORATION: "Voice-activated speller" RESEARCH DISCLOSURE, KENNETH MASON PUBLICATIONS, HAMPSHIRE, GB, vol. 441, no. 138, janvier 2001 (2001-01), XP007127527 ISSN: 0374-4353 * le document en entier *	1,2,5,8,9	DOMAINES TECHNIQUES RECHERCHÉS (Int.CL.7) G06F
<p>-----</p> <p style="text-align: center;">-/--</p>			
Date d'achèvement de la recherche		Examineur	
31 août 2004		Abram, R	
CATÉGORIE DES DOCUMENTS CITÉS		<p>T : théorie ou principe à la base de l'invention</p> <p>E : document de brevet bénéficiant d'une date antérieure à la date de dépôt et qui n'a été publié qu'à cette date de dépôt ou qu'à une date postérieure.</p> <p>D : cité dans la demande</p> <p>L : cité pour d'autres raisons</p> <p>& : membre de la même famille, document correspondant</p>	
<p>X : particulièrement pertinent à lui seul</p> <p>Y : particulièrement pertinent en combinaison avec un autre document de la même catégorie</p> <p>A : arrière-plan technologique</p> <p>O : divulgation non-écrite</p> <p>P : document intercalaire</p>			

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EPO FORM 1503 12.99 (P04C14)



RAPPORT DE RECHERCHE PRÉLIMINAIRE

établi sur la base des dernières revendications
déposées avant le commencement de la recherche

N° d'enregistrement
national

FA 648933
FR 0402650

DOCUMENTS CONSIDÉRÉS COMME PERTINENTS		Revendication(s) concernée(s)	Classement attribué à l'invention par l'INPI
Catégorie	Citation du document avec indication, en cas de besoin, des parties pertinentes		
A	ANONYMOUS: "Audio Highlighting Tool for Proofreading Dictated Text" RESEARCH DISCLOSURE, KENNETH MASON PUBLICATIONS, HAMPSHIRE, GB, vol. 42, no. 418, 1 février 1999 (1999-02-01), page 1, XP002262763 ISSN: 0374-4353 * le document en entier *	1-9	
A	SIEGEL R P: "FUZZY LOGIC SPELLING CHECKER" XEROX DISCLOSURE JOURNAL, XEROX CORPORATION. STAMFORD, CONN, US, vol. 20, no. 3, 1 mai 1995 (1995-05-01), pages 289-290, XP000512647 * le document en entier *	1-9	
A	EP 1 321 926 A (DRAGON SYSTEMS INC) 25 juin 2003 (2003-06-25) * revendications 1-5 *	1-9	
A	US 2003/157968 A1 (BOMAN ET AL.) 21 août 2003 (2003-08-21) * alinéa [0025] - alinéa [0027] *	4,7	DOMAINES TECHNIQUES RECHERCHÉS (Int.CL.7)
Date d'achèvement de la recherche		Examineur	
31 août 2004		Abram, R	
CATÉGORIE DES DOCUMENTS CITÉS		T : théorie ou principe à la base de l'invention E : document de brevet bénéficiant d'une date antérieure à la date de dépôt et qui n'a été publié qu'à cette date de dépôt ou qu'à une date postérieure. D : cité dans la demande L : cité pour d'autres raisons & : membre de la même famille, document correspondant	
X : particulièrement pertinent à lui seul Y : particulièrement pertinent en combinaison avec un autre document de la même catégorie A : arrière-plan technologique O : divulgation non-écrite P : document intercalaire			

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ANNEXE AU RAPPORT DE RECHERCHE PRÉLIMINAIRE
RELATIF A LA DEMANDE DE BREVET FRANÇAIS NO. FR 0402650 FA 648933

La présente annexe indique les membres de la famille de brevets relatifs aux documents brevets cités dans le rapport de recherche préliminaire visé ci-dessus.
 Les dits membres sont contenus au fichier informatique de l'Office européen des brevets à la date du 31-08-2004
 Les renseignements fournis sont donnés à titre indicatif et n'engagent pas la responsabilité de l'Office européen des brevets, ni de l'Administration française

Document brevet cité au rapport de recherche	Date de publication	Membre(s) de la famille de brevet(s)	Date de publication
EP 1321926 A	25-06-2003	US 6064959 A	16-05-2000
		EP 1321926 A1	25-06-2003
		EP 0867858 A2	30-09-1998
		US 6601027 B1	29-07-2003

US 2003157968 A1	21-08-2003	AUCUN	

EPO FORM P0465

Pour tout renseignement concernant cette annexe : voir Journal Officiel de l'Office européen des brevets, No.12/82

PUB-NO: FR002867583A1
DOCUMENT-IDENTIFIER: FR 2867583 A1
TITLE: Semantic, syntax and lexical electronic proof reader for e.g. dyslexic person, has vocal interaction module to select expression matching most phonetically with dictated expression automatically and replace wrong expression in digital text
PUBN-DATE: September 16, 2005
PATENT-FAMILY-ID: 34896530

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FR 0402650 A	20040315

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IPCS	G10L15/26 20060101
IPCS	G10L13/08 20060101
IPCN	G10L15/02 20060101
IPCN	G09B19/04 20060101

REF-CITED:**PHASE-COUNTRY/NUMBER/KIND/DATE-NPL-INFO**

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EP 1321926 A1 20030625

SIEGEL R P: "FUZZY LOGIC SPELLING CHECKER", XEROX DISCLOSURE JOURNAL, XEROX CORPORATION. STAMFORD, CONN, US, vol. 20, no. 3, 1 May 1995 (1995-05-01), pages 289 - 290, XP000512647

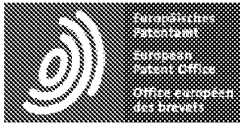
ANONYMOUS: "Audio Highlighting Tool for Proofreading Dictated Text", RESEARCH DISCLOSURE, KENNETH MASON PUBLICATIONS, HAMPSHIRE, GB, vol. 42, no. 418, 1 February 1999 (1999-02-01), pages 1, XP002262763, ISSN: 0374-4353

INTERNATIONAL BUSINESS MACHINES CORPORATION: "Voice-activated speller", RESEARCH DISCLOSURE, KENNETH MASON PUBLICATIONS, HAMPSHIRE, GB, vol. 441, no. 138, January 2001 (2001-01-01), XP007127527, ISSN: 0374-4353

GREGOR P ET AL: "AN EMPIRICAL INVESTIGATION OF WAYS IN WHICH SOME OF THE PROBLEMS ENCOUNTERED BY SOME DYSLEXICS MAY BE ALLEVIATED USING COMPUTER TECHNIQUES", THE FOURTH INTERNATIONAL ACM CONFERENCE ON ASSISTIVE TECHNOLOGIES. ARLINGTON, VA, NOV. 13 - 15, 2000, INTERNATIONAL ACM CONFERENCE ON ASSISTIVE TECHNOLOGIES, NEW YORK, NY : ACM, US, vol. CONF. 4, 13 November 2000 (2000-11-13), pages 85 - 91, XP000994001, ISBN: 1-58113-314-8

ABSTRACT:

The reader has a vocal interaction module (44) that compares an expression dictated by a user with expressions of a correct expression list to determine an expression of the list which matches most phonetically with the dictated expression. The module selects the determined expression automatically from the list. The module replaces a wrong expression in a digital text. Independent claims are also included for the following: (A) a process for vocal interaction for facilitating semantic, syntax and/or lexical correction of a wrong expression in a digital text (B) an information storage medium comprising instructions for the execution of a vocal interaction process (C) a computer program comprising instructions for the execution of a vocal interaction process.



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DESCRIPTION FR2867583

The invention relates to a semantic, syntactic and / or lexical corrector,

a method of voice interaction, a recording medium and a computer program for its implementation.

More specifically, the invention relates to a corrector comprising an expression establishment module capable of automatically establishing a list of at least two correct expressions each suitable for replacing the erroneous expression, this list being established from the expression erroneous and using a pre-established base of correction rules.

Here, the term expression will be used to denote either a word, a group of words in a sentence or an entire sentence.

Today there are many syntax and / or lexical proofreaders associated with different existing word processing software. One of the best known of these correctors is, for example, the one used in Microsoft's Word word processor.

Typically, these correctors automatically detect a wrong expression, underline it and display a list of expressions that can be used to correct the wrong expression. The user must then click on one of these expressions in the list to select it. The selected expression is then used to correct the incorrect expression.

These correctors are practical and suitable for most users. However, such correctors are not easy to use for a dyslexic or dysorthographic person. Indeed, these people often have difficulty reading the expressions in a list of expressions so that it is difficult for them to select from the list of expressions proposed the correct expression to be used to correct the erroneous expression. There is therefore currently no corrector suitable for dyslexic people to assist them in correcting a text.

The invention aims to remedy this shortcoming by proposing a semantic, syntactic and / or lexical corrector adapted to dyslexic or dysorthographic people to help them in the semantic, syntactic and / or lexical correction of an incorrect expression in a digital text.

The subject of the invention is therefore a semantic, syntactic and / or lexical corrector, characterized in that it includes a voice interaction module for selecting from this list the correct expression intended to replace the erroneous expression in the digital text.

Unlike known proofreaders, this one uses voice to select an expression from the list of expressions that can be used to correct the erroneous expression. Thus, even a dyslexic or dysorthographic person suffering from reading difficulties can correctly and easily select from the list the expression which must replace the erroneous expression.

According to other additional characteristics taken alone or in combination, this corrector according to the invention is characterized in that: - the voice interaction module is able to: - acquire an expression dictated by a user, - compare the expression dictation to each expression of said list to determine the expression of this list which most phonetically resembles the dictated expression, and automatically selects the expression of the list most similar to the dictated expression; - constructing a first speech model for each expression in said list and a second speech model for the dictated expression, and - comparing the dictated expression with each expression in said list by comparing the second speech model with each of the first speech models constructed.

- it includes: - a voice synthesis module suitable for reading digital text, - a module for selecting the expression of the text currently read by the synthesis module in response to an activation signal, and - a generation device of said activation signal under the control of a user, and - in that the establishment module is able to use the expression selected by the selection module as an erroneous expression to generate the expressions in said list.

The subject of the invention is also a method of voice interaction to facilitate the semantic, syntactic and / or lexical correction of an erroneous expression in a digital text, this method comprising: - an automatic step of establishing a limited list correct expressions each suitable for replacing the erroneous expression, this list being established from the erroneous expression and using a pre-established base of correction rules so as to form a limited subset among the set possible expressions in a given language, - a voice interaction step to select from this list the correct expression intended to replace the erroneous expression in the digital text, this step comprising the operations consisting in: acquiring an expression dictated by a user, - compare the expression dictated with each expression of said list to determine the expression of this list that most closely resembles to the dictated expression, and - automatically select the expression from the list most similar to the dictated expression.

The subject of the invention is also an information recording medium and a computer program, characterized in that they include instructions for the execution of a method according to the invention, when these instructions are executed by an electronic computer.

The invention will be better understood on reading the description which follows given solely by way of example and made with reference to the drawings in which: - Figure 1 is a schematic illustration of a syntactic and lexical correction system in accordance to the invention, - Figure 2 is a flow diagram of a method for facilitating syntactic and lexical correction according to the invention, and - Figure 3 is a flow diagram of another embodiment of the method of Figure 2 .

FIG. 1 represents a semantic, syntactic and lexical correction system designated by the general reference 2. System 2 is here produced, by way of example, from a conventional computer equipped with conventional word processing software and a semantic, syntactic and lexical corrector 8.

The word processing software 6 here forms an example of a means of acquiring a complete typed digital text to be corrected. This complete text is made up of a succession of expressions.

The computer comprises a man / machine interface 12 associated with a central unit 14.

The man / machine interface 12 comprises, for example: - a video screen 20, a keyboard 22

equipped with a key 24 for activating a selection module of the corrector 8, - a pointing device 26, such as, for example, a mouse, - means for acquiring an acoustic signal pronounced or dictated by a user, such as, for example, a microphone 28, and - at least one speaker 30.

The central unit 14 is formed from a conventional programmable electronic computer capable of executing the word processing software 6.

Corrector 8 is able to correct erroneous expressions acquired using software 6. To this end, it comprises: - a module 40 for selecting an erroneous expression in response to the pressing of the key 24, - a module 42 for automatically establishing a list comprising several expressions capable of being used to correct an erroneous expression 30, a voice interaction module 44 for selecting from this list the expression to be used to correct the erroneous expression, a speech synthesis module 48 suitable for transforming a text and each numerically typed expression of this text in an acoustic signal reproduced via the speakers 30 so as to be intelligible to the user.

In order to convert an acoustic signal into a digital typed text and vice versa, modules 44 and 48 use known techniques such as those described in: Tubach J.P & al. (1989) Speech and its automatic processing, Masson. Paris. In particular, the technique used here uses conventional speech models such as those defined in the previous work.

A memory 52 is associated with the central unit 14.

The memory 52 comprises a pre-established base 54 of rules for correcting erroneous expressions. This base 54 is intended to be used by the module 42 to establish, from an erroneous expression, the list of expressions capable of correcting this erroneous expression.

The memory 52 also includes a pre-established base 56 of error detection rules allowing the corrector 8 to automatically detect the erroneous expressions present in the text acquired by the software 6. Here, the bases 54 and 56 are each divided into first and second parts. The first part includes rules adapted to any type of user. Conversely, the second part includes rules specially established for a given user. Thus, each second part is associated with an identifier of the user of the corrector 8. By way of example, these second parts will include rules making it possible to detect and correct the substitution of a word correctly spelled by another word correctly spelled. For example, here the base 56 comprises a detection rule associated with a user consisting in detecting the word place and a correction rule associated with this same user in the base 54

consisting in proposing the word lion to correct the word place.

Here, the corrector 8 is produced in the form of a computer program executable by the electronic computer of the central unit 14. To this end, the memory 52 also includes instructions for the execution of the methods of FIGS. 2 and 3.

A first mode of operation of the system 2 will now be described with reference to the method of FIG. 2 in the particular case of the user a.

Initially, during a step 70 of initialization of the corrector 8, the user identifies himself with the corrector 8. Depending on the user thus identified, the corrector 8 selects during the same step, the second parts of the corresponding bases 54 and 56 to be used.

Then, the user has entered a text using the keyboard 22. This text is acquired, during a step 72, by the software 6 in the form of a digital typed text.

Once the complete text to be corrected has been acquired by the software 6, the module 48 begins to re-read all of the text acquired during a step 74.

When the user hears an incorrect expression, he presses the key 24. In response to pressing the key 24, the module 40 selects, during a step 76, the expression currently read by the module 48.

In response to this selection, the module 42 automatically establishes, during a step 78, from the selected expression and using the rules of the base 54 a list of expressions capable of being used to correct the selected expression. For example, if the expression selected is: "the place is at the zoo", the list established includes the expression "the lion is at the zoo" or "lion".

Then, during a step 80, the voice interaction module 44 constructs a speech model for each of the expressions in the list established during step 78.

Then, during a step 82, the corrector 8 presents the user with the expression which he has selected as being incorrect. For example, during this step 82, the selected expression is

highlighted on the screen 20 and, in parallel, read by voice using the module 48.

Then, during a step 84, the constructed list is presented by the corrector 8 to the user. During this step 84, this list is, for example, displayed on the screen 20 and, in parallel, each expression of this list is read and / or spelled by the module 48.

At the end of this step 84, the corrector 8 proceeds to a voice interaction step 90 to select, from the list presented, the expression to be used to correct the erroneous expression. To this end, the user is invited to dictate or pronounce the correct expression in the microphone 28. The module 44 then proceeds to an operation 92 for acquiring the corresponding acoustic signal then to an operation 94 for building a speech model for the expression dictated in the microphone 28. The speech model thus constructed during operation 94 is then compared, during operation 96, with each speech model established during step 80. This comparison is carried out so as to identify which of the different speech models constructed during step 80 is the one that most closely resembles the speech model constructed during operation 94.

Finally, during an operation 98, the module 44 automatically selects the expression from the list whose speech model is most similar to that constructed during the operation 94.

Consequently, the expression thus selected is used by the corrector 8, during a step 100, to replace the erroneous expression.

Steps 76 to 100 are then repeated for the next expression selected by the user as an erroneous expression.

In this first operating mode, the corrector 8 does not itself detect the erroneous expressions, this work being carried out by the user when the latter presses the key 24.

A second mode of operation of the system 2 will now be described with reference to the method of FIG. 3.

In FIG. 3, unlike the method of FIG. 2, the corrector 8 itself detects the erroneous expressions using the rule base 56 so that in this operating mode, the user no longer needs using the key 24 or

the selection module 40 associated with this key.

In the flow diagram of FIG. 3, the steps or operations which are identical to those of FIG. 2 have the same references.

The process of FIG. 3 begins with steps 70 and 72. Then, during a step 110, the corrector automatically selects an incorrect expression in the text acquired during step 72. For this purpose, the corrector uses the base 56 of rules for detecting erroneous expressions and more particularly the second part of this database specific to the user a.

Then, the corrector 8 proceeds to steps 78, 80, 82, 84, 90 and 100 as described with reference to FIG. 2.

The operating mode of FIG. 2 has the advantage of being simpler to carry out. Indeed, detecting erroneous expressions automatically is complicated.

The fact of first establishing a limited list of possible correct expressions and then of only searching in this list for the incorrect expression dictated during operation 92 by the user considerably increases the probability of correctly identifying the Using voice interaction the expression dictated by the user. The operation of the corrector is therefore improved. In fact, unlike, for example, if the user uses voice dictation software, the expression dictated here is not compared to the set of possible expressions in a given language, but simply to a subset limited of these possible expressions. Typically, the list established during step 78 is limited to 5, 10 or 30 expressions at most.

Finally, the fact of comparing, during operation 96, speech models with each other also increases the efficiency of the voice interaction. Here, unlike voice recognition methods, we avoid transforming the acoustic signal acquired during operation 92 into a character string. However, during this operation of transformation into a character string, errors are likely to occur. We thus avoid a source of error and we increase the probability of correctly recognizing a dictated expression, which makes the corrector 8 more efficient.

The system 2 has been described here in the particular case where the module for acquiring the text to be corrected is word processing software. As a variant, other software capable of editing

text can be used in its place, such as for example electronic messaging or voice dictation software.

The system has also been described in the particular case where it is adapted to implement the methods of FIGS. 2 and 3. As a variant, the system 2 is suitable for implementing only one of the methods of FIGS. 2 and 3.

The system has been described in the particular case of a semantic, syntactic and lexical corrector. As a variant, the corrector is only suitable for correcting one or more types of errors chosen from the set composed of semantic, syntactic or lexical errors.

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First Named Inventor/Applicant Name:	Michael R. KENNEWICK
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Filer Authorized By:	Mark Andrew Patrick
Attorney Docket Number:	62KC-301480
Receipt Date:	12-MAR-2020
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Application Type:	Utility under 35 USC 111(a)

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File Listing:					
Document Number	Document Description	File Name	File Size(Bytes)/ Message Digest	Multi Part /.zip	Pages (if appl.)
1	Transmittal Letter	62KC-301480_Transmittal-Letter.pdf	498231	no	1
			82aa901a9b54fce00d98ed68569d268bba51d98		
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Information:					
2	Information Disclosure Statement (IDS) Form (SB08)	62KC-301480_PTO_IDS-Form. pdf	1053197 bafcb111256250700f8c2fa999901825531a 5d9b	no	4
Warnings:					
Information:					
3	Foreign Reference	62KC-301480-Foreign-001.pdf	1071833 0fcb725c8b08c5edace35148b6491a070e4 df97e	no	28
Warnings:					
Information:					
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<p>This Acknowledgement Receipt evidences receipt on the noted date by the USPTO of the indicated documents, characterized by the applicant, and including page counts, where applicable. It serves as evidence of receipt similar to a Post Card, as described in MPEP 503.</p> <p><u>New Applications Under 35 U.S.C. 111</u> If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.</p> <p><u>National Stage of an International Application under 35 U.S.C. 371</u> If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.</p> <p><u>New International Application Filed with the USPTO as a Receiving Office</u> If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.</p>					

INFORMATION DISCLOSURE STATEMENT BY APPLICANT	Application Number	16/553,553
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	First Named Inventor	Michael R. KENNEWICK, Sr.
	Art Unit	3684
Page 1 of 1	Matter Number	62KC-301480

GENERAL
<p>Pursuant to 37 C.F.R. 1.97 and 1.98 and to the duty of disclosure set forth in 37 C.F.R. 1.56, the Examiner in charge of the above-identified application is requested to consider and make of record the references listed herewith. A copy of each listed reference, other than U.S. patents/applications and references cited in a parent application, is enclosed.</p> <p>Although the information submitted herewith may be "material" to the Examiner's consideration of the subject application, this submission is not intended to constitute an admission that such information is "prior art" as to the claimed invention.</p> <p>In accordance with 37 C.F.R. 1.97(g), the filing of this Information Disclosure Statement shall not be construed to mean that a search has been made.</p>

TIMING
<p>In accordance with 37 CFR 1.97(b), this Information Disclosure Statement is being filed within three months of the filing of a national application other than a continued prosecution application under 37 CFR 1.53(d); within three months of the date of entry of the national stage as set forth in 37 CFR 1.491 in an international application; before the mailing of a first Office Action on the merits; or before the mailing of a first Office Action after the filing of a request for continued examination under 37 CFR 1.114.</p>

CERTIFICATION STATEMENT
<p>No certification statement is required. This Information Disclosure Statement is being filed in accordance with 37 CFR 1.97(b).</p>

FEE
<p>No fee is required. This Information Disclosure Statement is being filed in accordance with 37 CFR 1.97(b).</p>

ADDITIONAL COMMENTS

SIGNATURE			
Signature	/ Mark A. Patrick /	Date	2020-03-12
Name	Mark A. Patrick	Registration Number	72,958



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APPLICATION NUMBER	FILING OR 371(C) DATE	FIRST NAMED APPLICANT	ATTY. DOCKET NO./TITLE
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PUBLICATION NOTICE



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Sheppard Mullin Richter & Hampton LLP
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Costa Mesa, CA 92626

Title:VOICE COMMERCE

Publication No.US-2019-0385218-A1

Publication Date:12/19/2019

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	Filing Date	2019-08-28
	First Named Inventor	Michael R. KENNEWICK, Sr.
	Art Unit	3684
	Examiner Name	Jason B. Dunham
Attorney Docket Number		62KC-301480

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	First Named Inventor	Michael R. KENNEWICK, Sr.	
	Art Unit	3684	
	Examiner Name	Jason B. Dunham	
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¹ See Kind Codes of USPTO Patent Documents at www.USPTO.GOV or MPEP 901.04. ² Enter office that issued the document, by the two-letter code (WIPO Standard ST.3). ³ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁴ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST.16 if possible. ⁵ Applicant is to place a check mark here if English language translation is attached.

INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Not for submission under 37 CFR 1.99)	Application Number		16553553
	Filing Date		2019-08-28
	First Named Inventor	Michael R. KENNEWICK, Sr.	
	Art Unit	3684	
	Examiner Name	Jason B. Dunham	
	Attorney Docket Number	62KC-301480	

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Please see 37 CFR 1.97 and 1.98 to make the appropriate selection(s):

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OR

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See attached certification statement.

The fee set forth in 37 CFR 1.17 (p) has been submitted herewith.

☒ A certification statement is not submitted herewith.

SIGNATURE

A signature of the applicant or representative is required in accordance with CFR 1.33, 10.18. Please see CFR 1.4(d) for the form of the signature.

Signature	/Mark A. Patrick/	Date (YYYY-MM-DD)	2019-11-25
Name/Print	Mark A. Patrick	Registration Number	72,958

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Espacenet

Bibliographic data: CN101236635 (A) — 2008-08-06

Electronic business shopping method and system

Inventor(s): BIAO HAO [US]; SHIJU MATHAI [US] ± (HAO BIAO ; MATHAI SHIJU)

Applicant(s): IBM [US] ± (IBM)

Classification: - international: G06Q30/00
- cooperative: G06F17/243 (EP); G06Q30/00 (EP); G06Q30/0613 (EP); G06Q30/0623 (EP); G06Q30/0633 (EP); G06Q30/0641 (EP)

Application number: CN20081008949 20080131

Priority number(s): US20070670251 20070201

Also published as: US2008189187 (A1) US8078502 (B2)

Abstract not available for CN101236635 (A)

Abstract of corresponding document: US2008189187 (A1)

The present invention can include an e-commerce shopping method that includes a step of receiving shopper free form input representing a shopping request. A software program can extract semantics from the shopper free form input relating to at least one item available for sale. At least one item can be automatically added to an electronic shopping cart based upon the extracted semantics. A shopper can be permitted to check-out shopping cart items and/or to edit items, item details, and desired quantities contained in the shopping cart.



[19] 中华人民共和国国家知识产权局

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G06Q 30/00 (2006.01)



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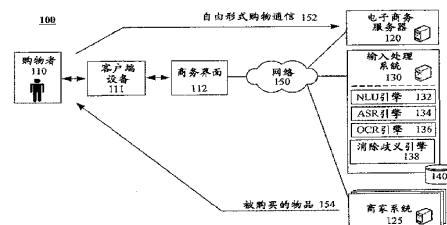
权利要求书 4 页 说明书 13 页 附图 4 页

[54] 发明名称

电子商务购物方法和系统

[57] 摘要

本发明可以包括一种电子商务购物方法，所述方法包括接收表示购物请求的购物者自由形式输入的步骤。 软件程序可以从所述购物者自由形式输入中提取关于至少一个可用于销售的物品的语义。 至少一个物品可以基于所述提取的语义被自动添加到电子购物车。 购物者可以被允许结账购物车物品，和/或编辑包含在所述购物车中的物品、物品细节和所需要的数量。



1. 一种电子商务购物方法，包括：

接收表示购物请求的购物者自由形式输入；

软件程序从所述购物者自由形式输入中提取关于至少一个可用于销售的物品的语义；

基于所述提取的语义自动将至少一个物品添加到电子购物车；以及
为对应购物者提供自动购买包含在所述电子购物车中的物品的能力。

2. 根据权利要求 1 所述的方法，所述提取步骤进一步包括：

在所述提取步骤期间，确定关于所述自由形式输入的一部分涉及的多
个可能物品的歧义；以及

基于包含在机器可读媒体中关于所述购物者的之前存储的数据通过对于所述可能物品中的一个的偏爱来解决所述歧义，其中，所述之前存储的数据包括购物者购买历史数据和购物者偏好数据中的至少一个，其中，所述至少一个被添加的物品包括该解决步骤中所偏爱的物品。

3. 根据权利要求 1 所述的方法，进一步包括：

在所述提取步骤期间，确定关于所述自由形式输入的一部分涉及的多
个可能物品的歧义；

将对所述歧义的可能解释缩减到一组很可能的意义；以及

呈现用于解决所述歧义的一组购物者可选择选项，其中，所述一组选项是基于所述缩减步骤的结果。

4. 根据权利要求 1 所述的方法，其中，方法 1 的所述步骤在购物者与
自动化商务系统之间的实时交互式通信会话期间被实施。

5. 根据权利要求 4 所述的方法，进一步包括：

呈现所述电子购物车物品进行购物者确认；

为对应购物者提供至少一个选项以便编辑所呈现的购物车物品信息；

接收用户所选择的响应以对所述电子购物车中的物品结账；以及

在结账期间结束电子商务事务从而结束所述结账物品的购物者购买。

6. 根据权利要求4所述的方法, 其中, 所述实时交互式通信会话是在线基于 web 的购物会话、交互式语音响应会话和文本交换会话中的至少一个。

7. 根据权利要求1所述的方法, 其中, 所接收的自由形式输入在电子邮件消息和传真消息的至少一个中被提供。

8. 根据权利要求1所述的方法, 其中, 所述自由形式输入是自然语言格式的语音输入。

9. 根据权利要求1所述的方法, 其中, 所述自由形式输入是自然语言格式的文本输入。

10. 根据权利要求1所述的方法, 其中, 权利要求1所述的步骤是由至少一个机器根据具有多个代码部分的至少一个计算机程序自动实施的步骤, 其中, 所述多个代码部分可被所述至少一个机器执行。

11. 根据权利要求1所述的方法, 其中, 权利要求1所述的步骤由服务代理和被该服务代理操纵的计算设备的至少一个实施, 所述步骤响应于服务请求而被实施。

12. 一种用于进行电子商务的系统, 包括:

电子商务服务器, 其被配置为接收购物者输入、基于该输入进行电子商务事务, 其中, 在所述电子商务事务期间, 购物者购买至少一个可用物品;

输入处理系统, 其被配置为: 接收自由形式购物者输入, 以及语义地将所述自由形式购物者输入解释为关于所述电子商务事务的离散数据字段; 以及

商家数据存储库, 其被配置为记录可用于购买的一组物品, 其中, 所述离散数据字段的至少一部分标识所述一组物品中购物者所需要的那些物品。

13. 根据权利要求12所述的系统, 进一步包括:

消除歧义引擎, 其被配置为, 解决由所述输入处理系统在将包含在所述自由形式购物者输入中的内容转换为被放入所述离散数据字段中的信息

时检测到的歧义；以及

购物者数据存储库，其被配置为存储和索引包括关于购物者偏好和购买历史的信息的购物者特定信息，其中，所述消除歧义引擎利用存储在所述购物者数据存储库中的数据来解决歧义。

14. 根据权利要求 12 所述的系统，进一步包括：

自然语言理解引擎，其被配置为，将自由形式购物者输入转换为进入关联于所述电子商务事务的信息的离散单元的数据。

15. 根据权利要求 14 所述的系统，其中，所述购物者自由形式输入包含在购物者提供的话语中，所述系统进一步包括：

语音识别引擎，其被配置为将所述购物者提供的话语转换为文本，所述文本进一步被所述自然语言理解引擎处理。

16. 根据权利要求 14 所述的系统，其中，所述购物者自由形式输入包含在图像文件中，所述系统进一步包括：

光学字符识别引擎，其被配置为从所述图像文件中提取文本，所述文本进一步被所述自然语言理解引擎处理。

17. 一种购物者面向的电子商务界面，包括：

自然语言输入单元，其中，购物者通过其能够输入自然语言格式的信息；

购物车，其被配置为呈现由所述购物者指定的用于购物者购买的多个物品，其中，所述呈现的物品从经由所述自然语言输入单元提供的输入中确定；以及

至少一个购物交互式选项，其被配置为被用户选择，其中，对所述购物交互式选项的选择导致所述购物车中呈现的物品的改变和涉及所述购物车中呈现的物品的购买的电子商务事务的结束中的至少一个。

18. 根据权利要求 17 所述的界面，进一步包括：

购物者简档编辑界面，其被配置为允许购物者配置物品购买偏好，所述物品购买偏好被自然语言处理系统用于在所述自然语言处理系统将所述输入信息语义地解释为专用于至少一个所呈现的物品的离散数据单元时解

决在所述输入信息中检测到的歧义。

19. 根据权利要求 17 所述的界面，其中，所述界面是可经由具有图形用户界面的浏览器访问的基于 web 的界面，其中，所述自然语言输入单元、所述购物交互式选项和所述购物车由图形用户界面单元表示。

20. 根据权利要求 17 所述的界面，其中，所述界面是用于在实时通信信道上与自动化语音响应系统交互的仅语音界面。

电子商务购物方法和系统

技术领域

本发明涉及电子商务和自然语言处理领域，特别涉及基于包含在自然语言输入中的内容填充电子商务购物车和/或其它电子商务字段。

背景技术

电子商务 (electronic commerce) 或电子商务 (e-commerce) 涉及在网络上和通过计算机进行对商业通信和事务。更具体地说，电子商务包括使用数字通信和通常自动化系统进行的货物和服务的购买和销售以及传输资金。在线购物是一种类型的电子商务事务，其涉及购物者访问链接到电子商务服务器的网站。购物者至商务的服务器事务不限于基于 web 的那些事务，而还包括基于电话的事务（例如交互式语音响应事务）、电子商务事务、基于聊天的事务、基于电子邮件的事务，基于传真的事务等。

常规电子商务购物作为购物者与自动化系统之间的一个或更多定向事务被进行。购物者典型通过可用物品的目录来浏览或使用数据库搜索控制来基于购物者提供的准则搜索所述目录。购物者可以选择感兴趣的物品，并且可以将其添加到电子购物车。一旦购物被完成，则所述购物者可以选择行进到结账阶段，在此处，支付和运货细节可以被提供，以及该购物会话可以结束。

当所述目录中的可用物品的数量巨大时，从数千物品中对几个物品进行购物对于购物者可以是非常冗长的任务。通常，用户无法定位所需要的物品，即使被访问的商务源可能包括该物品。当所述商务源包括来自许多不同商家源的物品的合并时，所述情形特别可以是真实的。例如，购物者可以与将购物者链接到多个物品源的“网关”源（例如 AMAZON.COM、

SHOPZILLA.COM 和 EBAY.COM) 交互。

用于帮助指导购物者的当前方法使用定向购物技术，其中，所述定向购物技术是基于由问卷响应确定的客户偏好、客户购买历史和其它这样的准则。当前的定向购物技术用于预期客户所需要的物品，以及是用于指导营销或指导广告的有效方法。

没有任何已知电子商务技术允许购物者使用自由形式输入来进行购物事务。进一步地，用于自动化商务事务的交互式模态 (modality) 传统上已限于那些屈从于类似目录的界面的模态 (例如经由 web 的在线购物)。所需要的是一种允许客户使用例如自然语言输入的自由形式输入来进行电子商务事务的方法，所述方法是可以跨许多不同交互式模态来进行的用户友好的交互式方法。

发明内容

本发明公开了一种解决方案，其被设计为增强电子商务购物从而购物者可以使用自然语言输入与自动化系统交互。例如，购物者可以用例如英语的自然语言向商务服务器提交请求。所述请求可以是基于口语和/或文本的，以及可以在实时通信会话 (例如电话通信会话、聊天会话等) 期间或使用一组被交换的离散消息 (例如电子邮件、传真等) 来传播。请求可以使用自然语言处理技术来处理，从而有意义的语义可以从购物者输入中被提取，以及智能的计划性动作被作为响应实施。例如，从所述输入确定的物品可以被自动放入购物者的电子购物车中。此外，运货地址、支付信息以及其它电子商务事务特定的信息可以从购物者提供的自然语言输入中被提取。在一个实施例，关联于所述自然语言输入的歧义可以基于之前已记录的购物者偏好 (preference)、购物者简档 (profile)、购买历史等被自动解决。

本发明可以根据与这里呈现的材料一致的众多方面来实现。例如，本发明的一方面可以包括一种用于进行电子商务的系统，所述系统包括电子商务服务器、输入处理系统和商家数据存储库。所述电子商务服务器可以

接收购物者输入，以及可以基于该输入进行电子商务事务。购物者在所述电子商务事务期间可以购买至少一个可用物品。所述输入处理系统可以接收自由形式购物者输入，以及可以将所述自由形式购物者输入语义地解释为关于所述电子商务事务的离散数据字段。所述商家数据存储库可以记录一组可用于购买的物品。所述离散数据字段的至少一部分可以标识所述一组物品中购物者所需要的那些物品。

本发明的另一方面包括一种购物者面向的电子商务界面，所述界面包括自然语言输入单元、购物车和至少一个购物交互式选项。所述自然语言输入单元可以允许购物者输入自然语言格式的信息。所述购物车可以用于呈现由购物者指定的用于购物者购买的物品，其中，所呈现的物品从经由所述自然语言输入单元提供的输入中确定。所述购物交互式选项可以被用户选择，其中，对所述选项之一的选择可以导致呈现在购物车中的物品的至少一个改变。另一选项可以结束涉及呈现在购物车中的物品的购买的电子商务事务。

本发明的再一方面可以包括一种电子商务购物方法，所述方法包括接收表示购物请求的购物者自由形式输入的步骤。软件程序可以从所述购物者自由形式输入中提取关于至少一个可用于销售的物品的语义。至少一个物品可以基于所述提取的语义被自动添加到电子购物车。用于自动购买包含在所述电子购物车中的物品的能力被提供给对应购物者。

应当指出，本发明的各个方面可以被实现为一种用于控制计算设备来实现这里所描述的功能的程序、或一种用于使计算设备能够实施对应于这里公开的步骤的过程的程序。所述程序可以经由将所述程序存储在磁盘、光盘、半导体存储器或任意其它记录媒体中来提供。所述程序还可以作为经由载波传播的被数字编码的信号被提供。所描述的程序可以是单一程序，或者可以被实现为多个子程序，其中，所述多个子程序的每个在单一计算设备内交互，或跨网络空间以分布式方式交互。

还应当指出，这里详述的方法还可以是至少部分地由服务代理和/或被服务代理操纵的机器响应于服务请求而实施的方法。

附图说明

附图中示出了当前优选的实施例，然而应当理解，本发明不限于所示的准确方案和手段。

图 1 是一种根据这里公开的发明方案的实施例的、处理包括自然语言输入的自由形式输入的电子商务购物系统的示意图。

图 2 是一种根据这里公开的发明方案的实施例的、在电子商务事务期间处理自由形式输入的系统的示意图。

图 3 是一种根据这里公开的发明方案的实施例的、用于部分地基于自由形式用户输入进行电子商务事务的方法。

图 4 提供了电子商务事务期间的自由形式文本处理的示例。

图 5 是一种根据这里公开的发明方案的实施例的方法的流程图，在所述方法中，一种服务代理可以将电子商务系统配置为处理自由形式购物者输入。

具体实施方式

图 1 是一种根据这里公开的发明方案的实施例的、处理包括自然语言输入的自由形式输入的电子商务购物系统 100 的示意图。更具体地说，购物者 110 可以利用客户端设备 111，其中，该客户端设备 111 托管了通信地链接到网络 150 的商务界面 112。电子商务服务器 120、输入处理系统 130 和商家系统 125 也可以通信地链接到网络 150。购物者 110 可以在实时或非实时通信会话中与电子商务服务器 120 通信，其中，在所述通信会话期间，自由形式的购物者提供的输入 152 可以被传播到电子商务服务器 120。

电子商务服务器 120 可以将所述输入传播到输入处理系统 130，其中，该输入处理系统 130 可以从所述输入提取语义意义。例如，语音输入可以被自动语音识别（ASR）引擎 134 处理，以及然后进一步被自然语言理解（NLU）引擎 132 处理。在另一示例中，包含在图形图像中的（例如来自传真消息或来自图像文件消息的）文本内容在被 NLU 引擎 132 处理之前

可以被光学字符识别 (OCR) 引擎 136 预处理。所提取的语义意义可以与来自至少一个商家系统 125 的可用于购物者 110 进行购买的存货物品比较。匹配可以被添加到由电子商务服务器 120 提供的电子购物车或其它商务产物 (artifact)。购物者 110 可以经由由商务界面 112 提供的选项修改购买细节和/或确认购买 (即, 购物者 110 可以选择修改购物车物品和/或行进到结账)。一旦电子商务事务已完成, 则如果必要, 针对所购买的物品的支付可以被发送, 以及所购买的物品 154 可以被运送到由购物者 110 指定的地址。在一个实施例中, 该地址可以使用输入处理系统 130 从自由形式的购物通信 152 中提取。

如系统 100 中所示, 购物者 110 可以是参与电子商务事务的人类参与者。购物者 110 所使用的商务界面 112 取决于通信类型和基于设备 111 的类型可以改变, 其中, 界面 112 在设备 111 上执行。客户端托管的设备 111 可以包括被配置为接受包括自由形式输入 152 的购物者输入 110 的链接到网络 150 的任意通信设备。设备 111 可以包括但不限于计算机 (例如台式 PC、客户端侧服务器、笔记本计算机、平板式计算设备、个人数字助理、瘦客户端等)、电话 (例如基于线路的电话、移动电话和/或基于会话启动协议的电话)、传真机、电子邮件台、文本交换设备 (例如即时消息传送、文本消息传送和/或使能聊天的设备)、联网扫描仪、娱乐游戏设备、媒体播放设备、嵌入式计算系统和/或电子商务信息站。

电子商务服务器 120 可以包括用于与购物者 110 交互的任意自动化或部分自动化的系统。电子商务服务器 120 例如可以包括 web 服务器、交互式语音响应 (IVR) 系统、传真/电子邮件处理和路由系统等。电子商务服务器 120 可以专用于特定商家 (例如用于该商家的在线店面), 或可以集中地针对由许多不同商家 (例如 AMAZON.COM、包括到 EBAY 商店及其中出售的物品的访问的 EBAY.COM 等) 提供的物品来索引/管理/处理电子商务事务。

在一个实施例中, 电子商务服务器 120 可以使用基于面向服务体系结构 (SOA) 的技术来实现。例如, 服务器 120 可以是这样的部件服务模型

系统的一部分，所述部件服务模型系统允许跨许多模态的交互，以及甚至可以包括在其中会话状态信息被保存的会话中模态切换功能。用于实现电子商务服务器 120 的常规解决方案可以包括国际商业机器公司（IBM）的 **WEBSHERE COMMERCE SERVER**、BEA 系统的 **WEBLOGIC COMMERCE SERVER** 以及多种其它商务解决方案中的任一个。

输入处理系统 130 可以是被配置为处理自由形式的购物通信 152 以及提取例如客户所需要的产品、运货地址、支付细节等的有意义的电子商务信息的任意系统。在一个实施例中，**WEBSHPERE** 部件和扩展可以用于实现系统 130 的各个部件（132 - 138）。然而，其它解决方案是可用的，任意解决方案可以用于系统 100。

消除歧义引擎 138 可以利用存储在数据存储器 140 中的数据、规则和/或偏好来解决歧义。例如，数据存储器 140 可以包括购物者 110 的历史购物信息，所述历史购物信息可以用于确定否则有歧义物品的购物者优选的品牌和尺寸。购物者简档 110 可以也存储在数据存储器 140 中，其中，例如颜色、价格阈值、优选品牌等的客户偏好可以被引擎 138 用于解决歧义。例如信用卡号信息、家庭地址、工作地址等的其它购物者 110 特定数据可以用于将自然语言物品（例如我家）翻译成可以在电子商务事务期间使用的量化地址（例如，宾西法尼亚大街西北 1600 号，华盛顿 DC 20500）。例如最近出售的最流行的品牌、物品的最流行颜色等的其它非购物者特定的偏好可以在数据存储器 140 库中保存，以及被消除歧义引擎 138 使用。

在一个实施例中，对于从自由形式购物输入 152 提取的每个语义单元，置信值可以被建立。这些置信值可以与用户/管理员可配置的阈值比较。当所述置信值超过上阈值时，所述语义单元可以被认为是精确的，以及对应的电子商务字段可以被自动填写。当被关联用于多个可能解释的置信值全都超过下阈值时，购物者可以被提示选择所述多个解释中的一个，以及对应的电子商务字段可以被自动填写。当对于自由形式输入的单元的精确解释不能被确定时（语义单元的置信值落在指定阈值以下），该自由形式单元或者可以被忽略，或者可以触发提示购物者 110 澄清其对于所述有歧义

单元的预期意义的提示操作。

网络 150 可以包括对于传播在载波中编码的数字内容必要的任意硬件/软件和固件。数字内容可以被包括在模拟或数字信号中，以及可以通过数字或语音信道被传播。网络 150 可以包括对于将在计算设备部件之间以及集成设备部件与外围设备之间交换的通信必要的本地部件和数据通路。网络 150 还可以包括网络设备，例如一起构成例如因特网的数据网络的路由器、数据线路、集线器和中间服务器。网络 150 还可以包括基于电路的通信部件和移动通信部件，例如电话交换机、调制解调器、蜂窝通信塔等。网络 150 可以包括基于线路的和/或无线的通信通路。

应当理解，允许自由形式购物通信 152 被应用到电子商务上下文的增强可以以各种方式集成到商业系统中。例如，服务器 120 和 130 可以被集成到单一电子商务硬件/软件系统中，其中，所述系统可以遵循私有或开放标准。在另一示例中，对自由形式输入的已增强处理可以在中间件（例如 **WEBSHERE APPLICATION SERVER**）中实现，以及经由应用程序接口（API）、链接库和/或对象类、远程过程调用等被远程访问。进一步地，处理自由形式电子商务输入的能力可以在 web 服务中实现，其中，可以使所述 web 服务可用于电子零售商进行例如费用的有价考虑。

图 2 是一种根据这里公开的发明方案的实施例的、用于在电子商务事务期间处理自由形式输入的系统 200 的示意图。系统 200 是系统 100 的可替换标识，以及在所描述的功能的执行时可以利用其中详述的部件。

在系统 200 中，购物者可以使用例如浏览器 212、文本消息传送界面 214、电子邮件界面 214、电话界面 215、传真界面 216、信息站界面 217 等的购物界面 210 进行电子商务事务。输入可以包括输入处理器 220 接收的自由形式输入。输入处理器 220 可以从所述输入中提取关于至少一个可用于销售的物品的语义。可用物品可以在电子商务服务器 222 的存货数据存储库 223 中指定。

每当所提取语义与存货物品之间的无歧义匹配出现时，那些物品可以与任意所涉及的数量和运货地址信息一起被自动放入购物车 230 中。经由

使用购物者简档/偏好数据存储 228 中保存的购物者特定信息,歧义可以被解决,和/或其它条目的精度被改进。购物者特定设置可以使用配置部件 224 来配置,其中,所述配置可以基于自动确定的购物者数据、购物者输入的信息和历史电子商务事务数据。个人化/规则引擎 226 可以建立用于将购物者简档/偏好信息应用于电子商务事务的商家和/或电子商务服务器 120 特定的规则。由配置部件 224 产生的处理可以导致对包含在购物车 230 中的物品/数据的改变。

一旦物品被包含在购物车 230 中,购物者可以被提供一系列用于编辑、更新和另外修改购物车 230 的条目的选项。例如,当对于所需要的物品存在歧义时,购物者可以被提示从所呈现的列表中选择优选的物品。在另一示例中,许多商家源(全部可通过电子商务服务器 222 访问)可以提供购物者所需要的物品,以及该购物者可以选择优选商家源。用于编辑购物车物品的交互可以包括被输入处理器 220 处理的自由形式输入。系统 200 在其各种实施例中设想了多模式接口和/或允许自由形式和指定交互的接口(例如接口 210)的使用。

如这里呈现的,数据存储库 223 和 228(以及系统 100 的数据存储库 140)的每个可以是配置为存储数字信息的物理或虚拟存储空间。数据存储库 140、223 和 228 可以在任意类型的硬件中物理地实现,其中,所述硬件包括但不限于磁盘、光盘、半导体存储器、数字编码的塑料存储器、全息存储器或任意其它记录媒体。数据存储库 140、223 和 228 的每个可以是独立存储单元以及通过多个物理设备构成的存储单元。另外,信息可以以多种方式存储在数据存储库 140、223 和 228 中。例如,信息可以被存储在数据库结构中,或者可以被存储在文件存储系统的一个或更多文件中,其中,每个文件可以或可以不由于信息搜索目的而被索引。进一步地,数据存储库 140、223 和/或 228 可以利用一种或更多加密机制来保护所存储的信息免于未授权的访问。

图 3 是一种根据这里公开的发明方案的实施例的、用于部分上基于自由形式用户输入进行电子商务事务的方法 300 的流程图。方法 300 可以在

系统 100、系统 200 和/或包括用于语义地解释自由形式输入的输入处理部件的任意类似的电子商务系统中被实施。

方法 300 可以在步骤 305 中开始，此时购物者可以访问电子商务服务器。例如，购物者可以登录由所述电子商务服务器提供的网站。然而，如在系统 100 和 200 中分别详述的那样，方法 300 的交互不限于那些基于 web 的交互，以及其它用于交互的机制（例如经由电话访问 IVR 系统）被设想。在步骤 310 中，所述购物者可以向电子商务系统提交自然语言（或其它自由形式）格式的购物请求。所述购物请求可以使用在线表格、电子邮件、传真、基于语音通信信道的语音、邮件、聊天等来提供。

在步骤 315 中，一种输入处理系统可以处理所述购物请求。所述输入处理系统可以包括语音识别部件、OCR 部件、文本分析部件、NLU 部件等，它们在适当时被选择地用于其中包含了所述购物请求的消息类型。在步骤 320 中，从所述购物请求中确定的一个或更多购物物品可以被检测。

对于歧义的检查可以在步骤 325 中实施。在步骤 330 中，无歧义的被请求物品可以被加载到关联于购物者特定的电子商务事务的购物车或其它电子商务产物中。在步骤 335 中，有歧义的物品可以被配置部件进一步解决。如果初始未被完全解决，则有歧义的物品可以被缩减到可管理的可能物品集合。可选的进一步购物者交互（例如，对于已缩减选项集合的选择）然后可以发生。所述缩减过程的结果可以将新物品放入购物车中。

相应地，如由步骤 340 所示，购物者特定的购物车可以被从所述购物请求确定的物品所填充。另外，一组用户可选择选项可以被缩减，例如编辑选项、结账选项等可以关联于所述购物车。在步骤 345 中，购物者可以被呈现所述购物车，并且可以被允许利用一个或更多所述购物车选项。该呈现可以例如当电子商务事务经由 web 站点进行时实时地发生，或者例如当电子商务事务经由电子邮件、邮件或传真消息进行时通过一系列被交换的消息在一段时间后发生。例如传真通知和/或电子邮件通知和/或邮件通知的通知可以被提供，从而通知购物者其购物请求已被处理。在一可选实施例中，甚至当初始购物请求通过非实时形式（例如邮件、传真、电子邮

件等)来提交时,一种实时交互式模态(例如在线基于 web 的模态和/或基于电话的模态)可以被请求用于结束电子商务事务。

在步骤 350 中,购物者可选地可以编辑已填充的购物车物品。在步骤 355 中,购物者可以确认购物车中的物品,以及可以结束所述电子商务事务。例如,购物者可以选择结账。该用户可以被提示输入任意缺失的结账信息,例如运货地址信息、支付信息等。应当指出,所述信息中的一些或所有可以从之前提供的包含在购物请求中的自由形式输入中自动提取,其中,所述购物请求曾被输入处理部件处理。任意缺失的信息也可以在自由形式消息中提供,其中,所述输入处理部件可以处理该自由形式消息。购买订单(PO)和其它必要的电子商务事务产物可以在事务的结账阶段被自动生成。方法 300 可以针对所需要的其它电子商务事务被重复。此外,过去事务历史可以被存储以及用于增加将来事务的精度。例如,所述配置部件当解决歧义时可以权衡之前已被购物者购买的物品。

图 4 提供了电子商务事务期间的自由形式文本处理的示例 400。示例 400 可以使用系统 100 或 200 来进行。示例 400 包括包含以自由形式格式提供的内容的购物请求消息 405。特别地,内容可以包括“我需要 5 加仑脱脂牛奶、2 个 OREO 饼干包、10 份 CAMPBELL 番茄汤 10 盎司、5 份 QUAKER 燕麦片 30 盎司、2 个大包装 HUGGIES 尿布、3 个背包、10 个 23 盎司的 ENFAMIL 奶粉、5 包奶酪。从我的信用卡收费以及送到我家。”

输入处理部件可以识别在电子商务上下文中有意义的一系列标志(token) 410-428。例如购买物品标志 430 和购买细节标志 432 的不同类型的标志可以被使用。购买物品标志 430 可以包括关于所需要的物品和物品数量的信息。细节标志 432 可以包括关于运货、支付等的信息。

另外,不同标志 410-428 可以具有不同的被标识范围。例如,标志 410-424 具有专用于对应标志单元的单元范围。例如,标志 410 “5 加仑脱脂牛奶”应用于单一购买物品。标志 426-428 具有应用于消息 405 中的所有购买物品标志 430 的全局范围。例如,标志 426 “我的信用卡”标识用于为由标志 410-424 指定的物品进行支付的支付机制。未被示例 400

示出的其它范围也可以存在。例如，自由形式短语“牛奶、橙汁和果汁每样五份”可以具有应用于多个物品（每个是单独的物品特定标志）的范围的数量（其是单独的标志）。

在标志 410 - 428 被生成、分类和/或确定范围之后，第一标志处理阶段可以被实施。在该第一阶段中，标志可以被处理以及被分类为无歧义物品 440 和有歧义物品 445，其中，所述无歧义物品的细节是清晰的。例如，关联于标志 412、414、416 和 418 的物品的品牌、物品和数量可以是清晰的。有歧义物品 445 的品牌和/或其它购买细节可以是初始未知的。

第二处理阶段可以使用购物者的购买历史、偏好和简档信息解决歧义。如由图示 450 所示的，购物者的简档可以指定带铁的 ENFAMIL LIPIL 是优选的婴儿配方。购物者购买历史还可以指示出奶酪是指 KRAFT 10 盎司包装，其解决了标志 424 的歧义。

所述第二处理阶段可以保持一个或更多物品不被解决，例如三个背包的标志 420，其由图示 452 示出。品牌流行度和一般购物者简档信息可以用于定位未被解决物品的一个或更多潜在候选。例如，与背包流行度数据（获取自其它购物者的购买）结合的购物者简档中的质量和价格阈值可以建议背包是指“JANSPORT、COLUMBIA 或 NORTH FACE”，所述建议可以被呈现给购物者进行购物者选择。

当数量、品牌、颜色、商家源和其它准则未被提供时，这些准则可以从客户偏好、历史、商家特价品、流行度和其它这样的因素自动推断出。在一个实施例，用户界面可以使用用于聚焦用户注意力从而便于确认的可区分指示符来指示所推断的细节。

例如，GUI 界面可以对具有在之前设置的阈值之上的关联精度分数的条目使用与具有较低精度分数的条目不同的已着色字段。背包特定的物品可以在具有红色背景的字段中呈现，有歧义物品的品牌可以在具有黄色背景的字段中呈现，以及无歧义物品可以在具有绿色背景的字段中呈现。当多个可能属性值被确定时，下拉控制可以被提供以允许用户快速调整字段值。例如，用于背包的下拉控制可以包括值 JANSPORT、COLUMBIA、

NORTH FACE 和 **OTHER**, 其中, **OTHER** 为用户提供不同选项。例如物品颜色和/或商家的进一步可用选项也可以在建立了默认值的下拉选择器中呈现。

应当理解, 示例 400 仅是示出这里公开的发明方案的使用的一个可能的示例。本发明不应限于这里表述的技术和方案。因此, 示例 400 用于阐明本发明的各方面的具体示例, 以及不旨在被解释为强加于本申请书的发明范围的限制。例如, 当前存在多个常规自然语言处理技术, 以及本发明不限于这里所讨论的标志标识和处理技术。类似地, 众多指导营销和客户偏好确定技术可以用于解决物品歧义。再进一步地, 示例 400 中关于用户界面的细节聚焦在基于 web 的 GUI 实施例上, 并且其它物品提示、区分和呈现机制更适于其它界面类型。

图 5 是根据这里公开的发明方案的实施例的、在其中服务代理可以配置电子商务系统来处理自由形式购物者输入的方法 500 的流程图。方法 500 可以在系统 100、200 和/或类似系统的上下文中实施。

方法 500 可以在步骤 505 中开始, 此时客户启动服务请求。该服务请求可以是用于将现有电子商务系统扩展为处理自由形式输入或用于建立具有自由形式输入处理功能的新电子商务系统的对服务代理的请求。该服务请求还可以是用于检修处理自由形式输入的现有电子商务系统的问题的请求。

在步骤 510 中, 人类代理可以被选为响应所述服务请求。在步骤 515 中, 所述人类代理可以分析客户的当前系统, 以及可以开发解决方案。在步骤 520 中, 所述人类代理可以将客户的系统配置为进行涉及自由形式输入的电子商务事务, 其中, 所述自由形式输入由自动化计算部件自动处理。这可以包括所述电子商务系统方面中的硬件/软件的安装以及客户员工的培训。在步骤 525 中, 人类代理可以完成服务活动。

本发明可以用硬件、软件或硬件和软件的组合实现。本发明可以以集中方式在一个计算机系统中或者以分布式方式实现, 其中, 在所述分布式方式中, 不同单元跨几个互连的计算机系统散布。适于实施这里描述的方法

法的任意种类的计算机系统或其它装置是适合的。硬件和软件的典型组合可以是具有这样的计算机程序的通用计算机系统，所述计算机程序当被加载和执行时控制所述计算机系统从而其实施这里描述的方法。

本发明还可以被嵌入计算机程序产品中，其中，所述计算机程序产品包括使能这里描述的方法的实现的所有特征，以及，所述计算机程序产品当被加载到计算机系统中时能够实施这些方法。本发明上下文中的计算机程序是指用任意语言、代码或符号对指令集的任意表述，其中，所述指令集旨在导致系统或直接地或在以下的任一个或两个之后具有实施特定功能的信息处理功能：a) 转换为另一语言、代码或符号；b) 用不同材料形式再现。

本发明在不脱离其精神或基本属性的情况下可以以其它形式来实现。相应地，为指示本发明的范围，应当参考下面的权利要求而非前述说明书。

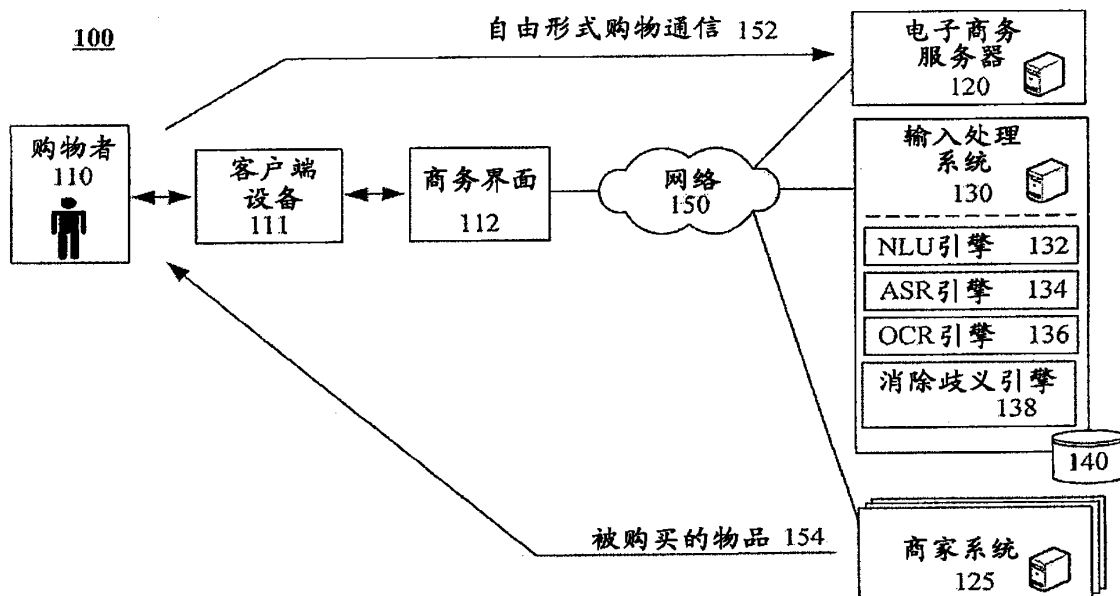


图 1

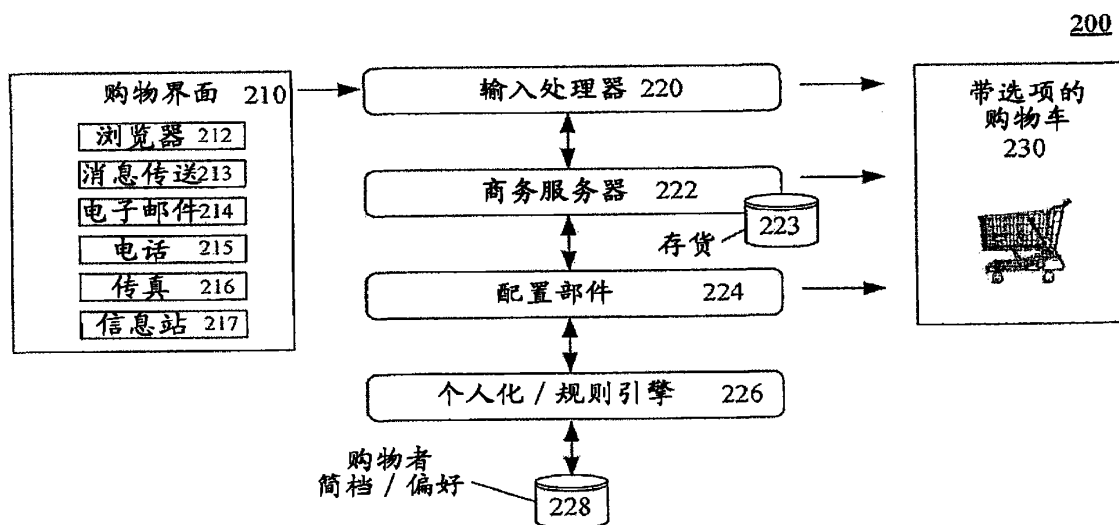


图 2

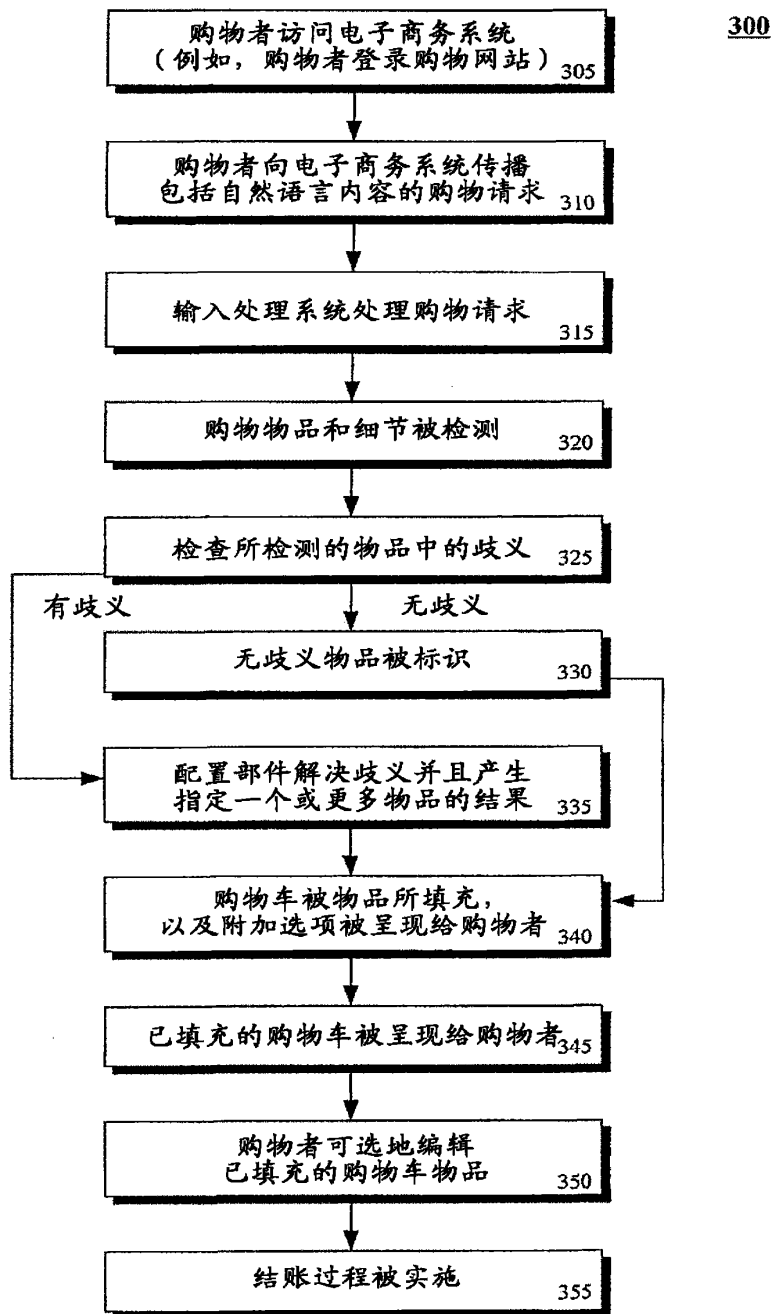
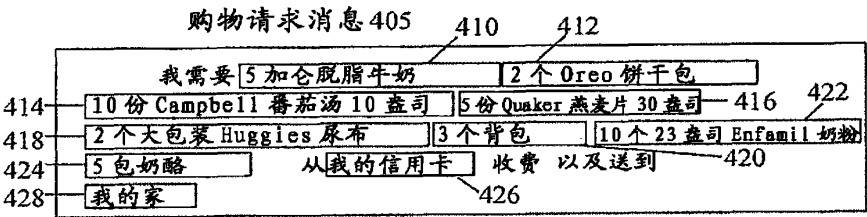


图 3

400



被购买的物品 430

- 5 加仑脱脂牛奶
- 2 个 Oreo 饼干包
- 10 份 Campbell 番茄汤 10 盎司
- 5 份 Quaker 燕麦片 30 盎司
- 2 个大包装 Huggies 尿布
- 3 个背包
- 10 个 23 盎司 Enfamil 奶粉
- 5 包奶酪

购物细节 432

我的信用卡 -> VISA
我的家

无歧义物品 440

品牌	物品	数量
Oreo	饼干 - 小	2
Campbell	番茄汤 10 盎司	10
Quaker	燕麦片 -30 盎司	5
Huggies	尿布 大包装	5

有歧义物品 442

品牌	物品	数量
	背包	3
	Enfamil	10
	奶酪	5

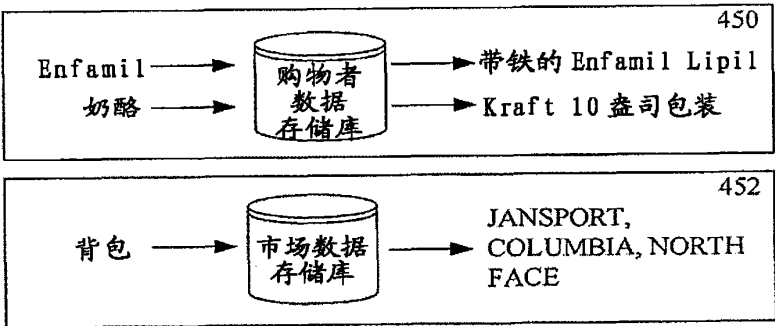


图 4

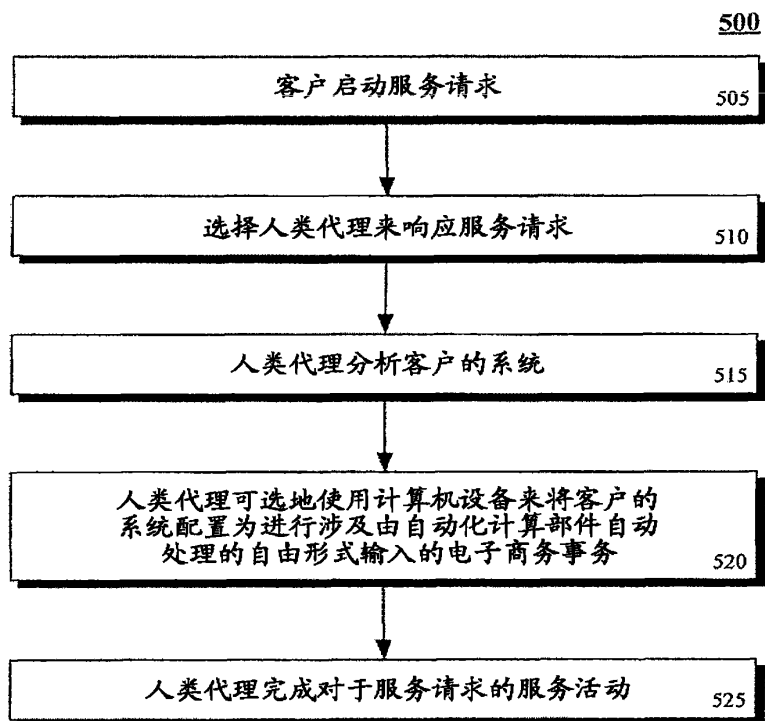


图 5

Electronic Acknowledgement Receipt	
EFS ID:	37842648
Application Number:	16553553
International Application Number:	
Confirmation Number:	1643
Title of Invention:	VOICE COMMERCE
First Named Inventor/Applicant Name:	Michael R. KENNEWICK
Customer Number:	133759
Filer:	Mark Andrew Patrick/Susan Trader
Filer Authorized By:	Mark Andrew Patrick
Attorney Docket Number:	62KC-301480
Receipt Date:	25-NOV-2019
Filing Date:	28-AUG-2019
Time Stamp:	11:57:41
Application Type:	Utility under 35 USC 111(a)

Payment information:

Submitted with Payment		no			
File Listing:					
Document Number	Document Description	File Name	File Size(Bytes)/ Message Digest	Multi Part /.zip	Pages (if appl.)
1	Transmittal Letter	62KC-301480_Transmittal-Letter.pdf	503619 aeee083659a0514d9941127d7fa07717d2dff aaaa	no	1
Warnings:					

Information:					
2	Information Disclosure Statement (IDS) Form (SB08)	62KC-301480_PTO_IDS-Form.pdf	1053159 2dbda0ac05a85a8b2d131a640a39cb3eafa088a2	no	4
Warnings:					
Information:					
3	Other Reference-Patent/App/Search documents	62KC-301480_Other_CNOA_09-02-19.pdf	2996320 8d30dd16805f9c6790d93e4ca8921d9d5394201d	no	14
Warnings:					
Information:					
4	Foreign Reference	62KC-301480-Foreign-001.pdf	1709229 fae73d26dd3fb485c63f6e3e0596efd1353813ec	no	23
Warnings:					
Information:					
Total Files Size (in bytes):			6262327		
<p>This Acknowledgement Receipt evidences receipt on the noted date by the USPTO of the indicated documents, characterized by the applicant, and including page counts, where applicable. It serves as evidence of receipt similar to a Post Card, as described in MPEP 503.</p> <p><u>New Applications Under 35 U.S.C. 111</u> If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.</p> <p><u>National Stage of an International Application under 35 U.S.C. 371</u> If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.</p> <p><u>New International Application Filed with the USPTO as a Receiving Office</u> If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.</p>					

INFORMATION DISCLOSURE STATEMENT BY APPLICANT	Application Number	16/553,553
	Filing Date	08/28/2019
	First Named Inventor	Michael R. KENNEWICK, Sr.
	Art Unit	3684
Page 1 of 1	Matter Number	62KC-301480

GENERAL
<p>Pursuant to 37 C.F.R. 1.97 and 1.98 and to the duty of disclosure set forth in 37 C.F.R. 1.56, the Examiner in charge of the above-identified application is requested to consider and make of record the references listed herewith. A copy of each listed reference, other than U.S. patents/applications and references cited in a parent application, is enclosed.</p> <p>Although the information submitted herewith may be "material" to the Examiner's consideration of the subject application, this submission is not intended to constitute an admission that such information is "prior art" as to the claimed invention.</p> <p>In accordance with 37 C.F.R. 1.97(g), the filing of this Information Disclosure Statement shall not be construed to mean that a search has been made.</p>

TIMING
<p>In accordance with 37 CFR 1.97(b), this Information Disclosure Statement is being filed within three months of the filing of a national application other than a continued prosecution application under 37 CFR 1.53(d); within three months of the date of entry of the national stage as set forth in 37 CFR 1.491 in an international application; before the mailing of a first Office Action on the merits; or before the mailing of a first Office Action after the filing of a request for continued examination under 37 CFR 1.114.</p>

CERTIFICATION STATEMENT
<p>No certification statement is required. This Information Disclosure Statement is being filed in accordance with 37 CFR 1.97(b).</p>

FEE
<p>No fee is required. This Information Disclosure Statement is being filed in accordance with 37 CFR 1.97(b).</p>

ADDITIONAL COMMENTS
<p>The foreign reference was cited in a search report by a foreign patent office in a counterpart foreign application. Submission of the search report that indicates the degree of relevance found by the foreign office is provided. An explanation for the types of related documents is as follows:</p> <p>X: The document that when taken alone, prejudices the novelty of the inventiveness</p> <p>Y: The document that when combined with other document(s) of Y type cited in this report, prejudices the inventiveness.</p> <p>A: The background art document.</p>

SIGNATURE			
Signature	/ Mark A. Patrick /	Date	11/25/2019
Name	Mark A. Patrick	Registration Number	72,958

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PATENT APPLICATION FEE DETERMINATION RECORD						Application or Docket Number 16/553,553			
Substitute for Form PTO-875									
APPLICATION AS FILED - PART I									
(Column 1)		(Column 2)		SMALL ENTITY		OTHER THAN SMALL ENTITY			
FOR	NUMBER FILED	NUMBER EXTRA	RATE(\$)	FEE(\$)		RATE(\$)	FEE(\$)		
BASIC FEE <small>(37 CFR 1.16(a), (b), or (c))</small>	N/A	N/A	N/A			N/A	300		
SEARCH FEE <small>(37 CFR 1.16(k), (l), or (m))</small>	N/A	N/A	N/A			N/A	660		
EXAMINATION FEE <small>(37 CFR 1.16(o), (p), or (q))</small>	N/A	N/A	N/A			N/A	760		
TOTAL CLAIMS <small>(37 CFR 1.16(i))</small>	38	minus 20 = 18				x 100 =	1800		
INDEPENDENT CLAIMS <small>(37 CFR 1.16(h))</small>	4	minus 3 = 1				x 460 =	460		
APPLICATION SIZE FEE <small>(37 CFR 1.16(s))</small>	If the specification and drawings exceed 100 sheets of paper, the application size fee due is \$310 (\$155 for small entity) for each additional 50 sheets or fraction thereof. See 35 U.S.C. 41(a)(1)(G) and 37 CFR 1.16(s).						0.00		
MULTIPLE DEPENDENT CLAIM PRESENT <small>(37 CFR 1.16(j))</small>							0.00		
* If the difference in column 1 is less than zero, enter "0" in column 2.				TOTAL		TOTAL	3980		
APPLICATION AS AMENDED - PART II									
(Column 1)		(Column 2)		(Column 3)		SMALL ENTITY		OTHER THAN SMALL ENTITY	
AMENDMENT A		CLAIMS REMAINING AFTER AMENDMENT		HIGHEST NUMBER PREVIOUSLY PAID FOR	PRESENT EXTRA	RATE(\$)	ADDITIONAL FEE(\$)	RATE(\$)	ADDITIONAL FEE(\$)
	Total <small>(37 CFR 1.16(i))</small>	*	Minus	**	=	x	=	x	=
	Independent <small>(37 CFR 1.16(h))</small>	*	Minus	***	=	x	=	x	=
	Application Size Fee <small>(37 CFR 1.16(s))</small>								
	FIRST PRESENTATION OF MULTIPLE DEPENDENT CLAIM <small>(37 CFR 1.16(j))</small>								
						TOTAL ADD'L FEE		TOTAL ADD'L FEE	
AMENDMENT B		CLAIMS REMAINING AFTER AMENDMENT		HIGHEST NUMBER PREVIOUSLY PAID FOR	PRESENT EXTRA	RATE(\$)	ADDITIONAL FEE(\$)	RATE(\$)	ADDITIONAL FEE(\$)
	Total <small>(37 CFR 1.16(i))</small>	*	Minus	**	=	x	=	x	=
	Independent <small>(37 CFR 1.16(h))</small>	*	Minus	***	=	x	=	x	=
	Application Size Fee <small>(37 CFR 1.16(s))</small>								
	FIRST PRESENTATION OF MULTIPLE DEPENDENT CLAIM <small>(37 CFR 1.16(j))</small>								
						TOTAL ADD'L FEE		TOTAL ADD'L FEE	
* If the entry in column 1 is less than the entry in column 2, write "0" in column 3. ** If the "Highest Number Previously Paid For" IN THIS SPACE is less than 20, enter "20". *** If the "Highest Number Previously Paid For" IN THIS SPACE is less than 3, enter "3". The "Highest Number Previously Paid For" (Total or Independent) is the highest found in the appropriate box in column 1.									



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APPLICATION NUMBER	FILING or 371(c) DATE	GRP ART UNIT	FIL FEE REC'D	ATTY. DOCKET NO	TOT CLAIMS	IND CLAIMS
16/553,553	08/28/2019	2876	3980	62KC-301480	38	4

CONFIRMATION NO. 1643

FILING RECEIPT



133759
Sheppard Mullin Richter & Hampton LLP
650 Town Center Drive, 10th Floor
Costa Mesa, CA 92626

Date Mailed: 09/11/2019

Receipt is acknowledged of this non-provisional utility patent application. The application will be taken up for examination in due course. Applicant will be notified as to the results of the examination. Any correspondence concerning the application must include the following identification information: the U.S. APPLICATION NUMBER, FILING DATE, NAME OF FIRST INVENTOR, and TITLE OF INVENTION. Fees transmitted by check or draft are subject to collection.

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Inventor(s)

Michael R. KENNEWICK Sr., Bellevue, WA;

Applicant(s)

VB Assets, LLC, Bellevue, WA;

Assignment For Published Patent Application

VB Assets, LLC, Bellevue, WA

Power of Attorney: The patent practitioners associated with Customer Number 133759

Domestic Priority data as claimed by applicant

This application is a CON of 15/484,930 04/11/2017
which is a CON of 14/855,334 09/15/2015 PAT 9626703
which claims benefit of 62/051,273 09/16/2014

Foreign Applications for which priority is claimed (You may be eligible to benefit from the **Patent Prosecution Highway** program at the USPTO. Please see <http://www.uspto.gov> for more information.) - None.

Foreign application information must be provided in an Application Data Sheet in order to constitute a claim to foreign priority. See 37 CFR 1.55 and 1.76.

Permission to Access Application via Priority Document Exchange: Yes

Permission to Access Search Results: Yes

Applicant may provide or rescind an authorization for access using Form PTO/SB/39 or Form PTO/SB/69 as appropriate.

If Required, Foreign Filing License Granted: 09/09/2019

The country code and number of your priority application, to be used for filing abroad under the Paris Convention, is **US 16/553,553**

Projected Publication Date: 12/19/2019

Non-Publication Request: No

Early Publication Request: No

Title

VOICE COMMERCE

Preliminary Class

235

Statement under 37 CFR 1.55 or 1.78 for AIA (First Inventor to File) Transition Applications: No

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Since the rights granted by a U.S. patent extend only throughout the territory of the United States and have no effect in a foreign country, an inventor who wishes patent protection in another country must apply for a patent in a specific country or in regional patent offices. Applicants may wish to consider the filing of an international application under the Patent Cooperation Treaty (PCT). An international (PCT) application generally has the same effect as a regular national patent application in each PCT-member country. The PCT process **simplifies** the filing of patent applications on the same invention in member countries, but **does not result** in a grant of "an international patent" and does not eliminate the need of applicants to file additional documents and fees in countries where patent protection is desired.

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Applicants may wish to consult the USPTO booklet, "General Information Concerning Patents" (specifically, the section entitled "Treaties and Foreign Patents") for more information on timeframes and deadlines for filing foreign patent applications. The guide is available either by contacting the USPTO Contact Center at 800-786-9199, or it can be viewed on the USPTO website at <http://www.uspto.gov/web/offices/pac/doc/general/index.html>.

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page 2 of 4

countries such as China, Korea and Mexico. For questions regarding patent enforcement issues, applicants may call the U.S. Government hotline at 1-866-999-HALT (1-866-999-4258).

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INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Not for submission under 37 CFR 1.99)	Application Number		TBD
	Filing Date		2019-08-28
	First Named Inventor		Michael R. KENNEWICK, Sr.
	Art Unit		TBD
	Examiner Name	TBD	
	Attorney Docket Number		62KC-301480

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	1	20140195238		2014-07-10	Makoto Terao	
	2	20140236575		2014-08-21	Tur	
	3	20140249821		2014-09-04	Kennewick	
	4	20140249822		2014-09-04	Baldwin	
	5	20140278413		2014-09-18	Pitschel	

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	First Named Inventor	Michael R. KENNEWICK, Sr.	
	Art Unit		TBD
	Examiner Name	TBD	
	Attorney Docket Number		62KC-301480

	6	20140278416		2014-09-18	Adrian M. Schuster	
	7	20140288934		2014-09-25	Kennewick	
	8	20140330552		2014-11-06	Srinivas Bangalore	
	9	20140337007		2014-11-13	WAIBEL NAOMI AOKI	
	10	20140365222		2014-12-11	Weider	
	11	20150019211		2015-01-15	Patrice Y. Simard	
	12	20150019217		2015-01-15	Cristo	
	13	20150019227		2015-01-15	Anandarajah	
	14	20150066479		2015-03-05	PASUPALAK SAM	
	15	20150066627		2015-03-05	Freeman	
	16	20150073910		2015-03-12	Kennewick	

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	Filing Date		2019-08-28
	First Named Inventor	Michael R. KENNEWICK, Sr.	
	Art Unit		TBD
	Examiner Name	TBD	
	Attorney Docket Number		62KC-301480

17	20150095159	2015-04-02	Kennewick
18	20150142447	2015-05-21	Kennewick
19	20150170641	2015-06-18	Kennewick
20	20150193379	2015-07-09	Sarin S. Mehta
21	20150199339	2015-07-16	Shachar Mirkin
22	20150228276	2015-08-13	Baldwin
23	20150293917	2015-10-15	John P. Bufe
24	20150348544	2015-12-03	Baldwin
25	20150348551	2015-12-03	Thomas R. Gruber
26	20150364133	2015-12-17	Freeman
27	20160049152	2016-02-18	Kennewick

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	First Named Inventor	Michael R. KENNEWICK, Sr.	
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	Examiner Name	TBD	
	Attorney Docket Number		62KC-301480

	28	20160078482		2016-03-17	Kennewick	
	29	20160078491		2016-03-17	Kennewick	
	30	20160078504		2016-03-17	Kennewick	
	31	20160078773		2016-03-17	Carter	
	32	20160110347		2016-04-21	Kennewick	
	33	20160148610		2016-05-26	Kennewick	
	34	20160148612		2016-05-26	Guo	
	35	20160188292		2016-06-30	Carter	
	36	20160188573		2016-06-30	Tang	
	37	20160217785		2016-07-28	Robert A. Kennewick	
	38	20160335676		2016-11-17	Tom Freeman	

INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Not for submission under 37 CFR 1.99)	Application Number		TBD
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	First Named Inventor	Michael R. KENNEWICK, Sr.	
	Art Unit	TBD	
	Examiner Name	TBD	
Attorney Docket Number		62KC-301480	

	39	20170004588		2017-01-05	ISAACSON THOMAS M	
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INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Not for submission under 37 CFR 1.99)	Application Number		TBD
	Filing Date		2019-08-28
	First Named Inventor	Michael R. KENNEWICK, Sr.	
	Art Unit		TBD
	Examiner Name	TBD	
	Attorney Docket Number		62KC-301480

CERTIFICATION STATEMENT

Please see 37 CFR 1.97 and 1.98 to make the appropriate selection(s):

That each item of information contained in the information disclosure statement was first cited in any communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of the information disclosure statement. See 37 CFR 1.97(e)(1).

OR

☐ That no item of information contained in the information disclosure statement was cited in a communication from a foreign patent office in a counterpart foreign application, and, to the knowledge of the person signing the certification after making reasonable inquiry, no item of information contained in the information disclosure statement was known to any individual designated in 37 CFR 1.56(c) more than three months prior to the filing of the information disclosure statement. See 37 CFR 1.97(e)(2).

See attached certification statement.

The fee set forth in 37 CFR 1.17 (p) has been submitted herewith.

☒ A certification statement is not submitted herewith.

SIGNATURE

A signature of the applicant or representative is required in accordance with CFR 1.33, 10.18. Please see CFR 1.4(d) for the form of the signature.

Signature	/Mark A. Patrick/	Date (YYYY-MM-DD)	2019-08-28
Name/Print	Mark A. Patrick	Registration Number	72,958

This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 1 hour to complete, including gathering, preparing and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. **SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.**

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Electronic Patent Application Fee Transmittal				
Application Number:				
Filing Date:				
Title of Invention:		VOICE COMMERCE		
First Named Inventor/Applicant Name:		Michael R. KENNEWICK		
Filer:		Mark Andrew Patrick/Susan Trader		
Attorney Docket Number:		62KC-301480		
Filed as Large Entity				
Filing Fees for Utility under 35 USC 111(a)				
Description	Fee Code	Quantity	Amount	Sub-Total in USD(\$)
Basic Filing:				
UTILITY APPLICATION FILING	1011	1	300	300
UTILITY SEARCH FEE	1111	1	660	660
UTILITY EXAMINATION FEE	1311	1	760	760
Pages:				
Claims:				
CLAIMS IN EXCESS OF 20	1202	18	100	1800
INDEPENDENT CLAIMS IN EXCESS OF 3	1201	1	460	460
Miscellaneous-Filing:				

Description	Fee Code	Quantity	Amount	Sub-Total in USD(\$)
Petition:				
Patent-Appeals-and-Interference:				
Post-Allowance-and-Post-Issuance:				
Extension-of-Time:				
Miscellaneous:				
Total in USD (\$)				3980

Electronic Acknowledgement Receipt	
EFS ID:	37003202
Application Number:	16553553
International Application Number:	
Confirmation Number:	1643
Title of Invention:	VOICE COMMERCE
First Named Inventor/Applicant Name:	Michael R. KENNEWICK
Customer Number:	133759
Filer:	Mark Andrew Patrick/Susan Trader
Filer Authorized By:	Mark Andrew Patrick
Attorney Docket Number:	62KC-301480
Receipt Date:	28-AUG-2019
Filing Date:	
Time Stamp:	13:29:38
Application Type:	Utility under 35 USC 111(a)

Payment information:

Submitted with Payment	yes
Payment Type	DA
Payment was successfully received in RAM	\$3980
RAM confirmation Number	E20198RD30189018
Deposit Account	504561
Authorized User	Susan Trader
<p>The Director of the USPTO is hereby authorized to charge indicated fees and credit any overpayment as follows:</p> <p>37 CFR 1.19 (Document supply fees)</p> <p>37 CFR 1.20 (Post Issuance fees)</p>	

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File Listing:					
Document Number	Document Description	File Name	File Size(Bytes)/ Message Digest	Multi Part /.zip	Pages (if appl.)
1	Transmittal of New Application	62KC-301480_Utility_Transmittal.pdf	280442	no	2
			21c0dbc4dca51647b7f72f87482909c5ad91007e		
Warnings:					
Information:					
2	Application Data Sheet	62KC-301480_ADS.pdf	1822712	no	8
			efd172f398e6202b3f5478be55bf5ac5302e8e7c		
Warnings:					
Information:					
3		62KC-301480_Specification.pdf	281295	yes	45
			8573238b476745e0d59ed09f8692682fc9f3739e		
	Multipart Description/PDF files in .zip description				
	Document Description		Start	End	
	Specification		1	33	
	Claims		34	44	
	Abstract		45	45	
Warnings:					
Information:					
4	Drawings-only black and white line drawings	62KC-301480_Drawings.pdf	87386	no	6
			5d1ec5aee4a86ab7e1846e806ae62ed034596472		
Warnings:					
Information:					
5	Oath or Declaration filed	62KC-301480_Declaration.pdf	103707	no	2
			92008a0f14fa41047247ef72e4f617f1422134fc		

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6	Power of Attorney	62KC-301480_POA.pdf	1083102	no	2
			85d4d75a28ae9030865ec91a3021e2bebebacd74		
Warnings:					
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7	Transmittal Letter	62KC-301480_IDS_Transmittal-Letter.pdf	498886	no	1
			356dd61b20b7d41fe9fe0af911bdfccfec9d8f82		
Warnings:					
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8	Information Disclosure Statement (IDS) Form (SB08)	62KC-301480_PTO_IDS-Form-A.pdf	1061890	no	36
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9	Information Disclosure Statement (IDS) Form (SB08)	62KC-301480_PTO_IDS-Form-B.pdf	1058897	no	31
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12	Fee Worksheet (SB06)	fee-info.pdf	38175	no	2
			9677ec1bf503555fbfb620fc17c98643600e63b7		
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If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

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New International Application Filed with the USPTO as a Receiving Office

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Doc code: IDS

Doc description: Information Disclosure Statement (IDS) Filed

PTO/SB/08a (02-18)

Approved for use through 11/30/2020. OMB 0651-0031

U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

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	First Named Inventor		Michael R. KENNEWICK, Sr.
	Art Unit		TBD
	Examiner Name	TBD	
Attorney Docket Number		62KC-301480	

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Examiner Initial*	Cite No	Publication Number	Kind Code ¹	Publication Date	Name of Patentee or Applicant of cited Document	Pages, Columns, Lines where Relevant Passages or Relevant Figures Appear
	1	20030046071		2003-03-06	Blair Wyman	
	2	20030046281		2003-03-06	Chan Son	
	3	20030046346		2003-03-06	Mumick	
	4	20030064709		2003-04-03	Gailey	
	5	20030065427		2003-04-03	Funk	

INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Not for submission under 37 CFR 1.99)	Application Number		TBD
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	6	20030069734		2003-04-10	Everhart	
	7	20030069880		2003-04-10	Tom Harrison	
	8	20030088421		2003-05-08	Maes	
	9	20030093419		2003-05-15	Srinivas Bangalore	
	10	20030097249		2003-05-22	Walker	
	11	20030110037		2003-06-12	Walker	
	12	20030112267		2003-06-19	Belrose	
	13	20030115062		2003-06-19	Walker	
	14	20030120493		2003-06-26	Gupta	
	15	20030135488		2003-07-17	Amir	
	16	20030144846		2003-07-31	Denenberg	

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17	20030158731	2003-08-21	Falcon
18	20030161448	2003-08-28	Parolkar
19	20030167167	2003-09-04	Li Gong
20	20030174155	2003-09-18	Jie Weng
21	20030182132	2003-09-25	Niemoeller
22	20030187643	2003-10-02	VanThong
23	20030204492	2003-10-30	Wolf
24	20030206640	2003-11-06	Malvar
25	20030212550	2003-11-13	Ubale
26	20030212558	2003-11-13	Matula
27	20030212562	2003-11-13	Patel

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	28	20030225825		2003-12-04	Healey	
	29	20030233230		2003-12-18	Egbert Ammicht	
	30	20030236664		2003-12-25	Sharma	
	31	20040006475		2004-01-08	Ehlen	
	32	20040010358		2004-01-15	Oesterling	
	33	20040025115		2004-02-05	Sienel	
	34	20040030741		2004-02-12	Wolton	
	35	20040036601		2004-02-26	Obradovich	
	36	20040044516		2004-03-04	Kennewick	
	37	20040093567		2004-05-13	Yves Schabes	
	38	20040098245		2004-05-20	Walker	

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	39	20040102977		2004-05-27	METZLER BENJAMIN T	
	40	20040117179		2004-06-17	Balasuriya	
	41	20040117804		2004-06-17	Scahill	
	42	20040122673		2004-06-24	Joon-Ah Park	
	43	20040122674		2004-06-24	Bangalore	
	44	20040133793		2004-07-08	Ginter	
	45	20040140989		2004-07-22	Papageorge	
	46	20040143440		2004-07-22	Venkatesh Prasad	
	47	20040148154		2004-07-29	Alejandro Acero	
	48	20040148170		2004-07-29	Alejandro Acero	
	49	20040158555		2004-08-12	Seedman	

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	50	20040166832		2004-08-26	Portman	
	51	20040167771		2004-08-26	Duan	
	52	20040172247		2004-09-02	Yoon	
	53	20040172258		2004-09-02	Dominach	
	54	20040189697		2004-09-30	Toshiyuki Fukuoka	
	55	20040193408		2004-09-30	Hunt	
	56	20040193420		2004-09-30	Kennewick	
	57	20040199375		2004-10-07	Ehsani	
	58	20040199389		2004-10-07	GEIGER HANS	
	59	20040201607		2004-10-14	Joseph Mulvey	
	60	20040204939		2004-10-14	LIU DABEN	

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61	20040205671		2004-10-14	Sukehiro	
62	20040220800		2004-11-04	KONG DONG-GEON	
63	20040243393		2004-12-02	Kuansan Wang	
64	20040243417		2004-12-02	Pitts	
65	20040247092		2004-12-09	Timmins	
66	20040249636		2004-12-09	Ted Applebaum	
67	20050015256		2005-01-20	Kargman	
68	20050021331		2005-01-27	Huang	
69	20050021334		2005-01-27	Iwahashi	
70	20050021470		2005-01-27	Martin	
71	20050021826		2005-01-27	Kumar	

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	72	20050033574		2005-02-10	Kim	
	73	20050033582		2005-02-10	Gadd	
	74	20050043940		2005-02-24	Elder	
	75	20050060142		2005-03-17	VISSER ERIK	
	76	20050080632		2005-04-14	Endo	
	77	20050080821		2005-04-14	BREIL PETER D	
	78	20050102282		2005-05-12	Greg Linden	
	79	20050114116		2005-05-26	Fiedler	
	80	20050125232		2005-06-09	Gadd	
	81	20050131673		2005-06-16	Koizumi	
	82	20050137850		2005-06-23	Odell	

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83	20050137877	2005-06-23	Oesterling
84	20050138168	2005-06-23	HOFFMAN PHILIP M
85	20050143994	2005-06-30	Mori
86	20050144013	2005-06-30	Fujimoto
87	20050144187	2005-06-30	Che
88	20050149319	2005-07-07	Honda
89	20050169441	2005-08-04	YACOUNB SHERIF
90	20050216254	2005-09-29	Gupta
91	20050222763	2005-10-06	Robert Uyeki
92	20050234637	2005-10-20	Michael Obradovich
93	20050234727	2005-10-20	Chiu

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	94	20050246174		2005-11-03	DeGolia	
	95	20050283364		2005-12-22	Longe	
	96	20050283532		2005-12-22	Doo Kim	
	97	20050283752		2005-12-22	Fruchter	
	98	20060041431		2006-02-23	Maes	
	99	20060046740		2006-03-02	Karen Johnson	
	100	20060047509		2006-03-02	Ding	
	101	20060072738		2006-04-06	Louis	
	102	20060074670		2006-04-06	Fuliang Weng	
	103	20060074671		2006-04-06	Farmaner	
	104	20060080098		2006-04-13	Nick Campbell	

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	105	20060100851		2006-05-11	Schonebeck	
	106	20060106769		2006-05-18	Kevin Gibbs	
	107	20060129409		2006-06-15	Kenji Mizutani	
	108	20060130002		2006-06-15	Sadahiro Hirayama	
	109	20060149633		2006-07-06	VOISIN CRAIG D	
	110	20060182085		2006-08-17	Sweeney	
	111	20060206310		2006-09-14	Ravikumar	
	112	20060217133		2006-09-28	Christenson	
	113	20060236343		2006-10-19	Hisao Chang	
	114	20060242017		2006-10-26	Libes	
	115	20060253247		2006-11-09	Andrew de Silva	

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	116	20060253281		2006-11-09	Letzt	
	117	20060285662		2006-12-21	Yin	
	118	20070011159		2007-01-11	W. Daniel Hillis	
	119	20070033005		2007-02-08	Di Cristo	
	120	20070033020		2007-02-08	Francois	
	121	20070033526		2007-02-08	William Thompson	
	122	20070038436		2007-02-15	Cristo	
	123	20070038445		2007-02-15	Helbing	
	124	20070043569		2007-02-22	Potter	
	125	20070043574		2007-02-22	Coffman	
	126	20070043868		2007-02-22	Kumar	

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	127	20070050191		2007-03-01	Weider	
	128	20070050279		2007-03-01	Qingfeng Huang	
	129	20070055525		2007-03-08	Kennewick	
	130	20070060114		2007-03-15	RAMER JOREY	
	131	20070061067		2007-03-15	Zeinstra	
	132	20070061735		2007-03-15	Hoffberg	
	133	20070067310		2007-03-22	GUPTA PUNEET	
	134	20070073544		2007-03-29	Millett	
	135	20070078708		2007-04-05	Yu	
	136	20070078709		2007-04-05	Rajaram	
	137	20070078814		2007-04-05	Flowers	

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	138	20070094003		2007-04-26	Huang	
	139	20070100797		2007-05-03	Christopher Thun	
	140	20070106499		2007-05-10	DAHLGREN KATHLEEN	
	141	20070112555		2007-05-17	Lavi	
	142	20070112630		2007-05-17	Lau	
	143	20070118357		2007-05-24	Kasravi	
	144	20070124057		2007-05-31	Prieto	
	145	20070135101		2007-06-14	Ramati	
	146	20070146833		2007-06-28	Satomi	
	147	20070162296		2007-07-12	Altberg	
	148	20070174258		2007-07-26	Jones	

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	149	20070179778		2007-08-02	Gong	
	150	20070185859		2007-08-09	Flowers	
	151	20070186165		2007-08-09	Maislos	
	152	20070192309		2007-08-16	Fischer	
	153	20070198267		2007-08-23	Jones	
	154	20070203699		2007-08-30	Hisayuki Nagashima	
	155	20070203736		2007-08-30	Ashton	
	156	20070208732		2007-09-06	Flowers	
	157	20070214182		2007-09-13	Rosenberg	
	158	20070250901		2007-10-25	McIntire	
	159	20070265850		2007-11-15	Kennewick	

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	160	20070266257		2007-11-15	Camaisa	
	161	20070276651		2007-11-29	Bliss	
	162	20070294615		2007-12-20	Saleel Sathe	
	163	20070299824		2007-12-27	Pan	
	164	20080014908		2008-01-17	Abraham Vasant	
	165	20080034032		2008-02-07	Healey	
	166	20080046311		2008-02-21	Shahine	
	167	20080059188		2008-03-06	Konopka	
	168	20080065386		2008-03-13	Cross	
	169	20080065389		2008-03-13	Cross	
	170	20080065390		2008-03-13	ATIVANICHAYAPHONG SOONTHORN	

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	171	20080086455		2008-04-10	Adrienne C. Meisels	
	172	20080091406		2008-04-17	Baldwin	
	173	20080103761		2008-05-01	Printz	
	174	20080103781		2008-05-01	Wasson	
	175	20080104071		2008-05-01	Pragada	
	176	20080109285		2008-05-08	Reuther	
	177	20080115163		2008-05-15	Gilboa	
	178	20080126091		2008-05-29	Jason W. Clark	
	179	20080126284		2008-05-29	FORBES SCOTT C	
	180	20080133215		2008-06-05	Sarukkai	
	181	20080140385		2008-06-12	Mahajan	

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	182	20080147396		2008-06-19	Wang	
	183	20080147410		2008-06-19	Odinak	
	184	20080147637		2008-06-19	Xin Li	
	185	20080154604		2008-06-26	Sathish	
	186	20080162471		2008-07-03	Bernard	
	187	20080177530		2008-07-24	Cross	
	188	20080184164		2008-07-31	Giuseppe Di Fabrizio	
	189	20080189110		2008-08-07	Freeman	
	190	20080189187		2008-08-07	HAO BIAO	
	191	20080228496		2008-09-18	Dong Yu	
	192	20080235023		2008-09-25	Kennewick	

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	193	20080235027		2008-09-25	Cross	
	194	20080269958		2008-10-30	Dimitar Petrov Filev	
	195	20080270135		2008-10-30	GOEL VAIBHAVA	
	196	20080270224		2008-10-30	Eric A. Portman	
	197	20080294437		2008-11-27	Nakano	
	198	20080294994		2008-11-27	Kruger	
	199	20080306743		2008-12-11	Giuseppe Di Fabrizio	
	200	20080319751		2008-12-25	Kennewick	
	201	20090006077		2009-01-01	Keaveney	
	202	20090006194		2009-01-01	Prashant Sridharan	
	203	20090018829		2009-01-15	Michael Kuperstein	

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	204	20090024476		2009-01-22	Baar	
	205	20090030686		2009-01-29	WENG FULIANG	
	206	20090052635		2009-02-26	Jones	
	207	20090055176		2009-02-26	HU JUNLING	
	208	20090067599		2009-03-12	Agarwal	
	209	20090076827		2009-03-19	Bulitta	
	210	20090106029		2009-04-23	DeLine	
	211	20090117885		2009-05-07	Roth	
	212	20090144131		2009-06-04	Chiu	
	213	20090144271		2009-06-04	Richardson	
	214	20090150156		2009-06-11	Kennewick	

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	215	20090157382		2009-06-18	BAR SHMUEL	
	216	20090164216		2009-06-25	Rathinavelu Chengalvarayan	
	217	20090171664		2009-07-02	Kennewick	
	218	20090171912		2009-07-02	NASH MICHAEL PATRICK	
	219	20090197582		2009-08-06	Robert C. Lewis	
	220	20090216540		2009-08-27	Tessel	
	221	20090248565		2009-10-01	Kai Chuang	
	222	20090248605		2009-10-01	Mitchell	
	223	20090259561		2009-10-15	Donald Robert Martin Boys	
	224	20090259646		2009-10-15	Fujita	
	225	20090265163		2009-10-22	Li	

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	226	20090271194		2009-10-29	Davis	
	227	20090273563		2009-11-05	Pryor	
	228	20090276700		2009-11-05	Anderson	
	229	20090287680		2009-11-19	Paek	
	230	20090299745		2009-12-03	Kennewick	
	231	20090299857		2009-12-03	Brubaker	
	232	20090304161		2009-12-10	Pettyjohn	
	233	20090307031		2009-12-10	Winkler	
	234	20090313026		2009-12-17	Coffman	
	235	20090319517		2009-12-24	Ramananthan V. Guha	
	236	20100023320		2010-01-28	Cristo	

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	237	20100023331		2010-01-28	OUTA NICOLAE	
	238	20100029261		2010-02-04	Mikkelsen	
	239	20100036967		2010-02-11	Caine	
	240	20100049501		2010-02-25	Kennewick	
	241	20100049514		2010-02-25	Kennewick	
	242	20100057443		2010-03-04	Cristo	
	243	20100063880		2010-03-11	Atsmon	
	244	20100064025		2010-03-11	Nelimarkka	
	245	20100094707		2010-04-15	Freer	
	246	20100138300		2010-06-03	R. Tyler Wallis	
	247	20100145700		2010-06-10	Kennewick	

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	248	20100185512		2010-07-22	Borger	
	249	20100191856		2010-07-29	GUPTA APURV	
	250	20100204986		2010-08-12	Kennewick	
	251	20100204994		2010-08-12	Kennewick	
	252	20100217604		2010-08-26	Baldwin	
	253	20100268536		2010-10-21	SUENDERMANN DAVID	
	254	20100286985		2010-11-11	Kennewick	
	255	20100299142		2010-11-25	Freeman	
	256	20100312547		2010-12-09	VAN OS MARCEL	
	257	20100312566		2010-12-09	Odinak	
	258	20100318357		2010-12-16	Anthony F. Istvan	

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	259	20100331064		2010-12-30	Michelstein	
	260	20110022393		2011-01-27	Waller	
	261	20110106527		2011-05-05	Chiu	
	262	20110112827		2011-05-12	Kennewick	
	263	20110112921		2011-05-12	Kennewick	
	264	20110119049		2011-05-19	Ylonen	
	265	20110131036		2011-06-02	DiCristo	
	266	20110131045		2011-06-02	Cristo	
	267	20110231182		2011-09-22	Weider	
	268	20110231188		2011-09-22	Kennewick	
	269	20110238409		2011-09-29	Jean-Marie Henri Daniel Larcheveque	

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	270	20110307167		2011-12-15	Taschereau	
	271	20120022857		2012-01-26	Baldwin	
	272	20120041753		2012-02-16	Marc Dymetman	
	273	20120046935		2012-02-23	Nagao	
	274	20120101809		2012-04-26	Kennewick	
	275	20120101810		2012-04-26	Kennewick	
	276	20120109753		2012-05-03	Kennewick	
	277	20120150620		2012-06-14	Mandyam	
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	279	20120239498		2012-09-20	Ramer	
	280	20120240060		2012-09-20	Pennington	

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	Examiner Name	TBD	
	Attorney Docket Number		62KC-301480

	281	20120265528		2012-10-18	Thomas Robert Gruber	
	282	20120278073		2012-11-01	Weider	
	283	20130006734		2013-01-03	Ocko	
	284	20130054228		2013-02-28	Baldwin	
	285	20130060625		2013-03-07	Davis	
	286	20130080177		2013-03-28	Chen	
	287	20130211710		2013-08-15	Kennewick	
	288	20130253929		2013-09-26	Weider	
	289	20130254314		2013-09-26	Chow	
	290	20130297293		2013-11-07	Cristo	
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	292	20130311324		2013-11-21	Stoll	
	293	20130332454		2013-12-12	Gunther Stuhec	
	294	20130339022		2013-12-19	Baldwin	
	295	20140006951		2014-01-02	Hunter	
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	298	20140108013		2014-04-17	Cristo	
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	Examiner Name	TBD	
	Attorney Docket Number		62KC-301480

CERTIFICATION STATEMENT

Please see 37 CFR 1.97 and 1.98 to make the appropriate selection(s):

That each item of information contained in the information disclosure statement was first cited in any communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of the information disclosure statement. See 37 CFR 1.97(e)(1).

OR

☐ That no item of information contained in the information disclosure statement was cited in a communication from a foreign patent office in a counterpart foreign application, and, to the knowledge of the person signing the certification after making reasonable inquiry, no item of information contained in the information disclosure statement was known to any individual designated in 37 CFR 1.56(c) more than three months prior to the filing of the information disclosure statement. See 37 CFR 1.97(e)(2).

See attached certification statement.

The fee set forth in 37 CFR 1.17 (p) has been submitted herewith.

☒ A certification statement is not submitted herewith.

SIGNATURE

A signature of the applicant or representative is required in accordance with CFR 1.33, 10.18. Please see CFR 1.4(d) for the form of the signature.

Signature	/Mark A. Patrick/	Date (YYYY-MM-DD)	2019-08-28
Name/Print	Mark A. Patrick	Registration Number	72,958

This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 1 hour to complete, including gathering, preparing and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. **SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.**

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	Examiner Name	TBD	
	Attorney Docket Number	62KC-301480	

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Examiner Initial*	Cite No	Patent Number	Kind Code ¹	Issue Date	Name of Patentee or Applicant of cited Document	Pages, Columns, Lines where Relevant Passages or Relevant Figures Appear
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	2	6915126		2005-07-05	Mazzara Jr	
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	6	6937982		2005-08-30	Kitaoka	
	7	6941266		2005-09-06	Gorin	
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10	6954755		2005-10-11	Reisman	
11	6959276		2005-10-25	Droppo	
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16	6973387		2005-12-06	Masclet	
17	6975983		2005-12-13	FORTESCUE NICHOLAS DAVID	
18	6975993		2005-12-13	Keiller	
19	6980092		2005-12-27	Turnbull	

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	21	6990513		2006-01-24	Belfiore	
	22	6996531		2006-02-07	Korall	
	23	7003463		2006-02-21	Maes	
	24	7016849		2006-03-21	Arnold	
	25	7020609		2006-03-28	Thrift	
	26	7024364		2006-04-04	Guerra	
	27	7027586		2006-04-11	Bushey	
	28	7027974		2006-04-11	Justin Eliot Busch	
	29	7027975		2006-04-11	Pazandak	
	30	7031908		2006-04-18	HUANG XUEDONG D	

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	32	7036128		2006-04-25	Julia	
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	35	7058890		2006-06-06	George	
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	37	7069220		2006-06-27	Coffman	
	38	7072834		2006-07-04	Zhou	
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	41	7082469		2006-07-25	Gold	

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	42	7085708		2006-08-01	Manson	
	43	7092928		2006-08-15	Elad	
	44	7107210		2006-09-12	Deng	
	45	7107218		2006-09-12	Preston	
	46	7110951		2006-09-19	Lemelson	
	47	7127395		2006-10-24	Gorin	
	48	7127400		2006-10-24	Koch	
	49	7130390		2006-10-31	Abburri	
	50	7136875		2006-11-14	Anderson	
	51	7137126		2006-11-14	Coffman	
	52	7143037		2006-11-28	Chestnut	

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	54	7146315		2006-12-05	BALAN RADU VICTOR	
	55	7146319		2006-12-05	Hunt	
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67	7206418		2007-04-17	Yang	
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	75	7277854		2007-10-02	Bennett	
	76	7283829		2007-10-16	Christenson	
	77	7283951		2007-10-16	Marchisio	
	78	7289606		2007-10-30	Sibal	
	79	7299186		2007-11-20	Kuzunuki	
	80	7301093		2007-11-27	Sater	
	81	7305381		2007-12-04	Poppink	
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88	7376645		2008-05-20	Bernard	
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90	7386443		2008-06-10	Parthasarathy	
91	7398209		2008-07-08	Kennewick	
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	98	7451088		2008-11-11	Ehlen	
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	101	7461059		2008-12-02	Richardson	
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	110	7493559		2009-02-17	Wolff	
	111	7502672		2009-03-10	Kolls	
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	113	7502738		2009-03-10	Kennewick	
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	115	7516076		2009-04-07	Walker	
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126	7606708		2009-10-20	Hwang	
127	7606712		2009-10-20	SMITH STEVEN G	
128	7620549		2009-11-17	DiCristo	
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	131	7640160		2009-12-29	DiCristo	
	132	7640272		2009-12-29	Mahajan	
	133	7672931		2010-03-02	Hurst-Hiller	
	134	7676365		2010-03-09	Hwang	
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	136	7684977		2010-03-23	Morikawa	
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	138	7697673		2010-04-13	Chiu	
	139	7706616		2010-04-27	Kristensson	
	140	7729913		2010-06-01	LEE NICHOLAS J	

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	145	7748021		2010-06-29	Obradovich	
	146	7788084		2010-08-31	Brun	
	147	7792257		2010-09-07	Vanier	
	148	7801731		2010-09-21	Odinak	
	149	7809570		2010-10-05	Kennewick	
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	153	7856358		2010-12-21	Ho	
	154	7873519		2011-01-18	Bennett	
	155	7873523		2011-01-18	Potter	
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	157	7881936		2011-02-01	Longe	
	158	7890324		2011-02-15	Bangalore	
	159	7894849		2011-02-22	Kass	
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	165	7953732		2011-05-31	Frank	
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	170	8015006		2011-09-06	Kennewick	
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	173	8032383		2011-10-04	Bhardwaj	

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	174	8060367		2011-11-15	Keaveney	
	175	8069046		2011-11-29	Kennewick	
	176	8073681		2011-12-06	Baldwin	
	177	8077975		2011-12-13	Ma	
	178	8082153		2011-12-20	Coffman	
	179	8086463		2011-12-27	Ativanichayaphong	
	180	8103510		2012-01-24	Sato	
	181	8112275		2012-02-07	Kennewick	
	182	8140327		2012-03-20	Kennewick	
	183	8140335		2012-03-20	Kennewick	
	184	8145489		2012-03-27	Freeman	

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186	3155962		2012-04-10	Kennewick	
187	3170867		2012-05-01	Germain	
188	3180037		2012-05-15	Delker	
189	3190436		2012-05-29	BANGALORE SRINIVAS	
190	3195468		2012-06-05	Weider	
191	3200485		2012-06-12	Lee	
192	3204751		2012-06-19	Giuseppe Di Fabrizio	
193	3219399		2012-07-10	Lutz	
194	3219599		2012-07-10	Tunstall-Pedoe	
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	197	8326599		2012-12-04	Nadi Tomeh	
	198	8326627		2012-12-04	Kennewick	
	199	8326634		2012-12-04	DiCristo	
	200	8326637		2012-12-04	Baldwin	
	201	8332224		2012-12-11	DiCristo	
	202	8340975		2012-12-25	Theodore Alfred Rosenberger	
	203	8346563		2013-01-01	Hjelm	
	204	8370147		2013-02-05	Kennewick	
	205	8447607		2013-05-21	Weider	
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208	8503995		2013-08-06	Ramer	
209	8509403		2013-08-13	Chiu	
210	8515765		2013-08-20	Baldwin	
211	8527274		2013-09-03	Freeman	
212	8577671		2013-11-05	Rakesh Barve	
213	8589161		2013-11-19	Kennewick	
214	8612205		2013-12-17	Gregory Alan Hanneman	
215	8612206		2013-12-17	Achraf Chalabi	
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217	8719005		2014-05-06	Lee	

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	221	8738380		2014-05-27	Baldwin	
	222	8849652		2014-09-30	Weider	
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	224	8849696		2014-09-30	Pansari	
	225	8849791		2014-09-30	Hertschuh	
	226	8886536		2014-11-11	Freeman	
	227	8972243		2015-03-03	Nikko Strom	
	228	8972354		2015-03-03	TELANG NILESH	

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230	9009046		2015-04-14	Stewart	
231	9015049		2015-04-21	Baldwin	
232	9037455		2015-05-19	Faaborg	
233	9070366		2015-06-30	Lambert Mathias	
234	9070367		2015-06-30	Bjorn Hoffmeister	
235	9105266		2015-08-11	Baldwin	
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238	9305548		2016-04-05	Kennewick	
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	241	9406078		2016-08-02	Freeman	
	242	9443514		2016-09-13	Gabriel Taubman	
	243	9502025		2016-11-22	Mike Kennewick	
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	5	20010047261		2001-11-29	Peter Kassan	
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	17	20020035501		2002-03-21	Handel	
	18	20020040297		2002-04-04	Tsiao	
	19	20020049535		2002-04-25	Rigo	
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	40	20020143535		2002-10-03	Kist	
	41	20020152260		2002-10-17	Chen	
	42	20020161646		2002-10-31	Gailey	
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	44	20020169597		2002-11-14	Vitaliy Fain	
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Please see 37 CFR 1.97 and 1.98 to make the appropriate selection(s):

That each item of information contained in the information disclosure statement was first cited in any communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of the information disclosure statement. See 37 CFR 1.97(e)(1).

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See attached certification statement.

The fee set forth in 37 CFR 1.17 (p) has been submitted herewith.

☒ A certification statement is not submitted herewith.

SIGNATURE

A signature of the applicant or representative is required in accordance with CFR 1.33, 10.18. Please see CFR 1.4(d) for the form of the signature.

Signature	/Mark A. Patrick/	Date (YYYY-MM-DD)	2019-08-28
Name/Print	Mark A. Patrick	Registration Number	72,958

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	21	5488652		1996-01-30	Bielby	
	22	5499289		1996-03-12	Bruno	
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64	5867817		1999-02-02	Catallo	
65	5878385		1999-03-02	Bralich	
66	5878386		1999-03-02	Coughlin	
67	5892813		1999-04-06	Morin	
68	5892900		1999-04-06	Ginter	
69	5895464		1999-04-20	Bhandari	
70	5895466		1999-04-20	Goldberg	
71	5897613		1999-04-27	Chan	
72	5898760		1999-04-27	SMETS RAYMOND J	
73	5899991		1999-05-04	Robert Karch	
74	5902347		1999-05-11	Backman	

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	75	5911120		1999-06-08	Jarett	
	76	5918222		1999-06-29	Fukui	
	77	5926784		1999-07-20	Richardson	
	78	5933822		1999-08-03	Braden-Harder	
	79	5950167		1999-09-07	Yaker	
	80	5953393		1999-09-14	Culbreth	
	81	5960384		1999-09-28	Douglas E. Brash	
	82	5960397		1999-09-28	Rahim	
	83	5960399		1999-09-28	Barclay	
	84	5960447		1999-09-28	Holt	
	85	5963894		1999-10-05	Richardson	

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86	5963940		1999-10-05	Liddy	
87	5982906		1999-11-09	ONO YOSHIHIRO	
88	5983190		1999-11-09	TrowerII	
89	5987404		1999-11-16	DellaPietra	
90	5991721		1999-11-23	Asano	
91	5995119		1999-11-30	Cosatto	
92	5995928		1999-11-30	Nguyen	
93	5995943		1999-11-30	Bull	
94	6009382		1999-12-28	Martino	
95	6014559		2000-01-11	Amin	
96	6018708		2000-01-25	Dahan	

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	97	6021384		2000-02-01	Gorin	
	98	6028514		2000-02-22	Lemelson	
	99	6035267		2000-03-07	Watanabe	
	100	6044347		2000-03-28	Abella	
	101	6049602		2000-04-11	Foladare	
	102	6049607		2000-04-11	Marash	
	103	6058187		2000-05-02	Chen	
	104	6067513		2000-05-23	Ishimitsu	
	105	6073098		2000-06-06	Buchsbaum	
	106	6076059		2000-06-13	Glickman	
	107	6078886		2000-06-20	Dragosh	

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	108	6081774		2000-06-27	deHita	
	109	6085186		2000-07-04	Christianson	
	110	6101241		2000-08-08	Boyce	
	111	6108631		2000-08-22	Ruhl	
	112	6119087		2000-09-12	Kuhn	
	113	6119101		2000-09-12	Peckover	
	114	6122613		2000-09-19	Baker	
	115	6134235		2000-10-17	Goldman	
	116	6144667		2000-11-07	Doshi	
	117	6144938		2000-11-07	Surace	
	118	6154526		2000-11-28	Dahlke	

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	119	6160883		2000-12-12	Jackson	
	120	6167377		2000-12-26	Gillick	
	121	6173266		2001-01-09	Marx	
	122	6173279		2001-01-09	Levin	
	123	6175858		2001-01-16	Bulfer	
	124	6185535		2001-02-06	Hedin	
	125	6188982		2001-02-13	Chiang	
	126	6192110		2001-02-20	Abella	
	127	6192338		2001-02-20	Haszto	
	128	6195634		2001-02-27	Dudemaine	
	129	6195651		2001-02-27	Handel	

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	130	6199043		2001-03-06	Happ	
	131	6208964		2001-03-27	Sabourin	
	132	6208972		2001-03-27	Grant	
	133	6219346		2001-04-17	Maxemchuk	
	134	6219643		2001-04-17	Cohen	
	135	6219645		2001-04-17	BYERS CHARLES CALVIN	
	136	6226612		2001-05-01	Srenger	
	137	6233556		2001-05-15	Teunen	
	138	6233559		2001-05-15	Balakrishnan	
	139	6233561		2001-05-15	Junqua	
	140	6236968		2001-05-22	Kanevsky	

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	141	6243679		2001-06-05	Mehryar Mohri	
	142	6246981		2001-06-12	Papineni	
	143	6246990		2001-06-12	Happ	
	144	6266636		2001-07-24	Kosaka	
	145	6269336		2001-07-31	Ladd	
	146	6272455		2001-08-07	Hoshen	
	147	6272461		2001-08-07	Phillip C. Meredith	
	148	6275231		2001-08-14	Obradovich	
	149	6278377		2001-08-21	DeLine	
	150	6278968		2001-08-21	Franz	
	151	6286002		2001-09-04	Axaopoulos	

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	152	6288319		2001-09-11	Catona	
	153	6292767		2001-09-18	Jackson	
	154	6301560		2001-10-09	Masters	
	155	6308151		2001-10-23	Smith	
	156	6311159		2001-10-30	VanTichelen	
	157	6314402		2001-11-06	Monaco	
	158	6321196		2001-11-20	Franceschi	
	159	6356869		2002-03-12	Chapados	
	160	6362748		2002-03-26	Huang	
	161	6366882		2002-04-02	Bijl	
	162	6366886		2002-04-02	Dragosh	

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163	6374214		2002-04-16	Friedland	
164	6374226		2002-04-16	Andrew J. Hunt	
165	6377913		2002-04-23	Coffman	
166	6377919		2002-04-23	BURNETT GREG C	
167	6381535		2002-04-30	Durocher	
168	6385596		2002-05-07	Wiser	
169	6385646		2002-05-07	Brown	
170	6389398		2002-05-14	LUSTGARTEN PAUL C	
171	6393403		2002-05-21	Majaniemi	
172	6393428		2002-05-21	Miller	
173	6397181		2002-05-28	Li	

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	174	6404878		2002-06-11	Jackson	
	175	6405170		2002-06-11	Phillips	
	176	6408272		2002-06-18	White	
	177	6411810		2002-06-25	Maxemchuk	
	178	6411893		2002-06-25	Ruhl	
	179	6415257		2002-07-02	Junqua	
	180	6418210		2002-07-09	Sayko	
	181	6420975		2002-07-16	DeLine	
	182	6429813		2002-08-06	Feigen	
	183	6430285		2002-08-06	Bauer	
	184	6430531		2002-08-06	Polish	

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	185	6434523		2002-08-13	Monaco	
	186	6434524		2002-08-13	Weber	
	187	6434529		2002-08-13	Walker	
	188	6442522		2002-08-27	Carberry	
	189	6446114		2002-09-03	Bulfer	
	190	6453153		2002-09-17	Bowker	
	191	6453292		2002-09-17	Ramaswamy	
	192	6456711		2002-09-24	Cheung	
	193	6456974		2002-09-24	Baker	
	194	6466654		2002-10-15	Cooper	
	195	6466899		2002-10-15	Yano	

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	196	6470315		2002-10-22	Netsch	
	197	6487494		2002-11-26	Odinak	
	198	6487495		2002-11-26	Gale	
	199	6498797		2002-12-24	Anerousis	
	200	6499013		2002-12-24	Weber	
	201	6501833		2002-12-31	Phillips	
	202	6501834		2002-12-31	Milewski	
	203	6505155		2003-01-07	Vanbuskirk	
	204	6510417		2003-01-21	Woods	
	205	6513006		2003-01-28	Howard	
	206	6522746		2003-02-18	Marchok	

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	207	6523061		2003-02-18	Halverson	
	208	6532444		2003-03-11	Weber	
	209	6539348		2003-03-25	Bond	
	210	6549629		2003-04-15	Finn	
	211	6553372		2003-04-22	Brassell	
	212	6556970		2003-04-29	Sasaki	
	213	6556973		2003-04-29	Lewin	
	214	6560576		2003-05-06	Cohen	
	215	6560590		2003-05-06	Shwe	
	216	6567778		2003-05-20	ChaoChang	
	217	6567797		2003-05-20	Schuetze	

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	218	6567805		2003-05-20	Johnson	
	219	6570555		2003-05-27	Prevost	
	220	6570964		2003-05-27	Murveit	
	221	6571279		2003-05-27	Herz	
	222	6574597		2003-06-03	Mohri	
	223	6574624		2003-06-03	Johnson	
	224	6578022		2003-06-10	Foulger	
	225	6581103		2003-06-17	Dengler	
	226	6584439		2003-06-24	Geilhufe	
	227	6587858		2003-07-01	Strazza	
	228	6591185		2003-07-08	Ari Israel Polidi	

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	229	6591239		2003-07-08	McCall	
	230	6594257		2003-07-15	Doshi	
	231	6594367		2003-07-15	Marash	
	232	6598018		2003-07-22	Junqua	
	233	6601026		2003-07-29	Appelt	
	234	6601029		2003-07-29	John Brian Pickering	
	235	6604075		2003-08-05	Brown	
	236	6604077		2003-08-05	Dragosh	
	237	6606598		2003-08-12	Holthouse	
	238	6611692		2003-08-26	Raffel	
	239	6614773		2003-09-02	Maxemchuk	

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	240	6615172		2003-09-02	Bennett	
	241	6622119		2003-09-16	Ramaswamy	
	242	6629066		2003-09-30	Jackson	
	243	6631346		2003-10-07	Karaorman	
	244	6631351		2003-10-07	Ramachandran	
	245	6633846		2003-10-14	Bennett	
	246	6636790		2003-10-21	Lightner	
	247	6643620		2003-11-04	Contolini	
	248	6647363		2003-11-11	Claassen	
	249	6650747		2003-11-18	Bala	
	250	6658388		2003-12-02	Kleindienst	

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	251	6678680		2004-01-13	Woo	
	252	6681206		2004-01-20	Gorin	
	253	6691151		2004-02-10	Cheyser	
	254	6701294		2004-03-02	Ball	
	255	6704396		2004-03-09	Parolkar	
	256	6704576		2004-03-09	Brachman	
	257	6704708		2004-03-09	Pickering	
	258	6707421		2004-03-16	Drury	
	259	6708150		2004-03-16	Hirayama	
	260	6721001		2004-04-13	Berstis	
	261	6721633		2004-04-13	Funk	

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	262	6721706		2004-04-13	Strubbe	
	263	6726636		2004-04-27	DerGhazarian	
	264	6732088		2004-05-04	Natalie S. Glance	
	265	6735592		2004-05-11	Neumann	
	266	6739556		2004-05-25	Langston	
	267	6741931		2004-05-25	Kohut	
	268	6742021		2004-05-25	Halverson	
	269	6745161		2004-06-01	Arnold	
	270	6751591		2004-06-15	Gorin	
	271	6751612		2004-06-15	Schuetze	
	272	6754485		2004-06-22	Obradovich	

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	273	6754627		2004-06-22	Woodward	
	274	6754647		2004-06-22	Walter Tackett	
	275	6757544		2004-06-29	Rangarajan	
	276	6757718		2004-06-29	Halverson	
	277	6785651		2004-08-31	Kuansan Wang	
	278	6795808		2004-09-21	Strubbe	
	279	6801604		2004-10-05	Maes	
	280	6801893		2004-10-05	Backfried	
	281	6804330		2004-10-12	Shannon Jones	
	282	6810375		2004-10-26	Ejerhed	
	283	6813341		2004-11-02	Mahoney	

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	284	6816830		2004-11-09	Kempe	
	285	6823308		2004-11-23	KEILLER ROBERT ALEXANDER	
	286	6829603		2004-12-07	Chai	
	287	6832230		2004-12-14	Zilliacus	
	288	6833848		2004-12-21	Wolff	
	289	6850603		2005-02-01	Eberle	
	290	6856990		2005-02-15	Barile	
	291	6865481		2005-03-08	Kawazoe	
	292	6868380		2005-03-15	Kroeker	
	293	6868385		2005-03-15	Gerson	
	294	6871179		2005-03-22	Kist	

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	295	6873837		2005-03-29	Yoshioka	
	296	6877001		2005-04-05	Wolf	
	297	6877134		2005-04-05	Fuller	
	298	6882970		2005-04-19	GARNER PHILIP NEIL	
	299	6901366		2005-05-31	Kuhn	
	300	6910003		2005-06-21	Arnold	

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1	1433554A	CN		2003-07-30	QUACK COM		
2	1860496A	CN		2006-11-08	GOOGLE INC		
3	1320043A2	EP		2003-06-18	Hewlett-Packard Company		
4	1646037	EP		2006-04-12	France Telecom		
5	2001071289	JP		2001-03-21	SONY CORP		
6	2006146881	JP		2006-06-08	FRANCE TELECOM		
7	2008027454	JP		2008-02-07	QUACK COM		
8	2008058465	JP		2008-03-13	TOSHIBA CORP		
9	2008139928	JP		2008-06-19	YAHOO JAPAN CORP		
10	2011504304	JP		2011-02-03			
11	2012518847	JP		2012-08-16			×

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12	H08263258	JP		1996-10-11	Hitachi Ltd		<input type="checkbox"/>
13	JPH11249773	JP		1999-09-17	Toshiba Corp.		<input type="checkbox"/>
14	0021232	WO		2000-04-13	IBM		<input type="checkbox"/>
15	0046792	WO		2000-08-10	SOLILOQUY INC		<input type="checkbox"/>
16	0129742	WO		2001-04-26	TELLME NETWORKS INC		<input type="checkbox"/>
17	0171609A2	WO		2001-09-27	Quack.com		<input type="checkbox"/>
18	0178065	WO		2001-10-18	ONE VOICE TECHNOLOGIES INC		<input type="checkbox"/>
19	9946763	WO		1999-09-16	LERNOUT & HAUSPIE SPEECHPROD		<input type="checkbox"/>
20	2004072954	WO		2004-08-26	Siemens Aktiengesellschaft		<input type="checkbox"/>
21	2005010702A2	WO		2005-02-03	Google, Inc.		<input type="checkbox"/>
22	2007019318	WO		2007-01-04	Voicebox Technologies, Inc.		<input type="checkbox"/>

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23	2007021587	WO		2007-01-04	Voicebox Technologies, Inc,		<input type="checkbox"/>
24	2007027546	WO		2007-01-04	Voicebox Technologies, Inc.		<input type="checkbox"/>
25	2007027989	WO		2007-01-04	Voicebox Technologies, Inc.		<input type="checkbox"/>
26	2008098039	WO		2008-01-24	Voicebox Technologies, Inc.		<input type="checkbox"/>
27	2008118195	WO		2008-01-31	Voicebox Technologies, Inc.		<input type="checkbox"/>
28	2009075912	WO		2009-01-15	Voicebox Technologies, Inc.		<input type="checkbox"/>
29	2009111721	WO		2009-09-11	Google Inc.		<input type="checkbox"/>
30	2009145796	WO		2009-01-29	Voicebox Technologies, Inc.		<input type="checkbox"/>
31	2010096752	WO		2010-01-28	Voicebox Technologies, Inc.		<input type="checkbox"/>
32	2016044290	WO		2016-03-24	Kennewick Michael R		<input type="checkbox"/>
33	2016044316	WO		2016-03-24	Kennewick Michael R Sr, Carter Daniel B		<input type="checkbox"/>

INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Not for submission under 37 CFR 1.99)	Application Number		TBD
	Filing Date		2019-08-28
	First Named Inventor	Michael R. KENNEWICK, Sr.	
	Art Unit	TBD	
	Examiner Name	TBD	
	Attorney Docket Number	62KC-301480	

34	2016044319	WO	2016-03-24	Kennewick Michael R Sr	<input type="checkbox"/>
35	2016044321	WO	2016-03-24	Min Tang	<input type="checkbox"/>
36	2016061309	WO	2016-04-21	Voicebox Technologies Corporation	<input type="checkbox"/>

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NON-PATENT LITERATURE DOCUMENTS <input type="button" value="Remove"/>			
Examiner Initials*	Cite No	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc), date, pages(s), volume-issue number(s), publisher, city and/or country where published.	T ⁵
	1	"Statement in Accordance with the Notice from the European Patent Office" dated 1 October 2007 Concerning Business Methods (OJ EPO 11/2007, 592-593), XP002456252	
	2	ARRINGTON, Michael, "Google Redefines GPS Navigation Landscape: Google Maps Navigation for Android 2.0", TechCrunch, printed from the Internet < http://www.techcrunch.com/2009/10/28/google-redefines-car-gps-navigation-google-maps-navigation-android/ >, October 28, 2009, 4 pages.	
	3	BAZZI, Issam et al., "Heterogeneous Lexical Units for Automatic Speech Recognition: Preliminary Investigations", Proceedings of the IEEE International Conference on Acoustics, Speech, and Signal Processing, Volume 3, June 5-9, 2000, XP010507574, pages 1257-1260.	
	4	BELVIN, Robert, et al., "Development of the HRL Route Navigation Dialogue System", Proceedings of the First International Conference on Human Language Technology Research, San Diego, 2001, pages 1-5.	
	5	CHAI et al., "MIND: A Semantics-Based Multimodal Interpretation Framework for Conversational Systems", Proceedings of the International CLASS Workshop on Natural, Intelligent and Effective Interaction in Multimodal Dialogue Systems, June 2002, pages 37-46.	
	6	CHEYER et al., "Multimodal Maps: An Agent-Based Approach", International Conference on Cooperative Multimodal Communication (CMC/95), May 24-26, 1995, pages 111-121.	

INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Not for submission under 37 CFR 1.99)	Application Number		TBD
	Filing Date		2019-08-28
	First Named Inventor	Michael R. KENNEWICK, Sr.	
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	Examiner Name	TBD	
	Attorney Docket Number	62KC-301480	

7	DAVIS, Z., et al., "A Personal Handheld Multi-Modal Shopping Assistant, IEEE, 2006, 9 pages.
8	EL MELIANI et al., "A Syllabic-Filler-Based Continuous Speech Recognizer for Unlimited Vocabulary", Canadian Conference on Electrical and Computer Engineering, Volume 2, September 5-8, 1995, pages 1007-1010.
9	ELIO et al., "On Abstract Task Models and Conversation Policies" in Workshop on Specifying and Implementing Conversation Policies, Autonomous Agents '99, Seattle, 1999, 10 pages.
10	KIRCHHOFF, Katrin, "Syllable-Level Desynchronisation of Phonetic Features for Speech Recognition", Proceedings of the Fourth International Conference on Spoken Language, 1996, ICSLP 96, Volume 4, IEEE, 1996, 3 pages.
11	KUHN, Thomas, et al., "Hybrid In-Car Speech Recognition for Mobile Multimedia Applications", Vehicular Technology Conference, IEEE, July 1999, pages 2009-2013.
12	LIN, Bor-shen, et al., "A Distributed Architecture for Cooperative Spoken Dialogue Agents with Coherent Dialogue State and History", ASRU'99, 1999, 4 pages.
13	LIND, R., et al., "The Network Vehicle--A Glimpse into the Future of Mobile Multi-Media", IEEE Aerosp. Electron. Systems Magazine, Volume 14, No. 9, September 1999, pages 27-32.
14	MAO, Mark Z., "Automatic Training Set Segmentation for Multi-Pass Speech Recognition", Department of Electrical Engineering, Stanford University, CA, copyright 2005, IEEE, pages I-685 to I-688.
15	O'SHAUGHNESSY, Douglas, "Interacting with Computers by Voice: Automatic Speech Recognition and Synthesis", Proceedings of the IEEE, Volume 91, No. 9, September 1, 2003, XP011100665. pages 1272-1305.
16	REUTERS, "IBM to Enable Honda Drivers to Talk to Cars", Charles Schwab & Co., Inc., July 28, 2002, 1 page.
17	TURUNEN, "Adaptive Interaction Methods in Speech User Interfaces", Conference on Human Factors in Computing Systems, Seattle, Washington, 2001, pages 91-92.

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	First Named Inventor	Michael R. KENNEWICK, Sr.	
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	Examiner Name	TBD	
	Attorney Docket Number	62KC-301480	

18	VANHOUCKE, Vincent, "Confidence Scoring and Rejection Using Multi-Pass Speech Recognition", Nuance Communications, Menlo Park, CA, 2005, 4 pages.
19	WENG, Fuliang, et al., "Efficient Lattice Representation and Generation", Speech Technology and Research Laboratory, SRI International, Menlo Park, CA, 1998, 4 pages.
20	WU, Su-Lin, et al., "Incorporating Information from Syllable-Length Time Scales into Automatic Speech Recognition", Proceedings of the 1998 IEEE International Conference on Acoustics, Speech and Signal Processing, 1998, Volume 2, IEEE, 1998, 4 pages.
21	WU, Su-Lin, et al., "Integrating Syllable Boundary Information into Speech Recognition", IEEE International Conference on Acoustics, Speech, and Signal Processing, ICASSP-97, 1997, Volume 2, IEEE, 1997, 4 pages.
22	ZHAO, Yilin, "Telematics: Safe and Fun Driving", IEEE Intelligent Systems, Volume 17, Issue 1, 2002, pages 10-14.

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Examiner Signature		Date Considered	
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*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through a citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ See Kind Codes of USPTO Patent Documents at www.USPTO.GOV or MPEP 901.04. ² Enter office that issued the document, by the two-letter code (WIPO Standard ST.3). ³ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁴ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST.16 if possible. ⁵ Applicant is to place a check mark here if English language translation is attached.

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	Filing Date		2019-08-28
	First Named Inventor	Michael R. KENNEWICK, Sr.	
	Art Unit		TBD
	Examiner Name	TBD	
	Attorney Docket Number		62KC-301480

CERTIFICATION STATEMENT

Please see 37 CFR 1.97 and 1.98 to make the appropriate selection(s):

That each item of information contained in the information disclosure statement was first cited in any communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of the information disclosure statement. See 37 CFR 1.97(e)(1).

OR

☐ That no item of information contained in the information disclosure statement was cited in a communication from a foreign patent office in a counterpart foreign application, and, to the knowledge of the person signing the certification after making reasonable inquiry, no item of information contained in the information disclosure statement was known to any individual designated in 37 CFR 1.56(c) more than three months prior to the filing of the information disclosure statement. See 37 CFR 1.97(e)(2).

See attached certification statement.

The fee set forth in 37 CFR 1.17 (p) has been submitted herewith.

☒ A certification statement is not submitted herewith.

SIGNATURE

A signature of the applicant or representative is required in accordance with CFR 1.33, 10.18. Please see CFR 1.4(d) for the form of the signature.

Signature	/Mark A. Patrick/	Date (YYYY-MM-DD)	2019-08-28
Name/Print	Mark A. Patrick	Registration Number	72,958

This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 1 hour to complete, including gathering, preparing and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. **SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.**

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The Privacy Act of 1974 (P.L. 93-579) requires that you be given certain information in connection with your submission of the attached form related to a patent application or patent. Accordingly, pursuant to the requirements of the Act, please be advised that: (1) the general authority for the collection of this information is 35 U.S.C. 2(b)(2); (2) furnishing of the information solicited is voluntary; and (3) the principal purpose for which the information is used by the U.S. Patent and Trademark Office is to process and/or examine your submission related to a patent application or patent. If you do not furnish the requested information, the U.S. Patent and Trademark Office may not be able to process and/or examine your submission, which may result in termination of proceedings or abandonment of the application or expiration of the patent.

The information provided by you in this form will be subject to the following routine uses:

1. The information on this form will be treated confidentially to the extent allowed under the Freedom of Information Act (5 U.S.C. 552) and the Privacy Act (5 U.S.C. 552a). Records from this system of records may be disclosed to the Department of Justice to determine whether the Freedom of Information Act requires disclosure of these records.
2. A record from this system of records may be disclosed, as a routine use, in the course of presenting evidence to a court, magistrate, or administrative tribunal, including disclosures to opposing counsel in the course of settlement negotiations.
3. A record in this system of records may be disclosed, as a routine use, to a Member of Congress submitting a request involving an individual, to whom the record pertains, when the individual has requested assistance from the Member with respect to the subject matter of the record.
4. A record in this system of records may be disclosed, as a routine use, to a contractor of the Agency having need for the information in order to perform a contract. Recipients of information shall be required to comply with the requirements of the Privacy Act of 1974, as amended, pursuant to 5 U.S.C. 552a(m).
5. A record related to an International Application filed under the Patent Cooperation Treaty in this system of records may be disclosed, as a routine use, to the International Bureau of the World Intellectual Property Organization, pursuant to the Patent Cooperation Treaty.
6. A record in this system of records may be disclosed, as a routine use, to another federal agency for purposes of National Security review (35 U.S.C. 181) and for review pursuant to the Atomic Energy Act (42 U.S.C. 218(c)).
7. A record from this system of records may be disclosed, as a routine use, to the Administrator, General Services, or his/her designee, during an inspection of records conducted by GSA as part of that agency's responsibility to recommend improvements in records management practices and programs, under authority of 44 U.S.C. 2904 and 2906. Such disclosure shall be made in accordance with the GSA regulations governing inspection of records for this purpose, and any other relevant (i.e., GSA or Commerce) directive. Such disclosure shall not be used to make determinations about individuals.
8. A record from this system of records may be disclosed, as a routine use, to the public after either publication of the application pursuant to 35 U.S.C. 122(b) or issuance of a patent pursuant to 35 U.S.C. 151. Further, a record may be disclosed, subject to the limitations of 37 CFR 1.14, as a routine use, to the public if the record was filed in an application which became abandoned or in which the proceedings were terminated and which application is referenced by either a published application, an application open to public inspections or an issued patent.
9. A record from this system of records may be disclosed, as a routine use, to a Federal, State, or local law enforcement agency, if the USPTO becomes aware of a violation or potential violation of law or regulation.

TRANSMITTAL FOR POWER OF ATTORNEY TO ONE OR MORE REGISTERED PRACTITIONERS

NOTE: This form is to be submitted with the Power of Attorney by Applicant form (PTO/AIA/82B) to identify the application to which the Power of Attorney is directed, in accordance with 37 CFR 1.5, unless the application number and filing date are identified in the Power of Attorney by Applicant form. If neither form PTO/AIA/82A nor form PTO/AIA82B identifies the application to which the Power of Attorney is directed, the Power of Attorney will not be recognized in the application.

Application Number	To Be Assigned
Filing Date	August 28, 2019
First Named Inventor	Michael R. KENNEWICK, Sr.
Title	VOICE COMMERCE
Art Unit	To Be Assigned
Examiner Name	To Be Assigned
Attorney Docket Number	62KC-301480

SIGNATURE of Applicant or Patent Practitioner

Signature	/Mark A. Patrick/	Date (Optional)	August 28, 2019
Name	Mark A. Patrick	Registration Number	72,958
Title (if Applicant is a juristic entity)			
Applicant Name (if Applicant is a juristic entity)			
<p>NOTE: This form must be signed in accordance with 37 CFR 1.33. See 37 CFR 1.4(d) for signature requirements and certifications. If more than one applicant, use multiple forms.</p>			
<input type="checkbox"/> *Total of _____ forms are submitted.			

This collection of information is required by 37 CFR 1.131, 1.32, and 1.33. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to take 3 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. **SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.**

If you need assistance in completing the form, call 1-800-PTO-9199 and select option 2.

POWER OF ATTORNEY BY APPLICANT

I hereby revoke all previous powers of attorney given in the application identified in either the attached transmittal letter or the boxes below.

Application Number

Filing Date

See the Transmittal Letter

(Note: The boxes above may be left blank if information is provided on form PTO/AIA/82A.)

- ☒ I hereby appoint the Patent Practitioner(s) associated with the following Customer Number as my/our attorney(s) or agent(s), and to transact all business in the United States Patent and Trademark Office connected therewith for the application referenced in the attached transmittal letter (form PTO/AIA/82A) or identified above: 133759
- OR
- ☐ I hereby appoint Practitioner(s) named in the attached list (form PTO/AIA/82C) as my/our attorney(s) or agent(s), and to transact all business in the United States Patent and Trademark Office connected therewith for the patent application referenced in the attached transmittal letter (form PTO/AIA/82A) or identified above. (Note: Complete form PTO/AIA/82C.)

Please recognize or change the correspondence address for the application identified in the attached transmittal letter or the boxes above to:

- ☒ The address associated with the above-mentioned Customer Number

OR

- ☐ The address associated with Customer Number: _____

OR

- ☐ Firm or
Individual Name

Address

City

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Zip

Country

Telephone

Email

I am the Applicant (if the Applicant is a juristic entity, list the Applicant name in the box):

VB Assets, LLC

- ☐ Inventor or Joint Inventor (title not required below)
- ☐ Legal Representative of a Deceased or Legally Incapacitated Inventor (title not required below)
- ☒ Assignee or Person to Whom the Inventor is Under an Obligation to Assign (provide signer's title if applicant is a juristic entity)
- ☐ Person Who Otherwise Shows Sufficient Proprietary Interest (e.g., a petition under 37 CFR 1.46(b)(2) was granted in the application or is concurrently being filed with this document) (provide signer's title if applicant is a juristic entity)

SIGNATURE of Applicant for Patent

The undersigned (whose title is specified below) is authorized to act on behalf of the applicant (e.g., where the applicant is a juristic entity).

Signature

Date (Optional)

Name

Michael Rye Kennewick

Title

Chief Executive Officer of VB Assets, LLC

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- ☐ Total of _____ forms are submitted.

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INFORMATION DISCLOSURE STATEMENT BY APPLICANT	Application Number	TBD
	Filing Date	08/28/2019
	First Named Inventor	Michael R. KENNEWICK, Sr.
	Art Unit	TBD
Page 1 of 1	Matter Number	62KC-301480

<p align="center">GENERAL</p> <p>Pursuant to 37 C.F.R. 1.97 and 1.98 and to the duty of disclosure set forth in 37 C.F.R. 1.56, the Examiner in charge of the above-identified application is requested to consider and make of record the references listed herewith. A copy of each listed reference, other than U.S. patents/applications and references cited in a parent application, is enclosed.</p> <p>Although the information submitted herewith may be "material" to the Examiner's consideration of the subject application, this submission is not intended to constitute an admission that such information is "prior art" as to the claimed invention.</p> <p>In accordance with 37 C.F.R. 1.97(g), the filing of this Information Disclosure Statement shall not be construed to mean that a search has been made.</p>

<p align="center">TIMING</p> <p>In accordance with 37 CFR 1.97(b), this Information Disclosure Statement is being filed within three months of the filing of a national application other than a continued prosecution application under 37 CFR 1.53(d); within three months of the date of entry of the national stage as set forth in 37 CFR 1.491 in an international application; before the mailing of a first Office Action on the merits; or before the mailing of a first Office Action after the filing of a request for continued examination under 37 CFR 1.114.</p>
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<p align="center">CERTIFICATION STATEMENT</p> <p>No certification statement is required. This Information Disclosure Statement is being filed in accordance with 37 CFR 1.97(b).</p>

<p align="center">FEE</p> <p>No fee is required. This Information Disclosure Statement is being filed in accordance with 37 CFR 1.97(b).</p>

<p align="center">ADDITIONAL COMMENTS</p> <p>The Foreign Patent Documents and the Non-Patent Literature Documents were cited by or submitted to the Office in Application No. 15/484,930, filed April 11, 2017, which is relied upon for an earlier filing date under 35 U.S.C. § 120. Thus copies of these documents are not attached. 37 C.F.R. § 1.98(d).</p>

SIGNATURE			
Signature	/ Mark A. Patrick /	Date	2019-08-28
Name	Mark A. Patrick	Registration Number	72,958

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UTILITY PATENT APPLICATION TRANSMITTAL <i>(Only for new nonprovisional applications under 37 CFR 1.53(b))</i>	Attorney Docket No.	62KC-301480
	First Named Inventor	Michael R. KENNEWICK, Sr.
	Title	VOICE COMMERCE
	Priority Mail Express® Label No.	

APPLICATION ELEMENTS <i>See MPEP chapter 600 concerning utility patent application contents.</i>	Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450
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<p>1. <input type="checkbox"/> Fee Transmittal Form (PTO/SB/17 or equivalent)</p> <p>2. <input type="checkbox"/> Applicant asserts small entity status. See 37 CFR 1.27</p> <p>3. <input type="checkbox"/> Applicant certifies micro entity status. See 37 CFR 1.29. Applicant must attach form PTO/SB/15A or B or equivalent.</p> <p>4. <input checked="" type="checkbox"/> Specification [Total Pages <u>45</u>] Both the claims and abstract must start on a new page. (See MPEP § 608.01(a) for information on the preferred arrangement)</p> <p>5. <input checked="" type="checkbox"/> Drawing(s) (35 U.S.C. 113) [Total Sheets <u>6</u>]</p> <p>6. Inventor's Oath or Declaration [Total Pages <u>2</u>] (including substitute statements under 37 CFR 1.64 and assignments serving as an oath or declaration under 37 CFR 1.63(e))</p> <p>a. <input type="checkbox"/> Newly executed (original or copy)</p> <p>b. <input checked="" type="checkbox"/> A copy from a prior application (37 CFR 1.63(d))</p> <p>7. <input checked="" type="checkbox"/> Application Data Sheet * See note below. See 37 CFR 1.76 (PTO/AIA/14 or equivalent)</p> <p>8. CD-ROM or CD-R in duplicate, large table, or Computer Program (Appendix)</p> <p><input type="checkbox"/> Landscape Table on CD</p> <p>9. Nucleotide and/or Amino Acid Sequence Submission (if applicable, items a. – c. are required)</p> <p>a. <input type="checkbox"/> Computer Readable Form (CRF)</p> <p>b. <input type="checkbox"/> Specification Sequence Listing on:</p> <p>i. <input type="checkbox"/> CD-ROM or CD-R (2 copies); or</p> <p>ii. <input type="checkbox"/> Paper</p> <p>c. <input type="checkbox"/> Statements verifying identity of above copies</p>	<p style="text-align: center;">ACCOMPANYING APPLICATION PAPERS</p> <p>10. <input checked="" type="checkbox"/> Assignment Papers (cover sheet & document(s)) Name of Assignee <u>VB Assets, LLC</u></p> <p>11. <input type="checkbox"/> 37 CFR 3.73(c) Statement <input checked="" type="checkbox"/> Power of Attorney (when there is an assignee)</p> <p>12. <input type="checkbox"/> English Translation Document (if applicable)</p> <p>13. <input checked="" type="checkbox"/> Information Disclosure Statement (PTO/SB/08 or PTO-1449) <input type="checkbox"/> Copies of citations attached</p> <p>14. <input type="checkbox"/> Preliminary Amendment</p> <p>15. <input type="checkbox"/> Return Receipt Postcard (MPEP § 503) (Should be specifically itemized)</p> <p>16. <input type="checkbox"/> Certified Copy of Priority Document(s) (if foreign priority is claimed)</p> <p>17. <input type="checkbox"/> Nonpublication Request Under 35 U.S.C. 122(b)(2)(B)(i). Applicant must attach form PTO/SB/35 or equivalent.</p> <p>18. <input type="checkbox"/> Other: _____ _____ _____ _____</p>
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***Note:** (1) Benefit claims under 37 CFR 1.78 and foreign priority claims under 1.55 **must** be included in an Application Data Sheet (ADS).
(2) For applications filed under 35 U.S.C. 111, the application must contain an ADS specifying the applicant if the applicant is an assignee, person to whom the inventor is under an obligation to assign, or person who otherwise shows sufficient proprietary interest in the matter. See 37 CFR 1.46(b).

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Signature			/Mark A. Patrick/		Date
Name (Print/Type)			Mark A. Patrick		August 28, 2019
			Registration No. (Attorney/Agent)		72,958

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6. A record in this system of records may be disclosed, as a routine use, to another federal agency for purposes of National Security review (35 U.S.C. 181) and for review pursuant to the Atomic Energy Act (42 U.S.C. 218(c)).
7. A record from this system of records may be disclosed, as a routine use, to the Administrator, General Services, or his/her designee, during an inspection of records conducted by GSA as part of that agency's responsibility to recommend improvements in records management practices and programs, under authority of 44 U.S.C. 2904 and 2906. Such disclosure shall be made in accordance with the GSA regulations governing inspection of records for this purpose, and any other relevant (*i.e.*, GSA or Commerce) directive. Such disclosure shall not be used to make determinations about individuals.
8. A record from this system of records may be disclosed, as a routine use, to the public after either publication of the application pursuant to 35 U.S.C. 122(b) or issuance of a patent pursuant to 35 U.S.C. 151. Further, a record may be disclosed, subject to the limitations of 37 CFR 1.14, as a routine use, to the public if the record was filed in an application which became abandoned or in which the proceedings were terminated and which application is referenced by either a published application, an application open to public inspection or an issued patent.
9. A record from this system of records may be disclosed, as a routine use, to a Federal, State, or local law enforcement agency, if the USPTO becomes aware of a violation or potential violation of law or regulation.

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number.

Application Data Sheet 37 CFR 1.76		Attorney Docket Number	62KC-301480
		Application Number	
Title of Invention	VOICE COMMERCE		
<p>The application data sheet is part of the provisional or nonprovisional application for which it is being submitted. The following form contains the bibliographic data arranged in a format specified by the United States Patent and Trademark Office as outlined in 37 CFR 1.76.</p> <p>This document may be completed electronically and submitted to the Office in electronic format using the Electronic Filing System (EFS) or the document may be printed and included in a paper filed application.</p>			

Secrecy Order 37 CFR 5.2:

☐ Portions or all of the application associated with this Application Data Sheet may fall under a Secrecy Order pursuant to 37 CFR 5.2 (Paper filers only. Applications that fall under Secrecy Order may not be filed electronically.)

Inventor Information:

Inventor	1				Remove
Legal Name					
Prefix	Given Name	Middle Name	Family Name	Suffix	
	Michael	R.	KENNEWICK	Sr.	
Residence Information (Select One) • US Residency Non US Residency Active US Military Service					
City	Bellevue	State/Province	WA	Country of Residence	US
Mailing Address of Inventor:					
Address 1	13407 NE 37th Place				
Address 2					
City	Bellevue	State/Province	WA		
Postal Code	98005	Country	US		
All Inventors Must Be Listed - Additional Inventor Information blocks may be generated within this form by selecting the Add button.					

Correspondence Information:

Enter either Customer Number or complete the Correspondence Information section below. For further information see 37 CFR 1.33(a).			
<input type="checkbox"/> An Address is being provided for the correspondence information of this application.			
Customer Number	133759		
Email Address	DMIPDocketing@sheppardmullin.com	Add Email	Remove Email

Application Information:

Title of the Invention	VOICE COMMERCE		
Attorney Docket Number	62KC-301480	Small Entity Status Claimed	<input type="checkbox"/>
Application Type	Nonprovisional		
Subject Matter	Utility		
Total Number of Drawing Sheets (if any)	6	Suggested Figure for Publication (if any)	

Application Data Sheet 37 CFR 1.76		Attorney Docket Number	62KC-301480
		Application Number	
Title of Invention	VOICE COMMERCE		

Filing By Reference:

Only complete this section when filing an application by reference under 35 U.S.C. 111(c) and 37 CFR 1.57(a). Do not complete this section if application papers including a specification and any drawings are being filed. Any domestic benefit or foreign priority information must be provided in the appropriate section(s) below (i.e., "Domestic Benefit/National Stage Information" and "Foreign Priority Information").

For the purposes of a filing date under 37 CFR 1.53(b), the description and any drawings of the present application are replaced by this reference to the previously filed application, subject to conditions and requirements of 37 CFR 1.57(a).

Application number of the previously filed application	Filing date (YYYY-MM-DD)	Intellectual Property Authority or Country

Publication Information:

☐ Request Early Publication (Fee required at time of Request 37 CFR 1.219)

☐ **Request Not to Publish.** I hereby request that the attached application not be published under 35 U.S.C. 122(b) and certify that the invention disclosed in the attached application **has not and will not** be the subject of an application filed in another country, or under a multilateral international agreement, that requires publication at eighteen months after filing.

Representative Information:

Representative information should be provided for all practitioners having a power of attorney in the application. Providing this information in the Application Data Sheet does not constitute a power of attorney in the application (see 37 CFR 1.32). Either enter Customer Number or complete the Representative Name section below. If both sections are completed the customer Number will be used for the Representative Information during processing.

Please Select One:	<input checked="" type="radio"/> Customer Number	<input type="radio"/> US Patent Practitioner	<input type="radio"/> Limited Recognition (37 CFR 11.9)
Customer Number	133759		

Domestic Benefit/National Stage Information:

This section allows for the applicant to either claim benefit under 35 U.S.C. 119(e), 120, 121, 365(c), or 386(c) or indicate National Stage entry from a PCT application. Providing benefit claim information in the Application Data Sheet constitutes the specific reference required by 35 U.S.C. 119(e) or 120, and 37 CFR 1.78.

When referring to the current application, please leave the "Application Number" field blank.

Prior Application Status	Pending	Remove	
Application Number	Continuity Type	Prior Application Number	Filing or 371(c) Date (YYYY-MM-DD)
	Continuation of	15484930	2017-04-11

Application Data Sheet 37 CFR 1.76		Attorney Docket Number		62KC-301480	
		Application Number			
Title of Invention		VOICE COMMERCE			
Prior Application Status		Patented		Remove	
Application Number	Continuity Type	Prior Application Number	Filing Date (YYYY-MM-DD)	Patent Number	Issue Date (YYYY-MM-DD)
15484930	Continuation of	14855334	2015-09-15	9626703	2017-04-18
Prior Application Status		Expired		Remove	
Application Number	Continuity Type	Prior Application Number	Filing or 371(c) Date (YYYY-MM-DD)		
14855334	Claims benefit of provisional	62051273	2014-09-16		
Additional Domestic Benefit/National Stage Data may be generated within this form by selecting the Add button.					Add

Foreign Priority Information:

This section allows for the applicant to claim priority to a foreign application. Providing this information in the application data sheet constitutes the claim for priority as required by 35 U.S.C. 119(b) and 37 CFR 1.55. When priority is claimed to a foreign application that is eligible for retrieval under the priority document exchange program (PDX)ⁱ the information will be used by the Office to automatically attempt retrieval pursuant to 37 CFR 1.55(i)(1) and (2). Under the PDX program, applicant bears the ultimate responsibility for ensuring that a copy of the foreign application is received by the Office from the participating foreign intellectual property office, or a certified copy of the foreign priority application is filed, within the time period specified in 37 CFR 1.55(g)(1).

			Remove
Application Number	Country ⁱ	Filing Date (YYYY-MM-DD)	Access Code ⁱ (if applicable)
Additional Foreign Priority Data may be generated within this form by selecting the Add button.			Add

Statement under 37 CFR 1.55 or 1.78 for AIA (First Inventor to File) Transition Applications

☐ This application (1) claims priority to or the benefit of an application filed before March 16, 2013 and (2) also contains, or contained at any time, a claim to a claimed invention that has an effective filing date on or after March 16, 2013.

NOTE: By providing this statement under 37 CFR 1.55 or 1.78, this application, with a filing date on or after March 16, 2013, will be examined under the first inventor to file provisions of the AIA.

Application Data Sheet 37 CFR 1.76		Attorney Docket Number	62KC-301480
		Application Number	
Title of Invention	VOICE COMMERCE		

Authorization or Opt-Out of Authorization to Permit Access:

When this Application Data Sheet is properly signed and filed with the application, applicant has provided written authority to permit a participating foreign intellectual property (IP) office access to the instant application-as-filed (see paragraph A in subsection 1 below) and the European Patent Office (EPO) access to any search results from the instant application (see paragraph B in subsection 1 below).

Should applicant choose not to provide an authorization identified in subsection 1 below, applicant **must opt-out** of the authorization by checking the corresponding box A or B or both in subsection 2 below.

NOTE: This section of the Application Data Sheet is **ONLY** reviewed and processed with the **INITIAL** filing of an application. After the initial filing of an application, an Application Data Sheet cannot be used to provide or rescind authorization for access by a foreign IP office(s). Instead, Form PTO/SB/39 or PTO/SB/69 must be used as appropriate.

1. Authorization to Permit Access by a Foreign Intellectual Property Office(s)

A. Priority Document Exchange (PDX) - Unless box A in subsection 2 (opt-out of authorization) is checked, the undersigned hereby **grants the USPTO authority** to provide the European Patent Office (EPO), the Japan Patent Office (JPO), the Korean Intellectual Property Office (KIPO), the State Intellectual Property Office of the People's Republic of China (SIPO), the World Intellectual Property Organization (WIPO), and any other foreign intellectual property office participating with the USPTO in a bilateral or multilateral priority document exchange agreement in which a foreign application claiming priority to the instant patent application is filed, access to: (1) the instant patent application-as-filed and its related bibliographic data, (2) any foreign or domestic application to which priority or benefit is claimed by the instant application and its related bibliographic data, and (3) the date of filing of this Authorization. See 37 CFR 1.14(h)(1).

B. Search Results from U.S. Application to EPO - Unless box B in subsection 2 (opt-out of authorization) is checked, the undersigned hereby **grants the USPTO authority** to provide the EPO access to the bibliographic data and search results from the instant patent application when a European patent application claiming priority to the instant patent application is filed. See 37 CFR 1.14(h)(2).

The applicant is reminded that the EPO's Rule 141(1) EPC (European Patent Convention) requires applicants to submit a copy of search results from the instant application without delay in a European patent application that claims priority to the instant application.

2. Opt-Out of Authorizations to Permit Access by a Foreign Intellectual Property Office(s)

☐ A. Applicant **DOES NOT** authorize the USPTO to permit a participating foreign IP office access to the instant application-as-filed. If this box is checked, the USPTO will not be providing a participating foreign IP office with any documents and information identified in subsection 1A above.

☐ B. Applicant **DOES NOT** authorize the USPTO to transmit to the EPO any search results from the instant patent application. If this box is checked, the USPTO will not be providing the EPO with search results from the instant application.

NOTE: Once the application has published or is otherwise publicly available, the USPTO may provide access to the application in accordance with 37 CFR 1.14.

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number.

Application Data Sheet 37 CFR 1.76		Attorney Docket Number	62KC-301480
		Application Number	
Title of Invention	VOICE COMMERCE		

Applicant Information:

Providing assignment information in this section does not substitute for compliance with any requirement of part 3 of Title 37 of CFR to have an assignment recorded by the Office.

Applicant	1	<input type="button" value="Remove"/>
<p>If the applicant is the inventor (or the remaining joint inventor or inventors under 37 CFR 1.45), this section should not be completed. The information to be provided in this section is the name and address of the legal representative who is the applicant under 37 CFR 1.43; or the name and address of the assignee, person to whom the inventor is under an obligation to assign the invention, or person who otherwise shows sufficient proprietary interest in the matter who is the applicant under 37 CFR 1.46. If the applicant is an applicant under 37 CFR 1.46 (assignee, person to whom the inventor is obligated to assign, or person who otherwise shows sufficient proprietary interest) together with one or more joint inventors, then the joint inventor or inventors who are also the applicant should be identified in this section.</p> <p style="text-align: right;"><input type="button" value="Clear"/></p>		
<input checked="" type="radio"/> Assignee	Legal Representative under 35 U.S.C. 117	Joint Inventor
Person to whom the inventor is obligated to assign.		Person who shows sufficient proprietary interest
If applicant is the legal representative, indicate the authority to file the patent application, the inventor is:		
<div style="border: 1px solid black; height: 20px; width: 100%;"></div>		
Name of the Deceased or Legally Incapacitated Inventor: <div style="border: 1px solid black; width: 400px; height: 20px;"></div>		
If the Applicant is an Organization check here. <input checked="" type="checkbox"/>		
Organization Name	VB Assets, LLC	
Mailing Address Information For Applicant:		
Address 1	13407 NE 37th Place	
Address 2		
City	Bellevue	State/Province
Country	US	Postal Code
Phone Number		Fax Number
Email Address		
Additional Applicant Data may be generated within this form by selecting the Add button. <input type="button" value="Add"/>		

Assignee Information including Non-Applicant Assignee Information:

Providing assignment information in this section does not substitute for compliance with any requirement of part 3 of Title 37 of CFR to have an assignment recorded by the Office.

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number.

Application Data Sheet 37 CFR 1.76		Attorney Docket Number	62KC-301480
		Application Number	
Title of Invention	VOICE COMMERCE		

Assignee	1		
Complete this section if assignee information, including non-applicant assignee information, is desired to be included on the patent application publication. An assignee-applicant identified in the "Applicant Information" section will appear on the patent application publication as an applicant. For an assignee-applicant, complete this section only if identification as an assignee is also desired on the patent application publication.			
Remove			
If the Assignee or Non-Applicant Assignee is an Organization check here. <input checked="" type="checkbox"/>			
Organization Name	VB Assets, LLC		
Mailing Address Information For Assignee including Non-Applicant Assignee:			
Address 1	13407 NE 37th Place		
Address 2			
City	Bellevue	State/Province	WA
Country ⁱ	US	Postal Code	98005
Phone Number		Fax Number	
Email Address			
Additional Assignee or Non-Applicant Assignee Data may be generated within this form by selecting the Add button. Add			

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NOTE: This Application Data Sheet must be signed in accordance with 37 CFR 1.33(b). **However, if this Application Data Sheet is submitted with the INITIAL filing of the application and either box A or B is not checked in subsection 2 of the "Authorization or Opt-Out of Authorization to Permit Access" section, then this form must also be signed in accordance with 37 CFR 1.14(c).**

This Application Data Sheet **must** be signed by a patent practitioner if one or more of the applicants is a **juristic entity** (e.g., corporation or association). If the applicant is two or more joint inventors, this form must be signed by a patent practitioner, **all** joint inventors who are the applicant, or one or more joint inventor-applicants who have been given power of attorney (e.g., see USPTO Form PTO/AIA/81) on behalf of **all** joint inventor-applicants.

See 37 CFR 1.4(d) for the manner of making signatures and certifications.

Signature	/Mark A. Patrick/		Date (YYYY-MM-DD)	2019-08-28
First Name	Mark	Last Name	Patrick	Registration Number
				72958
Additional Signature may be generated within this form by selecting the Add button.				Add

Application Data Sheet 37 CFR 1.76		Attorney Docket Number	62KC-301480
		Application Number	
Title of Invention	VOICE COMMERCE		

This collection of information is required by 37 CFR 1.76. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 23 minutes to complete, including gathering, preparing, and submitting the completed application data sheet form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. **SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.**

Privacy Act Statement

The Privacy Act of 1974 (P.L. 93-579) requires that you be given certain information in connection with your submission of the attached form related to a patent application or patent. Accordingly, pursuant to the requirements of the Act, please be advised that: (1) the general authority for the collection of this information is 35 U.S.C. 2(b)(2); (2) furnishing of the information solicited is voluntary; and (3) the principal purpose for which the information is used by the U.S. Patent and Trademark Office is to process and/or examine your submission related to a patent application or patent. If you do not furnish the requested information, the U.S. Patent and Trademark Office may not be able to process and/or examine your submission, which may result in termination of proceedings or abandonment of the application or expiration of the patent.

The information provided by you in this form will be subject to the following routine uses:

1. The information on this form will be treated confidentially to the extent allowed under the Freedom of Information Act (5 U.S.C. 552) and the Privacy Act (5 U.S.C. 552a). Records from this system of records may be disclosed to the Department of Justice to determine whether the Freedom of Information Act requires disclosure of these records.
2. A record from this system of records may be disclosed, as a routine use, in the course of presenting evidence to a court, magistrate, or administrative tribunal, including disclosures to opposing counsel in the course of settlement negotiations.
3. A record in this system of records may be disclosed, as a routine use, to a Member of Congress submitting a request involving an individual, to whom the record pertains, when the individual has requested assistance from the Member with respect to the subject matter of the record.
4. A record in this system of records may be disclosed, as a routine use, to a contractor of the Agency having need for the information in order to perform a contract. Recipients of information shall be required to comply with the requirements of the Privacy Act of 1974, as amended, pursuant to 5 U.S.C. 552a(m).
5. A record related to an International Application filed under the Patent Cooperation Treaty in this system of records may be disclosed, as a routine use, to the International Bureau of the World Intellectual Property Organization, pursuant to the Patent Cooperation Treaty.
6. A record in this system of records may be disclosed, as a routine use, to another federal agency for purposes of National Security review (35 U.S.C. 181) and for review pursuant to the Atomic Energy Act (42 U.S.C. 218(c)).
7. A record from this system of records may be disclosed, as a routine use, to the Administrator, General Services, or his/her designee, during an inspection of records conducted by GSA as part of that agency's responsibility to recommend improvements in records management practices and programs, under authority of 44 U.S.C. 2904 and 2906. Such disclosure shall be made in accordance with the GSA regulations governing inspection of records for this purpose, and any other relevant (i.e., GSA or Commerce) directive. Such disclosure shall not be used to make determinations about individuals.
8. A record from this system of records may be disclosed, as a routine use, to the public after either publication of the application pursuant to 35 U.S.C. 122(b) or issuance of a patent pursuant to 35 U.S.C. 151. Further, a record may be disclosed, subject to the limitations of 37 CFR 1.14, as a routine use, to the public if the record was filed in an application which became abandoned or in which the proceedings were terminated and which application is referenced by either a published application, an application open to public inspections or an issued patent.
9. A record from this system of records may be disclosed, as a routine use, to a Federal, State, or local law enforcement agency, if the USPTO becomes aware of a violation or potential violation of law or regulation.

VOICE COMMERCE

CROSS REFERENCE TO RELATED APPLICATIONS

[001] This application is a continuation of U.S. Patent Application Serial No. 15/484,930, filed April 11, 2017, entitled "VOICE COMMERCE", which is a continuation of U.S. Patent Application Serial No. 14/855,334, filed September 15, 2015, entitled "VOICE COMMERCE" (now U.S. Patent No. 9,626,703 issued April 18, 2017), which claims the benefit of U.S. Provisional Patent Application Serial No. 62/051,273, filed September 16, 2014, entitled "VOICE COMMERCE", all of which are hereby incorporated by reference in their entireties.

FIELD OF THE INVENTION

[002] The invention relates to systems and methods for providing voice commerce. More particularly, the invention relates to systems and methods for preparing and/or completing checkout of product or service purchases via a single utterance.

BACKGROUND OF THE INVENTION

[003] Mobile electronic devices have emerged to become nearly ubiquitous in the everyday lives of many people. One of the reasons for this increased use is the convenience of performing tasks with a mobile electronic device. One task that has seen significant growth is online shopping. During an online shopping session, a user browses a website to locate a product or service for purchase. After the product or service has been located, the user makes payment through the mobile electronic device and has the purchased product or service delivered.

[004] One difficulty in online shopping via a mobile electronic device is that the user must search a website in order to locate a product or service to be purchased and fill out numerous payment and shipping forms to complete checkout (or a purchase transaction). Mobile electronic devices typically contain small screens and keyboards, making it hard for the user to search for the product or service to purchase and input payment and shipping information. While some online shopping applications assist the user in filling out payment and shipping

forms, the foregoing applications are often limited to the amount of information that can be provided. Further, some online shopping applications include a “one-click” purchase option. However, this still requires the user to browse the website to locate product or services which they wish to purchase. These and other drawbacks exist.

SUMMARY OF THE INVENTION

[005] The invention relates to systems and methods for preparing and/or completing checkout of product or service purchases via a single utterance. More particularly, the systems and methods may process a single utterance of a user to determine a product or service that is to be purchased, payment information that is to be used to pay for the product or service, shipping information that is to be used to deliver the product or service, and/or other information that is thereafter utilized to prepare and/or complete a purchase transaction for the product or service. In some implementations, the preparation and/or completion of the purchase transaction may be performed without further user input after receipt of the utterance (with which the determination of the product or service, the payment information, or shipping information is based).

[006] In an implementation, the system may receive and process a user input comprising a natural language utterance to determine a product or service to be purchased on behalf of a user. As an example, one or more words associated with the natural language utterance may be indicative of a product or service type, product name, seller name, etc., which can be used to determine the product or service that is to be purchased. Without further user input after the receipt of the user input (or the natural language utterance), the system may obtain payment information that is to be used to pay for the product or service, shipping information that is to be used to deliver the product or service, or other information that is to be used to complete a purchase transaction for the product or service.

[007] In an implementation, upon receipt of a natural language utterance of a user, and without further user input after the receipt of the utterance, the system may process the utterance to determine a product or service, and complete a purchase transaction for the

product or service based on payment information associated with the user, shipping information indicating who, where, when, and/or how the product or service is to be delivered, or other information. In a further implementation, after the purchase transaction is completed, the user may be provided with an option to modify one or more aspects related to the product or service purchase (e.g., modify payment information, shipping information, seller from which the product or service is purchased, etc.). As an example, the initial product or service purchase may be cancelled (and result in refund of the payment provided for the completed purchase transaction) in response to the user's modification, and a new purchase transaction may be initiated in accordance with the user's modification. Of course, in some implementations, such after-transaction-completion modifications may be limited to avoid fraud or other issues (e.g., limited to a predefined time period after the transaction completion, limited to certain types of modifications, etc.). In this way, users can experience the convenience of a purchase transaction being completed with reduced actions (e.g., single utterance) without fear of inaccuracies that might be associated with the purchase transaction.

[008] In an implementation, upon receipt of a natural language utterance of a user, and without further user input after the receipt of the utterance, the system may process the utterance to determine a product or service to be purchased, and present a request for user confirmation (or user approval) of the product or service to be purchased, payment information that is to be used to pay for the product or service, shipping information that is to be used to deliver the product or service, or other information that is to be used to complete a purchase transaction for the product or service. Upon receipt of the requested confirmation from the user, a purchase transaction for the product or service may be completed without further user input after the receipt of the requested confirmation. As an example, after the user has provided the utterance, the user may be presented with a prompt that: (i) identifies the product or service, the cost(s) associated with the purchase/delivery of the product or service, the payment information, and the shipping information; and (ii) solicits the user's approval to complete checkout of the product or service using a particular payment method (specified by the payment information to pay for the associated cost(s)), a particular shipping method

(specified by the shipping information), along with a name and address (specified by the shipping information) to which the product or service is to be delivered. The user may respond by providing a subsequent natural language utterance. If it is determined (upon receiving and processing the subsequent utterance) that the user provided his/her approval, checkout of the product or service purchase may be completed (e.g., without further user input after receipt of the utterance other than the subsequent utterance). In this way, the confirmation may be used to ensure that the information utilized to complete checkout of the product or service checkout is accurate and acceptable to the user.

[009] Various other aspects of the invention will be apparent through the detailed description of the invention and the drawings attached hereto. It is also to be understood that both the foregoing general description and the following detailed description are exemplary and not restrictive of the scope of the invention. As used in the specification and in the claims, the singular form of “a”, “an”, and “the” include plural referents unless the context clearly dictates otherwise. In addition, as used in the specification and the claims, the term “or” means “and/or” unless the context clearly dictates otherwise.

BRIEF DESCRIPTION OF THE DRAWINGS

[010] FIG. 1 illustrates a system for providing voice commerce, according to an implementation of the invention.

[011] FIG. 2 illustrates a system for facilitating natural language processing, according to an implementation of the invention.

[012] FIG. 3 illustrates a flow diagram of a process for providing voice commerce, according to an implementation of the invention.

[013] FIG. 4 illustrates a flow diagram of another process for providing voice commerce, according to an implementation of the invention.

[014] FIG. 5 illustrates a screenshot of a user interface which facilitates voice commerce, according to an implementation of the invention.

[015] FIGS. 6A and 6B illustrate screenshots of a user interface which facilitates voice commerce, according to an implementation of the invention.

[016] FIGS. 7A and 7B illustrate screenshots of a user interface which facilitates management of profile information, according to an implementation of the invention.

DETAILED DESCRIPTION OF THE INVENTION

[017] In the following description, for the purposes of explanation, numerous specific details are set forth in order to provide a thorough understanding of the implementations of the invention. It will be appreciated, however, by those having skill in the art that the implementations of the invention may be practiced without these specific details or with an equivalent arrangement. In other instances, well-known structures and devices are shown in block diagram form in order to avoid unnecessarily obscuring the implementations of the invention.

[018] FIG. 1 illustrates a system 100 for providing voice commerce to a user, according to an implementation of the invention. In an implementation, the system 100 may prepare and/or complete checkout of product or service purchases related to one or more user inputs. The user inputs may comprise an auditory input (e.g., received via a microphone), a visual input (e.g., received via a camera), a tactile input (e.g., received via a touch sensor device), a keyboard input, a mouse input, or other user input that is recognizable by the system 100. As an example, a natural language utterance may be received from a user and processed to prepare and/or complete checkout of product or service purchases.

[019] In an implementation, system 100 may receive and process a single utterance of a user to determine a product or service that is to be purchased, payment information that is to be used to pay for the product or service, shipping information that is to be used to deliver the product or service, and/or other information that is thereafter utilized to prepare and/or complete the purchase of the product or service.

[020] In one use case, if the user input is a natural language utterance spoken by a user, the natural language utterance may be processed by a speech recognition engine to recognize one

or more words of the natural language utterance. The recognized words may then be processed, along with context information associated with the user, by a natural language processing engine to determine one or more products or services and/or other information (e.g., payment information, shipping information, seller information, associated cost information, etc.) that can be used to prepare and/or complete one or more purchase transactions for the products or services. Upon determination of such information, for example, the natural language processing engine may provide the information to one or more applications that then utilize the information to prepare and/or complete the purchase transactions.

[021] As an example, when a user speaks the utterance “Send flowers to my mother,” the user’s mother may be identified as the recipient of a product that the user intends to purchase (e.g., based on the words “send,” “my”, and “mother”), and flowers may be identified as the type of product that the user intends to have purchased and delivered to the user’s mother (e.g., based on the words “send” and “flowers”). Without necessarily receiving any further input from the user, the system 100 may automatically determine the name and address of the user’s mother, a payment method associated with the user, a seller from which flowers are to be purchased, a particular item (e.g., a particular flower purchase order) to be purchased from the seller, and the costs associated with the purchase/delivery of the purchase item. Such information may then be utilized to initiate and/or complete a purchase transaction for the purchase item. The name and address of the user’s mother may, for example, be determined by querying the user’s profile information, the user’s address book(s) or contact list(s), the user’s social network(s), one or more people search databases, etc. The payment method associated with the user may be determined by querying the user’s profile information. The seller from which flowers are to be purchased or the purchase item from the seller may be determined based on a set of preferred merchants indicated by a service provider (e.g., a company associated with the system 100), preference information associated with the user that identifies merchants approved by the user (e.g., the user’s profile information may identify a predefined set of merchants from which the user has approved the system 100 to purchase

products or services on behalf of the user), or similar criteria. For example, system 100 may determine which flowers are to be purchased from the merchant's range of offerings based on the user's profile information including the types of items a user likes, qualities of items the user likes, the categories of items a user likes, minimum item rating requirements, item pricing requirements, user location and context information, shipping requirements, etc. The associated costs may be determined based on information regarding the seller, the purchase item, the mother's address, the delivery method (e.g., different fees associated with one-day shipping, two-day shipping, etc.), the payment method (e.g., different fees associated with different payment methods), or other information.

[022] It should be noted that while, in some implementations, a purchase transaction for a product or service may be completed without further user input after receiving a natural language utterance (from which the product or service is determined), user input may be solicited (or received unsolicited) from a user in other implementations to determine payment information, shipping information, seller information, or other information that is to be used to complete the purchase transaction.

[023] In an implementation, upon receipt of a natural language utterance of a user, and without further user input after the receipt of the utterance, the system 100 may process the utterance to determine a product or service to be purchased, and present (e.g., via a graphical user interface, via an auditory user interface, etc.) a request for user confirmation (or user approval) of the product or service, shipping information that is to be used to deliver the product or service, payment information that is to be used to pay for the product or service, and/or other information to ensure that such information is correct and accepted by the user for use with purchasing the product or service. Upon receipt of the requested confirmation from the user, a purchase transaction for the product or service may be completed without further user input after the receipt of the requested confirmation.

[024] As an example, with respect to the above "Send flowers to my mother" utterance scenario, the following information may be presented to the user as part of the user confirmation request: (i) the name and address of the user's mother; (ii) a payment method

associated with the user; (iii) a seller from which flowers are to be purchased; (iv) a particular item (e.g., a particular flower purchase order) to be purchased from the seller; and (v) the costs associated with the purchase/delivery of the purchase item. As a further example, the user may provide any of the following utterances—"That's fine," "The information is correct," "Go ahead and purchase the flowers," "Order the flowers," or other utterance—to indicate the user's confirmation to complete the purchase transaction. As such, based on the confirmation, the purchase transaction for the purchase item (e.g., a particular flower purchase order) may be completed (e.g., without further user input after the receipt of the utterance "Send flowers to my mother" other than the confirmation utterance).

[025] In an implementation, user profile information (e.g., name, payment information, shipping information, preferences, etc.) may be pre-stored so that the user profile information may be utilized by system 100 for preparing and/or completing checkout of product or service purchases. In an implementation, defaults associated with the user profile information, such as default payment information, default shipping information, etc., may be automatically or manually pre-set for preparing and/or completing checkout of product or service purchases.

[026] In an implementation, preferred sellers, brands, style, size, or other parameters related to products or services may be automatically or manually pre-set as profile information. As an example, preferred sellers from which products or services are to be purchased and preferred brands of such products or services may be automatically pre-set by the system (e.g., pre-set to system preferred sellers and brands) until the preferences are manually modified by the user. The preferred store, brand, style, size, or other parameters may be obtained (e.g., in response to a natural language utterance indicating a product or service without further user input after the receipt of the utterance) to prepare and/or complete checkout of a product or service purchase unless the utterance (or other information) specifies otherwise. In another implementation, the profile information may include information relating to the general likes or dislikes of the user utilized to select the product or service to be purchased including the types of items a user likes, qualities of items the user likes, the categories of items a user likes,

minimum item rating requirements, item pricing requirements, user location and context information, shipping requirements, etc.

[027] In an implementation, preparation and/or completion of checkout of product or service purchases may be limited to certain categories of products or services (e.g., no automobiles), a particular price range (e.g., no more than \$100), etc., to reduce the number or severity of purchases related to fraud. The categories of product or services and/or the price ranges may, for instance, be automatically or manually pre-set (e.g., automatically preset by the system, manually pre-set by the user).

[028] Other uses of system 100 are described herein and still others will be apparent to those having skill in the art. Having described a high level overview of some of the system functions, attention will now be turned to various system components that facilitate these and other functions.

[029] System Components

[030] System 100 may include a computer system 104, one or more databases 132, one or more remote information sources 142, 144, 164, and/or other components.

[031] To facilitate these and other functions, computer system 104 may include one or more computing devices 110. Each computing device 110 may include one or more processors 112, one or more storage devices 114, and/or other components.

[032] Processor(s) 112 may be programmed by one or more computer program instructions, which may be stored in storage device(s) 114. The one or more computer program instructions may include, without limitation, voice commerce application 120. Voice commerce application 120 may itself include different sets of instructions that each program the processor(s) 112 (and therefore computer system 104) to perform one or more operations described herein. For example, voice commerce application 120 may include user input processing instructions 122, transaction preparation instructions 124, checkout management instructions 126, profile management instructions 128, user interface instructions 129, and/or other instructions 130 that program computer system 104. Other applications may, of course, include one or more of the instructions 120-130 to perform one or more operations as described herein. As used

herein, for convenience, the various instructions will be described as performing an operation, when, in fact, the various instructions program computer system 104 to perform the operation.

[033] In some implementations, a given user device 160 may comprise a given computer device 110. As such, the given user device 160 may comprise processor(s) 112 that are programmed with one or more computer program instructions, such as voice commerce instructions 120, user input processing instructions 122, transaction preparation instructions 124, checkout management instructions 126, profile management instructions 128, user interface instructions 129, and/or other instructions 130.

[034] As used hereinafter, for convenience, the foregoing instructions will be described as performing an operation, when, in fact, the various instructions may program processor(s) 112 (and thereafter computer system 104) to perform the operation.

[035] Registering User Information and Providing Voice Commerce

[036] In an implementation, voice commerce application 120 may register a user to use the system. For example, during registration of a user, voice commerce application 120 may obtain profile information of the user that includes user settings. Information obtained during registration (or registration information) may include, for example, user identification information, payment information, shipping information, user preferences, and/or other information. The registration information may also include preferred sellers, brands, style, size, or other parameters related to products or services as well as limits on the purchase of particular product and service categories and particular price ranges for products or services. In another implementation, the registration information may also include limitations of certain categories of products or services to be purchased and/or particular price ranges of the products or services to be purchased. The registration information may be stored as profile information associated with the user in one or more databases, such as a database 132.

[037] In an implementation, the voice commerce application 120 may process one or more user inputs to prepare and/or complete checkout of product or service purchases related to the one or more user inputs. The user inputs may comprise an auditory input (e.g., received via a microphone), a visual input (e.g., received via a camera), a tactile input (e.g., received via a

touch sensor device), an olfactory input, a gustatory input, a keyboard input, a mouse input, or other user input. As an example, a natural language utterance, a natural language gesture, or other natural language user input may be received from a user, and processed to determine the meaning of the user input (and corresponding actions, if any, to be taken) with respect to preparation and completion of a purchase transaction. It should be noted that while, in some implementations, the receipt of a natural language utterance may trigger preparation and/or completion of a purchase transaction with further user input after the receipt of the utterance, the receipt of a natural language input of another type (e.g., gestures or other non-verbal communication) may, in other implementations, trigger preparation and/or completion of a purchase transaction with further user input after the receipt of the input of the other type. As such, to the extent possible, one or more operations described herein as based on a natural language utterance may, in other implementations, instead be based on a natural language input of another type.

[038] The voice commerce application 120 may utilize instructions associated with one or more speech recognition engines, one or more natural language processing engines, or other components for processing user inputs to determine user requests related to the user inputs. For example, voice commerce application 120 may process a single utterance of a user to determine a product or service that is to be purchased, payment information that is to be used to pay for the product or service, shipping information that is to be used to deliver the product or service, and/or other information that is thereafter utilized to prepare and/or complete the purchase of the product or service.

[039] In an implementation, voice commerce application 120 may process a user input (e.g., a natural language utterance) to determine one or more words associated with the user input, and initiate one or more user requests (e.g., queries, commands, etc.) based on the determined words, context information associated with the user (e.g., a current location of the user, the time at which the user spoke the utterance, a product or service recently discussed by the user, or other context), user profile information, or other information. As an example, a user may speak the utterance "Order a pizza for delivery," and the voice commerce application 120 may

interpret the utterance and determine that the user's intent is to purchase a pizza for delivery to the user. In one use case, without further user input after receiving the utterance, the voice commerce application 120 may initiate and complete a purchase transaction for the pizza to be delivered. If, for instance, the voice commerce application 120 determines that the user is currently at home, it may complete a purchase transaction with a pizza restaurant from which the user has previously ordered pizza to have the previously ordered pizza delivered to the user's house.

[040] In an implementation, voice commerce application 120 may utilize a user input (e.g., a natural language utterance) to determine a product or service that is to be purchased by searching one or more databases associated with one or more sellers (e.g., partners, third party retailers, service providers, etc.). Results obtained from the search may include one or more products and/or services related to the user input. Each set of results may be individually grouped according to its source or product/service category. The voice commerce application 120 may automatically select the product/service to be purchased from the set of results. As an example, a single utterance may automatically result in the selection of a seller (e.g., a third party retailer) and the selection of a product related to the utterance that is available for purchase via the seller.

[041] In an implementation, the voice commerce application 120 may prepare and/or complete checkout of a product or service purchase related to one or more user inputs. The voice commerce application 120 may determine payment information that is to be used to pay for the product or service, shipping information that is to be used to deliver the product or service, and/or other information that is thereafter utilized to prepare and/or complete the purchase of the product or service. In one implementation, the voice commerce application 120 may automatically complete the checkout of the product or service purchase related to the one or more user inputs. As an example, a single utterance from the user may result in the preparation and/or completion of the checkout of the product or service without further input from the user. In another implementation, the voice commerce application 120 may provide a request for confirmation of the determined product or service, shipping information, payment

information, and/or other information to the user to solicit a confirmation from the user to complete the checkout of the product or service purchase.

[042] In an implementation, the voice commerce application 120 may utilize user profile information to prepare and/or complete checkout of product or service purchases via a user input. In an implementation, the voice commerce application 120 may utilize defaults associated with the user profile information, such as default payment information, default shipping information, etc., for preparing and/or completing checkout of product or service purchases. In another implementation, the voice commerce application 120 may utilize product and/or service preferences including preferred sellers, brands, style, size, or other parameters related to products or services for preparing and/or completing checkout of product or service purchases. In another embodiment, the voice commerce application 120 may limit checkout of product or service purchases to certain categories of products or services, a particular price range, etc., to reduce the number or severity of purchases related to fraud. In another implementation, the profile information may determine a product or service to be purchased based from profile information relating to the general likes or dislikes of the user including the types of items a user likes, qualities of items the user likes, the categories of items a user likes, minimum item rating requirements, item pricing requirements, user location and context information, shipping requirements, etc.

[043] Having described high level functions and operations of voice commerce application 120, attention will now be turned to particular functions and operations of voice commerce application 120 as illustrated through its various instructions. The various instructions (e.g., user input processing instructions 122, transaction preparation instructions 124, checkout management instructions 126, profile management instructions 128, user interface instructions 129, and/or other instructions 130) of voice commerce application 120 are described individually as discreet sets of instructions by way of illustration and not limitation, as two or more of the instructions may be combined.

[044] User Input Processing

[045] In an implementation, the user input processing instructions 122 may process one or more user inputs of a user to prepare and/or complete checkout of product or service purchases related to the one or more user inputs. The user inputs may comprise an auditory input (e.g., received via a microphone), a visual input (e.g., received via a camera), a tactile input (e.g., received via a touch sensor device), a keyboard input, a mouse input, or other user input. As described herein elsewhere, user input processing instructions 122 may comprise instructions associated with one or more speech recognition engines (e.g., speech recognition engine(s) 220 of FIG. 2), one or more natural language processing engines (e.g., natural language processing engine(s) 230 of FIG. 2), or other components for processing user inputs to determine user requests related to the user inputs. For example, user input processing instructions 122 may process a natural language utterance of a user to determine a product or service that is to be purchased, payment information that is to be used to pay for the product or service, shipping information that is to be used to deliver the product or service, and/or other information that is thereafter utilized to prepare and/or complete the purchase of the product or service.

[046] In one use case, if the user input is a natural language utterance spoken by a user, the natural language utterance may be processed by a speech recognition engine to recognize one or more words of the natural language utterance. The recognized words may then be processed, along with context information associated with the user, by a natural language processing engine to determine one or more products or services and/or other information (e.g., payment information, shipping information, seller information, associated cost information, etc.) that can be used to prepare and/or complete checkout of product or service purchases when the user provided the natural language utterance.

[047] In an implementation, the user input processing instructions 122 may utilize one or more previous user inputs (e.g., related to a product or service) in processing a particular user input to determine one or more products or services and/or other information (e.g., payment information, shipping information, seller information, associated cost information, etc.) that can be used to prepare and/or complete one or more checkout of product or service purchases.

[048] As an example, a first user input (that occurs prior to a second user input) may be indicative of a user's intent to make a purchase (e.g., without necessarily identifying a product or service type or a product or service), and the second user input may be indicative of a particular product or service type and/or a particular product or service (e.g., without necessarily being indicative of the user's intent to make a purchase). In one use case, for example, a user may provide the utterance "I'm looking to buy something" as the first user input, after which an automated personal assistant (of a related application) may ask the user what the user would like to buy. The user may respond with the second user input by saying "Flowers for my mom." The word "buy" may be recognized when speech recognition is performed on the first user input, and the word "flowers" may be recognized when speech recognition is performed on the second user input. Further processing on the word "buy" may indicate the user's intent to purchase, and further processing on the word "flowers" may indicate the particular product type of a product that the user would like to purchase.

[049] As another example, a first user input (that occurs prior to a second user input) may be indicative of a particular product or service type and/or a particular product or service (e.g., without necessarily being indicative of the user's intent to make a purchase), and the second user input may be indicative of a user's intent to make a purchase (e.g., without necessarily identifying a product or service type or a product or service). In one scenario, for example, the user may provide the utterance "Those are beautiful flowers" while viewing photographs on a friend's social networking page. Subsequently, the user may provide the utterance "I'd like to buy some." The words "those" and "flowers" may be recognized when speech recognition is performed on the first user input, and the words "buy" and "some" may be recognized when speech recognition is performed on the second user input. Further processing on the words "those" and "flowers" may indicate the flowers in the photographs that the user viewed on the friend's social networking page, and further processing on the words "buy" and "some" may indicate the user's intent to make a purchase.

[050] FIG. 2 illustrates a system 200 for facilitating natural language processing, according to an implementation of the invention. As shown in FIG. 2, system 200 may comprise input

device(s) 210, speech recognition engine(s) 220, natural language processing engine(s) 230, application(s) 240, output device(s) 250, database(s) 132, or other components.

[051] In an implementation, one or more components of system 200 may comprise one or more computer program instructions of FIG. 1 and/or processor(s) 112 programmed with the computer program instructions of FIG. 1. As an example, speech recognition engine(s) 220 and/or natural language processing engine(s) 230 may comprise user input processing instructions 122, transaction preparation instructions 124, checkout management instructions 126, profile management instructions 128, or other instructions.

[052] Input device(s) 210 may comprise an auditory input device (e.g., microphone), a keyboard, a mouse, or other input devices. Input received at input device(s) 210 may be provided to speech recognition engine(s) 220 and/or natural language processing engine(s) 230.

[053] Speech recognition engine(s) 220 may process one or more inputs received from input device(s) 210 to recognize one or more words represented by the received inputs. As an example, with respect to auditory input, speech recognition engine(s) 220 may process an audio stream captured by an auditory input device to isolate segments of sound of the audio stream. The sound segments (or a representation of the sound segments) are then processed with one or more speech models (e.g., acoustic model, lexicon list, language model, etc.) to recognize one or more words of the received inputs. Upon recognition of the words of received inputs, the recognized words may then be provided to natural language processing engine(s) 230 for further processing. In other examples, natural language processing engine(s) 230 may process one or more other types of inputs (e.g., visual input representing sign language communication, gestures, or other forms of communication) to recognize one or more words represented by the other types of inputs.

[054] Natural language processing engine(s) 230 may receive one or more inputs from input device(s) 210, speech recognition engine(s) 220, application(s) 240, database(s) 132, or other components. As an example, natural language processing engine(s) 230 may process inputs received from input device(s) 210, such as user inputs (e.g., voice, non-voice, etc.), location-based inputs (e.g., GPS data, cell ID, etc.), other sensor data input, or other inputs to

determine context information associated with one or more user inputs. As another example, natural language processing engine(s) 230 may obtain profile information, context information, or other information from database(s) 132. The obtained information (or context information determined based on inputs from input device(s) 210) may be processed to determine one or more user inputs of a user. In yet another example, natural language processing engine(s) 230 may process one or more recognized words from speech recognition engine(s) 220 and other information (e.g., information from input device(s) 210, application(s) 240, and/or database(s) 132) to determine one or more user inputs.

[055] In an implementation, natural language processing engine(s) 230, application(s) 240, or other components may store information in database(s) 132 for later use by natural language processing engine(s) 230, application(s) 240, or other components. As an example, as described in further detail elsewhere herein, natural language processing engine(s) 230 may store information regarding user inputs in database(s) 132 and/or update profile information, or other information in database(s) 132 based on the information regarding the user inputs.

[056] Transaction Preparation and Search for Products or Services

[057] In an implementation, transaction preparation instructions 124 may utilize information from a processing of the user inputs (e.g., one or more recognized words, product or service type, product name, seller name, etc.) to determine a product or service that is to be purchased. Transaction preparation instructions 124 may utilize such information to search one or more databases associated with one or more sellers (e.g., partners, third party retailers, service providers, etc.). Results obtained from the search may include one or more products and/or services related to the user input. The results are then utilized by the transaction preparation instructions 124 to select the product or service to be purchased by the user. As an example, a single utterance may automatically result in the selection of a seller (e.g., a third party retailer) and the selection of a product or service related to the utterance that is available for purchase via the seller.

[058] In an implementation, transaction preparation instructions 124 may obtain product or service results related to the user input that are available from a remote information source

140. Remote information sources 140 may include information sources that are accessible to computer system 104 via a remote or external network connection (e.g., outside of a firewall), such as the Internet. For example, as illustrated in FIG. 1, remote information source(s) 140 may include, without limitation, a third party search engine 142 (e.g., GOOGLE, BING, YAHOO, etc.), third party retailers 144, including online retailers and offline retailers having an online presence (e.g., AMAZON, GROUPON, EBAY, EXPEDIA, BESTBUY, etc.), third party service providers 146 (e.g., weather services, calendar/scheduling services, etc.), and/or other information source that is remotely accessible to computer system 104. In another implementation, the transaction preparation instructions 124 may select the product or service (that is to be purchased) from one or more predetermined sets of products or services stored in database 132. For example, system 200 may store one or more sets of predetermined products or services that may be selected by the transaction preparation instructions 124 or included in the product or service results.

[059] In an implementation, transaction preparation instructions 124 may provide a set of product and service results for the search. The transaction preparation instructions 124 may utilize the set of results to select the product or service that is to be purchased. In an implementation, the transaction preparation instructions 124 may select the product or service (that is to be purchased) according to a set of predefined rules. For example, the product or service (that is to be purchased) may be selected based on the user input, location of the user, cost comparison of sellers (e.g., partners, third party retailers, third party service providers, etc.), shipping date comparison of the sellers, or other criteria. In another implementation, the results of the search are presented for selection by the user. In another implementation, the profile information may include information relating to the general likes or dislikes of the user to determine the product or service to be purchased including the types of items a user likes, qualities of items the user likes, the categories of items a user likes, minimum item rating requirements, item pricing requirements, user location and context information, shipping requirements, etc.

[060] In an implementation, transaction preparation instructions 124 may utilize context information associated with the user to determine the product or service to be purchased. Based on the context information, the transaction preparation instructions 124 may refine the search for products or services to be purchased. In one embodiment, the context information may include personal data associated with the user, data from a database associated with the user, data describing an event, data describing an acoustic environment in which the spoken input is received, location, local time, etc. For example, the transaction preparation instructions 124 may utilize the time of the user input to further define the availability of product or service to be purchased.

[061] Continuing the foregoing examples, a user input related to “lawnmower” may cause transaction preparation instructions 124 to cause a search on a third party search engine 142 to be initiated using the search term “lawnmower.” In an implementation, depending on the context (e.g., indicating that the user intends to buy a lawnmower), transaction preparation instructions 124 may add additional search terms such as “purchase” or “sale.” Transaction preparation instructions 124 may search (in addition to or instead of) other remote information sources 140 as well (e.g., retail related to “lawnmower” from one or more third party retailers 144, landscaping services related to “lawnmower” from one or more third party service providers 146, and/or other information related to “lawnmower” from one or more other remote information sources 140).

[062] In another embodiment, the transaction preparation instructions 124 may utilize user inputs such as location-based inputs (e.g., GPS data, cell ID, etc.) to further refine the search for products or services to be purchased. The transaction preparation instructions 124 may utilize the location-based input to further refine the geographic area in which the products or services are offered. For example, if the user utters “Please buy a pizza,” the transaction preparation instructions 124 utilize the location-based inputs to determine the closest pizzeria in relation to the user. In an implementation, the transaction preparation instructions 124 may utilize website browsing information to refine the search for products or services to be purchased. For example, if the user utters “buy this” while browsing a retailing website, the transaction

preparation instructions 124 may utilize website browsing information to determine the product or service the user is viewing. It should be contemplated that the transaction preparation instructions 124 prepares and/or completes checkout of the determined product or service directly from the website (or the seller associated with the website) or from another seller that may not be associated with the website.

[063] In an implementation, the transaction preparation instructions 124 may utilize the profile information to select the product or service and/or the sellers from which the product or service is to be purchased. As described below, the profile information may include preferred sellers, brands, style, size, or other parameters related to products or services that may be automatically or manually pre-set. The profile information may also include the types of items a user likes, qualities of items the user likes, the categories of items a user likes, minimum item rating requirements, item pricing requirements, user location and context information, shipping requirements, etc. The transaction preparation instructions 124 may select the product or service and the sellers (from which the product or service is to be purchased) based on the profile information. As an example, preferred retailers from which products or services is to be purchased and preferred brands of such products or services may be automatically pre-set by the system (e.g., pre-set to system preferred sellers and brands) until the defaults are manually modified by users. The default store, brand, style, size, or other parameters may be obtained (in response to an utterance indicative of a user's intent to purchase a product or service) to prepare and/or complete checkout of a product or service purchase unless the single utterance (or other information) specifies otherwise.

[064] In an implementation, selection of the product or service purchases by the transaction preparation instructions 124 may be limited to certain categories of products or services (e.g., no automobiles), a particular price range (e.g., no more than \$100), etc., to reduce the number or severity of purchases related to fraud. The categories of product or services and/or the price ranges may, for instance, be automatically or manually pre-set (e.g., automatically preset by the system, manually pre-set by the user) and stored in the profile information.

[065] In one implementation, the transaction preparation instructions 124 may provide prospective transactions or offers to the user based on the user's profile information. For example, the transaction preparation instructions 124 may prepare a transaction for the user without any input from the user. In one implementation, the transaction preparation instructions 124 may analyze the user's profile information to determine any potential transaction opportunities, and provide a prospective transaction or offer related to the potential transaction opportunity. For example, in the case that voice commerce application 120 determines an upcoming anniversary of the user, the transaction preparation instructions 124 may prepare a prospective purchase for the user related to the anniversary. In another implementation, the transaction preparation instructions 124 may provide offers to the user related to purchases for the potential transaction opportunity.

[066] In an implementation, an administrator of the system 100 (or a subsystem thereof) may manage a set of predetermined sellers from whose inventories are searched for available products or services in response to a user input indicative of a user's intent to purchase. As an example, the administrator may specify a set of sellers that have priority over other sellers in having their products or services offered to users. Thus, a seller from which a product or service is to be purchased may be selected from the predetermined set of sellers specified by the administrator. Other criteria may, of course, be considered when selecting a seller with which a user is to complete a purchase transaction for a product or service.

[067] Checkout Management

[068] In an implementation, the checkout management instructions 126 may prepare and/or complete checkout of selected product or service purchases related to one or more user inputs. The checkout management instructions 126 may determine payment information that is to be used to pay for a selected product or service, shipping information that is to be used to deliver the selected product or service, and/or other information that is thereafter utilized to prepare and/or complete the purchase of the selected product or service. For example, the checkout management instructions 126 may utilize default payment information stored in the profile information for preparing or completing checkout of the selected product or service.

Likewise, the checkout management instructions 126 may utilize default shipping information stored in the profile information for preparing or completing checkout of the selected product or service. In another implementation, the checkout management instructions 126 utilize an address book or contact list of the user stored in the profile information to provide shipping information for checkout of products or services for individuals other than the user. For example, a user input may reference an individual, other than the user, that is recognized by the user input processing instructions 122 (e.g., “Send flowers to my mom” wherein the user’s mom is recognized as the intended recipient of the flowers). The checkout management instructions 126 may utilize the address book or contact list of the user to determine if the referenced individual’s address is available for input as the shipping information.

[069] In one implementation, the checkout management instructions 126 automatically complete the checkout of the product or service purchase. As an example, a single utterance from the user may result in the completion of checkout of the product or service without further input or approval from the user. In another implementation, the checkout management instructions 126 may present a request for confirmation of the determined product or service, shipping information, payment information, and/or other information to the user to solicit a confirmation from the user to complete the checkout of the product or service purchase. For example, the checkout management instructions 126 may prepare all of the aspects (e.g., payment information, shipping information, etc.) of checkout of the product or service purchase but wait until confirmation from the user to complete checkout.

[070] In an implementation, the checkout management instructions 126 may utilize user profile information for preparing and/or completing checkout of product or service purchases via a user input. In an implementation, the checkout management instructions 126 may utilize defaults associated with the user profile information, such as default payment information, default shipping information, etc., for preparing and/or completing checkout of product or service purchases. In another implementation, the checkout management instructions 126 utilize an address book or contact list of the user stored in the profile information to provide shipping information for checkout of products or services for individuals other than the user.

[071] Profile Management

[072] In an implementation, stored user profile information (e.g., name, payment information, shipping information, preferences, etc.) may be utilized by voice commerce application 120 for preparing and/or completing checkout of product or service purchases. In an implementation, profile management instructions 128 may automatically set defaults associated with the user profile information, such as default payment information, default shipping information, etc. In another implementation, profile management instructions 128 may automatically or manually pre-set profile information for preparing and/or completing checkout of product or service purchases. In an implementation, profile management instructions 128 enable the user to set profile information including default payment and shipping information utilized by the voice commerce application 120.

[073] In an implementation, profile management instructions 128 may automatically or pre-set preferred sellers, brands, style, size, or other parameters related to products or services. As an example, preferred retailers or service providers from which products or services are to be purchased and preferred brands of such products or services may be automatically pre-set by the profile management instructions 128 (e.g., pre-set to system preferred sellers and brands) until the preferences are manually modified by users. The preferred store, brand, style, size, or other parameters may be obtained (in response to a single utterance) to prepare and/or complete checkout of a product or service purchase unless the single utterance (or other information) specifies otherwise. In an implementation, profile management instructions 128 enable the user to set preferred sellers, brands, style, size, or other parameters related to products or services utilized by the voice commerce application 120. The profile management instructions 128 may automatically or pre-set information relating to the general likes or dislikes of the user to determine a product or service to be purchased including the types of items a user likes, qualities of items the user likes, the categories of items a user likes, minimum item rating requirements, item pricing requirements, user location and context information, shipping requirements, etc.

[074] In an implementation, profile management instructions 128 may automatically or pre-set limits of checkout of product or service purchases to certain categories of products or services (e.g., no automobiles), a particular price range (e.g., no more than \$100), etc., to reduce the number or severity of purchases related to fraud. The categories of product or services and/or the price ranges may, for instance, be automatically or manually pre-set (e.g., automatically preset by the system, manually pre-set by the user). In an implementation, profile management instructions 128 enable the user to set limits of checkout of product or service purchases to certain categories of products or services (e.g., no automobiles), a particular price range (e.g., no more than \$100), or other criteria.

[075] In another implementation, profile management instructions 128 may store profile information relating to the user's personal information. For example, the profile information may include the user's address book or contact list, calendar, and other information which assist the voice commerce application 120 in determining products or services to be purchased. In one implementation, the user's personal information may be pre-stored based on the registration information or otherwise set by the user.

[076] User Interface

[077] In an implementation, user interface instructions 129 may generate a voice commerce interface. The voice commerce interface may provide status information relating to the preparation and/or completion of checkout of product or service purchases. For example, the voice commerce interface may indicate to a user when checkout of product or service purchases is completed. In one implementation, the user interface instructions 129 may also provide the user with a request for confirmation to complete checkout of a product or service purchase. Examples of the voice commerce interface are illustrated with respect to FIGS. 5, 6A, and 5B.

[078] In an implementation, user interface instructions 129 may generate a profile information management interface. The profile management interface may allow the user to set profile information related to the purchase of products or services. For example, the profile management interface enables the user to set default payment and shipping information. The

profile management interface may also enable the user to set preferred sellers, brands, style, size, or other parameters related to products or services as well as limits of certain categories of products or services and particular price ranges.

[079] Examples of System Architectures and Configurations

[080] Different system architectures may be used. For example, all or a portion of voice commerce application 120 may be executed on a user device. In other words, computing device 110 as illustrated may include a user device operated by the user. In implementations where all or a portion of voice commerce application 120 is executed on the user device, the user device may search remote information sources, prepare or complete checkout of product or service purchases, generate the interface, and/or perform other functions/operations of voice commerce application 120.

[081] All or a portion of voice commerce application 120 may be executed on a server device. In other words, computing device 110 as illustrated may include a server device that obtains a user request from a user device operated by the user. In implementations where all or a portion of voice commerce application 120 is executed on the server device, the server device may search remote information sources 140, obtain sets of results, prepare or complete checkout of product or service purchases, provide the interface to a user device, and/or perform other functions/operations of voice commerce application 120.

[082] Although illustrated in FIG. 1 as a single component, computer system 104 may include a plurality of individual components (e.g., computer devices) each programmed with at least some of the functions described herein. In this manner, some components of computer system 104 may perform some functions while other components may perform other functions, as would be appreciated. The one or more processors 112 may each include one or more physical processors that are programmed by computer program instructions. The various instructions described herein are exemplary only. Other configurations and numbers of instructions may be used, so long as the processor(s) 112 are programmed to perform the functions described herein.

[083] It should be appreciated that although the various instructions are illustrated in FIG. 1 as being co-located within a single computing device 110, one or more instructions may be executed remotely from the other instructions. For example, some computing devices 110 of computer system 104 may be programmed by some instructions while other computing devices 110 may be programmed by other instructions, as would be appreciated. Furthermore, the various instructions described herein are exemplary only. Other configurations and numbers of instructions may be used, so long as processor(s) 112 are programmed to perform the functions described herein.

[084] The description of the functionality provided by the different instructions described herein is for illustrative purposes, and is not intended to be limiting, as any of instructions may provide more or less functionality than is described. For example, one or more of the instructions may be eliminated, and some or all of its functionality may be provided by other ones of the instructions. As another example, processor(s) 112 may be programmed by one or more additional instructions that may perform some or all of the functionality attributed herein to one of the instructions.

[085] The various instructions described herein may be stored in a storage device 114, which may comprise random access memory (RAM), read only memory (ROM), and/or other memory. The storage device may store the computer program instructions (e.g., the aforementioned instructions) to be executed by processor(s) 112 as well as data that may be manipulated by processor(s) 112. The storage device may comprise floppy disks, hard disks, optical disks, tapes, or other storage media for storing computer-executable instructions and/or data.

[086] The various components illustrated in FIG. 1 may be coupled to at least one other component via a network 102, which may include any one or more of, for instance, the Internet, an intranet, a PAN (Personal Area Network), a LAN (Local Area Network), a WAN (Wide Area Network), a SAN (Storage Area Network), a MAN (Metropolitan Area Network), a wireless network, a cellular communications network, a Public Switched Telephone Network, and/or other network. In FIG. 1 and other drawing Figures, different numbers of entities than

depicted may be used. Furthermore, according to various implementations, the components described herein may be implemented in hardware and/or software that configure hardware.

[087] User device(s) may include a device that can interact with computer system 104 through network 102. Such user device(s) may include, without limitation, a tablet computing device, a smartphone, a laptop computing device, a desktop computing device, a network-enabled appliance such as a “Smart” television, a vehicle computing device, and/or other device that may interact with computer system 104.

[088] The various databases 132 described herein may be, include, or interface to, for example, an Oracle™ relational database sold commercially by Oracle Corporation. Other databases, such as Informix™, DB2 (Database 2) or other data storage, including file-based (e.g., comma or tab separated files), or query formats, platforms, or resources such as OLAP (On Line Analytical Processing), SQL (Structured Query Language), a SAN (storage area network), Microsoft Access™, MySQL, PostgreSQL, HSpace, Apache Cassandra, MongoDB, Apache CouchDB™, or others may also be used, incorporated, or accessed. The database may comprise one or more such databases that reside in one or more physical devices and in one or more physical locations. The database may store a plurality of types of data and/or files and associated data or file descriptions, administrative information, or any other data. The database(s) 132 may be stored in storage device 114 and/or other storage that is accessible to computer system 104.

[089] Example Flow Diagrams

[090] The following flow diagrams describe operations that may be accomplished using some or all of the system components described in detail above and, in some implementations, various operations may be performed in different sequences and various operations may be omitted. Additional operations may be performed along with some or all of the operations shown in the depicted flow diagrams. One or more operations may be performed simultaneously. Accordingly, the operations as illustrated (and described in greater detail below) are exemplary by nature and, as such, should not be viewed as limiting.

[091] FIG. 3 depicts a data flow diagram for a process 300 for providing voice commerce, according to an implementation of the invention. The various processing operations and/or data flows depicted in FIG. 3 (and in the other drawing figures) are described in greater detail herein. The described operations may be accomplished using some or all of the system components described in detail above and, in some implementations, various operations may be performed in different sequences and various operations may be omitted. Additional operations may be performed along with some or all of the operations shown in the depicted flow diagrams. One or more operations may be performed simultaneously. Accordingly, the operations as illustrated (and described in greater detail below) are exemplary by nature and, as such, should not be viewed as limiting.

[092] In an operation 302, a natural language utterance of a user may be received. As an example, upon receipt, the natural language utterance may be processed by a speech recognition engine to recognize one or more words of the natural language utterance. The recognized words may then be processed, along with context information associated with the user, by a natural language processing engine to determine one or more products or services and/or other information (e.g., payment information, shipping information, seller information, associated cost information, etc.) that can be used to prepare and/or complete checkout of product or service purchases.

[093] In an operation 304, a product or service to be purchased on behalf of the user may be determined based on the natural language utterance. As an example, upon recognition of one or more words associated with the natural language utterance that are related to at least one product or service, the product/service-related words may be utilized to search one or more databases associated with one or more third party retailers and/or service providers, and obtain results indicating one or more products or services. The results may then be processed, along with context information associated with the user, to select the most relevant product or service as the product or service that is to be purchased on behalf of the user.

[094] As illustrated by FIG. 3, in one implementation, the product or service that is to be purchased may be determined without any further user input after the receipt of the natural

language utterance (from which the determination of the product or service to be purchased is based). In another implementation, the product or service that is to be purchased may be determined without further user input identifying the product or service after the receipt of the natural language utterance.

[095] In an operation 306, payment information that is to be used to pay for the product or service may be retrieved. As an example, default payment information associated with the user (e.g., for paying for product or services on behalf of the user) may be stored as profile information associated with the user. Such default payment may, for example, be retrieved from one or more databases storing the user's profile information, and utilized to pay for the product or service.

[096] In an operation 308, shipping information that is to be used to deliver the product or service may be retrieved. As an example, default shipping information associated with the user (e.g., for delivering products or services on behalf of the user) may be stored as profile information associated with the user. Such default shipping information may, for instance, be retrieved from one or more databases storing the user's profile information, and be utilized to deliver the product or service.

[097] In an operation 310, a purchase transaction for the product or service may be completed based on the payment information and the shipping information.

[098] As illustrated by FIG. 3, in one implementation, the purchase transaction may be completed without any further user input after the receipt of the natural language utterance (from which the determination of the product or service to be purchased is based). In another implementation, the product or service that is to be purchased may be determined without further user input identifying the product or service, identifying the payment information, or identifying the shipping information after the receipt of the natural language utterance.

[099] FIG. 4 depicts a data flow diagram for another process 400 for providing voice commerce, according to an implementation of the invention. The various processing operations and/or data flows depicted in FIG. 4 (and in the other drawing figures) are described in greater detail herein. The described operations may be accomplished using some or all of the system

components described in detail above and, in some implementations, various operations may be performed in different sequences and various operations may be omitted. Additional operations may be performed along with some or all of the operations shown in the depicted flow diagrams. One or more operations may be performed simultaneously. Accordingly, the operations as illustrated (and described in greater detail below) are exemplary by nature and, as such, should not be viewed as limiting.

[0100] As illustrated by FIG. 3, a natural language utterance of a user may be received, and a product or service that is to be purchased on behalf of the user may be determined based on the natural language utterance without further user input after the receipt of the natural language utterance. Payment information that is to be used to pay for the product or service, and shipping information that is to be used to deliver the product or service, may also be retrieved.

[0101] Referring back to FIG. 4, in an operation 402, a seller from which the product or service is to be purchased may be selected. As an example, the user may have specified a set of sellers from which the user prefers to purchase products or services. As such, the seller may be selected from the predetermined set of sellers specified by the user. As another example, an administrator of the system 100 (or of a subsystem of the system 100) may have specified a set of sellers that have priority over other sellers in having their products or services offered to users. Thus, the seller may be selected from the predetermined set of sellers specified by the administrator. As yet another example, a database of sellers may be queried to determine which seller has the product or service available for purchase. The sellers that have the product or service available for purchase may then be compared against one another to determine, for example, which seller has the lower price (or overall lower total purchase costs) for the product or service, which sellers has the highest customer rating, or other criteria in selecting the seller from which the product or service is to be purchased.

[0102] In an operation 404, seller information associated with the selected seller may be retrieved. As an example, seller information may comprise a name of the seller, contact information associated with the seller, a price at which the seller will sell the product or service

to the user, individual or overall costs involved with purchase of the product or service from the seller, a refund policy of the seller for the product or service, or other information.

[0103] In an operation 406, a request for user confirmation (to purchase the product or service from the seller and to use the payment information and the shipping information for a purchase transaction for the product or service) may be provided without further user input after the receipt of the utterance.

[0104] In an operation 408, it may be determined that the user has confirmed purchasing of the product or service from the seller and use of the payment information and the shipping information for the purchase transaction. As such, in an operation 410, the purchase transaction may be completed based on the seller information, the payment information, and the shipping information without further user input after the receipt of the utterance other than a user confirmation with respect to the confirmation request.

[0105] Example Screenshots

[0106] FIG. 5 illustrates a screenshot 502 of a user interface which facilitates voice commerce, according to an implementation of the invention. The described screenshots may be accomplished using some or all of the system components described in detail above. As shown in screenshot 502 of FIG. 5, a voice commerce application may enable the user to complete checkout of product or service purchases via a single utterance. As depicted in screenshot 502, the user may say "Send flowers to Betsy." In response to receiving the utterance from the user, the voice commerce application may determine that flowers are to be purchased, and select a third party retailer from which to purchase the flowers. As an example, the user may have purchased a particular kind of flower (e.g., red roses) for Betsy numerous times in the past. As such, the particular kind of flower may be determined as the particular product that is to be purchased on behalf of the user for Betsy. The selection of the product may, for example, be performed without further user input identifying the product type (e.g., flowers) after the receipt of the utterance, without any further user input after the receipt of the utterance, etc.

[0107] The voice commerce application may also determine the payment information to be used to pay for the flowers. Because the utterance indicates that the flowers are to be sent to

Betsy, the voice commerce application may determine Betsy's address from the user's address book or contact list and provide Betsy's shipping information to the retailer. The voice commerce application may then, for example, complete a purchase transaction using seller information associated with the third party retailer, the payment information, the shipping information, or other information without further user input from the user. Upon completing the purchase transaction for the flowers, the voice commerce application may indicate that checkout for the flowers has been completed. In an implementation, the product to be purchased, a seller from which the product is to be purchased, payment information, shipping information, or other information may be displayed to the user.

[0108] FIGS. 6A and 6B illustrate screenshots 602 and 604 of another user interface which facilitates voice commerce, according to an implementation of the invention. The described screenshots may be accomplished using some or all of the system components described in detail above. As shown in screenshot 602 of FIG. 6A, a voice commerce application may solicit a user confirmation from a user with respect to a product purchase before completing checkout of the product purchase. As depicted in screenshot 602, the user may say "Send flowers to Betsy." In response to receiving the single utterance from the user, the voice commerce application may determine that flowers are to be purchased, and select a third party retailer from which to purchase the flowers. The voice commerce application may also determine the payment information to be used to pay for the flowers. Because the utterance indicates that the flowers are to be sent to Betsy, the voice commerce application may determine Betsy's address from the user's address book or contact list and provide Betsy's shipping information to the retailer. The voice commerce application may then present a request for user confirmation of the purchase to the user (e.g., without further user input after the receipt of the utterance). As shown in screenshot 604, the user may confirm purchase of the flowers by saying "Yes." Upon confirmation of the purchase, the voice commerce application may indicate that checkout for the flowers has been completed.

[0109] FIG. 7A illustrates a screenshot 702 of a user interface which facilitates management of user profile information, according to an implementation of the invention. The described

screenshots may be accomplished using some or all of the system components described in detail above. As shown in screenshot 702, the user profile information interface includes the user name, default payment information, and default shipping information. The user may edit any data fields associated with the user name, default payment information, and default shipping information.

[0110] FIG. 7B illustrates a screenshot 704 of another user interface which facilitates management of user profile information, according to an implementation of the invention. The described screenshots may be accomplished using some or all of the system components described in detail above. As shown in screenshot 704, the user profile information interface may enable the user to pre-set preferences of different products and/or services to be purchased. The profile information interface includes a product/service category that may be selected by the user. For each product/service category, the user may select preferred sellers, preferred brands, preferred styles, preferred sizes, and other parameters related to the products/services to be selected. The user may also limit certain categories of products or services to a particular price range. The user may edit any data field associated with product/service category to include preferred retail stores/service providers, preferred brands, preferred styles, preferred sizes, and price ranges.

[0111] Other implementations, uses and advantages of the invention will be apparent to those skilled in the art from consideration of the specification and practice of the invention disclosed herein. The specification should be considered exemplary only, and the scope of the invention is accordingly intended to be limited only by the following claims.

What is claimed is:

1. A method for providing voice commerce, the method being implemented on a computer system having one or more physical processors programmed with computer program instructions which, when executed, perform the method, the method comprising:

receiving, by the computer system, a first user input comprising a natural language utterance;

providing, by the computer system, the natural language utterance as an input to a speech recognition engine;

obtaining, by the computer system, one or more words or phrases recognized from the natural language utterance as an output of the speech recognition engine;

searching, by the computer system, one or more databases based on the one or more words or phrases;

selecting, by the computer system, without further user input after the receipt of the first user input, a product or service to be purchased based on the search;

receiving, by the computer system, a second user input indicating confirmation by a user to complete a purchase transaction of the selected product or service; and

completing, by the computer system, without further user input after the receipt of the second user input, a purchase transaction of the selected product or service.

2. The method of claim 1, wherein selecting the product or service further comprises:

determining, by the computer system, a context based at least on the one or more words or phrases, wherein the product or service is selected based at least on the determined context.

3. The method of claim 1, wherein completing the purchase transaction for the selected product or service comprises:

obtaining, by the computer system, payment information with which to pay for the selected product or service, wherein the purchase transaction is completed based on the payment information without receiving confirmation of the payment information by the user.

4. The method of claim 1, wherein completing the purchase transaction for the selected product or service comprises:

obtaining, by the computer system, shipping information with which to deliver the selected product or service, wherein the shipping information specifies a name or address of a recipient to which the selected product or service is to be delivered after the selected product or service is purchased, and wherein the purchase transaction is completed based on the shipping information without receiving confirmation of the shipping information by the user.

5. The method of claim 1, the method further comprising:

obtaining, by the computer system, seller information describing one or more products or services available from one or more sellers via one or more remote information sources; and
storing, by the computer system, the seller information in the one or more databases.

6. The method of claim 5, wherein the one or more remote information sources comprise at least a third party search engine, a third party retailer, and/or a third party service provider.

7. The method of claim 5, wherein the method further comprises:

selecting, by the computer system, a seller from which to purchase the selected product or service.

8. The method of claim 7, wherein the seller information comprises a price at which the one or more sellers will sell the one or more products or services, wherein selecting the seller comprises selecting the seller based on the price at which the seller will sell the selected product or service.

9. The method of claim 7, the method further comprising:
obtaining, by the computer system, user profile information associated with the user, wherein the user profile information indicates a predetermined set of sellers associated with the user, wherein selecting the seller comprises selecting the seller from the predetermined set of sellers indicated by the user profile information.
10. The method of claim 7, the method further comprising:
obtaining, by the computer system, a predetermined set of sellers specified by an administrator of the system that is different than the user, wherein selecting the seller comprises selecting the seller from the predetermined set of administrator-specified sellers.
11. The method of claim 1, wherein completing the purchase transaction of the selected product or service comprises:
obtaining, by the computer system, payment information with which to pay for the selected product or service; and
obtaining, by the computer system, shipping information with which to deliver the selected product or service, wherein the shipping information specifies a name or address of a recipient to which the selected product or service is to be delivered after the selected product or service is purchased, and wherein the purchase transaction is completed based on the payment information and the shipping information.
12. The method of claim 11, the method further comprising:
identifying, by the computer system, an intended recipient of the identified product or service based on the first user input and/or the second user input, and wherein obtaining the shipping information comprises:
obtaining, by the computer system, an address of the intended recipient.

13. The method of claim 12, wherein obtaining the address of the intended recipient comprises:

accessing, by the computer system, an address book of the user, wherein the address book comprises an identification of the intended recipient and the address of the intended recipient.

14. The method of claim 11, the method further comprising:

completing, by the computer system, the purchase transaction without receiving confirmation of the payment information or the shipping information by the user.

15. The method of claim 1, the method further comprising:

providing, by the computer system, without further user input after the receipt of the first user input, a request for user confirmation to complete the purchase transaction for the selected product or service, wherein the second user input is received responsive to the request;

determining, by the computer system, that the user has confirmed the purchase transaction based on the second user input, wherein the purchase transaction of the selected product or service is completed based on the determination.

16. A system for providing voice commerce, the system comprising:

one or more physical processors programmed with computer program instructions which, when executed, cause the one or more physical processors to:

receive a first user input comprising a natural language utterance;

provide the natural language utterance as an input to a speech recognition engine;

obtain one or more words or phrases recognized from the natural language utterance as an output of the speech recognition engine;

search one or more databases based on the one or more words or phrases;

select, without further user input after the receipt of the first user input, a product or service to be purchased based on the search;

receive a second user input indicating confirmation by a user to complete a purchase transaction of the selected product or service; and

complete, without further user input after the receipt of the second user input, a purchase transaction of the selected product or service.

17. The system of claim 16, wherein to select the product or service, the one or more physical processors are further caused to:

determine a context based at least on the one or more words or phrases, wherein the product or service is selected based at least on the determined context

18. The system of claim 16, wherein to complete the purchase transaction for the selected product or service, the one or more physical processors are further caused to:

obtain, without further user input after the receipt of the user input, payment information with which to pay for the selected product or service, wherein the purchase transaction is completed based on the payment information without receiving confirmation of the payment information by the user.

19. The system of claim 16, wherein to complete the purchase transaction for the selected product or service, the one or more physical processors are further caused to:

obtain, shipping information with which to deliver the selected product or service, wherein the shipping information specifies a name or address of a recipient to which the selected product or service is to be delivered after the selected product or service is purchased, and wherein the purchase transaction is completed based on the shipping information without receiving confirmation of the shipping information by the user.

20. The system of claim 16, wherein the one or more physical processors are further caused to:

obtain seller information describing one or more products or services available from one or more sellers via one or more remote information sources; and
store the seller information in the one or more databases.

21. The system of claim 20, wherein the one or more remote information sources comprise at least a third party search engine, a third party retailer, and/or a third party service provider.

22. The system of claim 20, wherein the one or more physical processors are further caused to:

select a seller from which to purchase the selected product or service.

23. The system of claim 22, wherein the seller information comprises a price at which the one or more sellers will sell the one or more products or services, wherein to select the seller, the one or more physical processors are further caused to:

select the seller based on the price at which the seller will sell the selected product or service.

24. The system of claim 22, wherein the one or more physical processors are further caused to:

obtain user profile information associated with the user, wherein the user profile information indicates a predetermined set of sellers associated with the user, wherein selecting the seller comprises selecting the seller from the predetermined set of sellers indicated by the user profile information.

25. The system of claim 22, wherein the one or more physical processors are further caused to:

obtain a predetermined set of sellers specified by an administrator of the system that is different than the user, wherein selecting the seller comprises selecting the seller from the predetermined set of administrator-specified sellers.

26. The system of claim 16, wherein to complete the purchase transaction of the selected product or service, the one or more physical processors are further caused to:

obtain payment information with which to pay for the selected product or service; and
obtain shipping information with which to deliver the selected product or service,
wherein the shipping information specifies a name or address of a recipient to which the selected product or service is to be delivered after the selected product or service is purchased, and wherein the purchase transaction is completed based on the payment information and the shipping information.

27. The system of claim 26, wherein the one or more physical processors are further caused to:

identify an intended recipient of the identified product or service based on the first user input and/or the second user input, and wherein to obtain the shipping information, the one or more physical processors are further caused to:
obtain an address of the intended recipient.

28. The system of claim 27, wherein to obtain the address of the intended recipient, the one or more physical processors are further caused to:

access an address book of the user, wherein the address book comprises an identification of the intended recipient and the address of the intended recipient.

29. The system of claim 26, wherein the one or more physical processors are further caused to:

complete the purchase transaction without receiving confirmation of the payment information or the shipping information by the user.

30. The system of claim 16, wherein the one or more physical processors are further caused to:

provide, without further user input after the receipt of the first user input, a request for user confirmation to complete the purchase transaction for the selected product or service, wherein the second user input is received responsive to the request;

determine that the user has confirmed the purchase transaction based on the second user input, wherein the purchase transaction of the selected product or service is completed based on the determination.

31. A method for providing voice commerce, the method being implemented on a computer system having one or more physical processors programmed with computer program instructions which, when executed, perform the method, the method comprising:

receiving, by the computer system, a first user input comprising a natural language utterance;

recognizing, by the computer system, one or more words or phrases from the natural language utterance;

searching, by the computer system, one or more databases based on the one or more recognized words or phrases;

causing, by the computer system, a set of search results to be presented to a user based on the search, the search results indicating one or more products or services available for purchase;

receiving, by the computer system, a second user input comprising a selection of at least one of the set of search results, the selection identifying one or more products or services to be purchased on behalf of the user based on the second user input;

obtaining, by the computer system, user profile information associated with the user;

identifying, by the computer system, payment information and shipping information based on the user profile information; and

completing, by the computer system, without further user input after identifying the payment information and the shipping information, a purchase transaction of the identified one or more products or services.

32. The method of claim 31, wherein recognizing the one or more words or phrases from the natural language utterance comprises:

providing, by the computer system, the natural language utterance as an input to a speech recognition engine; and

obtaining, by the computer system, the one or more words or phrases recognized from the natural language utterance as an output of the speech recognition engine.

33. The method of claim 31, the method further comprising:

obtaining, by the computer system, seller information describing one or more products or services available from one or more sellers via one or more remote information sources; and

storing, by the computer system, the seller information in the one or more databases.

34. The method of claim 31, wherein completing the purchase transaction without further user input after identifying the payment information and the shipping information comprises:

completing, by the computer system, the purchase transaction without receiving confirmation of the payment information or the shipping information by the user.

35. A system for providing voice commerce, the system comprising:
one or more physical processors programmed with computer program instructions
which, when executed, cause the one or more physical processors to:
- receive a first user input comprising a natural language utterance;
 - recognize one or more words or phrases from the natural language utterance;
 - search one or more databases based on the one or more recognized words or phrases;
 - cause a set of search results to be presented to a user based on the search, the search results indicating one or more products or services available for purchase;
 - receive a second user input comprising a selection of at least one of the set of search results, the selection identifying one or more products or services to be purchased on behalf of the user based on the second user input;
 - obtain user profile information associated with the user;
 - identify payment information and shipping information based on the user profile information; and
 - complete, without further user input after identifying the payment information and the shipping information, a purchase transaction of the identified one or more products or services.
36. The system of claim 35, wherein to recognize the one or more words or phrases from the natural language utterance, the one or more physical processors are further caused to:
- provide the natural language utterance as an input to a speech recognition engine; and
 - obtain the one or more words or phrases recognized from the natural language utterance as an output of the speech recognition engine.

37. The system of claim 35, wherein the one or more physical processors are further caused to:

obtain seller information describing one or more products or services available from one or more sellers via one or more remote information sources; and
store the seller information in the one or more databases.

38. The system of claim 35, wherein to complete the purchase transaction without further user input after identifying the payment information and the shipping information, the one or more physical processors are further caused to:

complete the purchase transaction without receiving confirmation of the payment information or the shipping information by the user.

ABSTRACT OF THE DISCLOSURE

In certain implementations, a system for facilitating voice commerce is provided. A user input comprising a natural language utterance related to a product or service to be purchased may be received. A first product or service that is to be purchased may be determined based on the utterance. First payment information that is to be used to purchase the first product or service may be obtained. First shipping information that is to be used to deliver the first product or service may be obtained. A purchase transaction for the first product or service may be completed based on the first payment information and the first shipping information without further user input, after the receipt of utterance, that identifies a product or service type or a product or service, seller information, payment information, shipping information, or other information related to purchasing the first product or service .

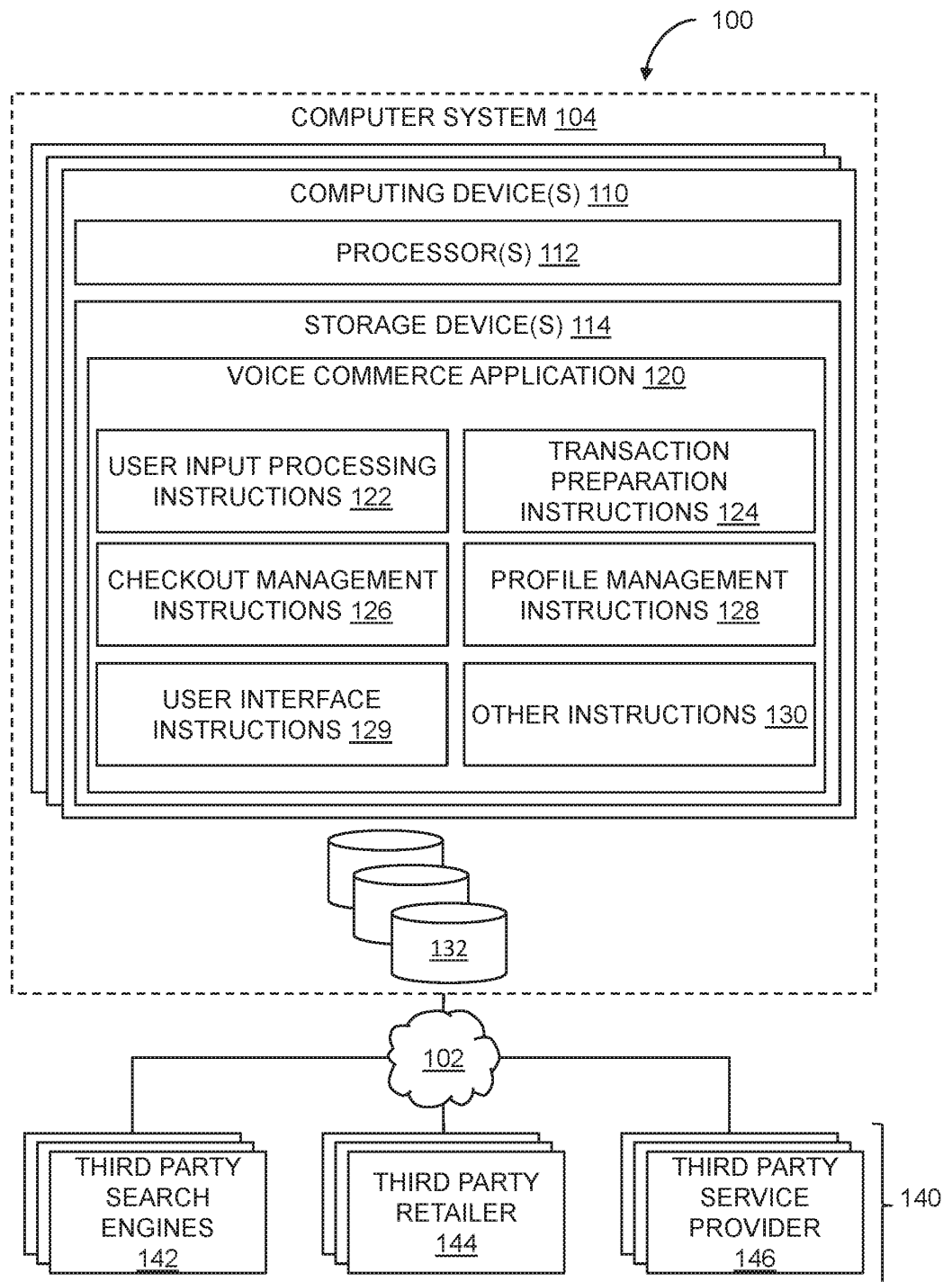


FIG. 1

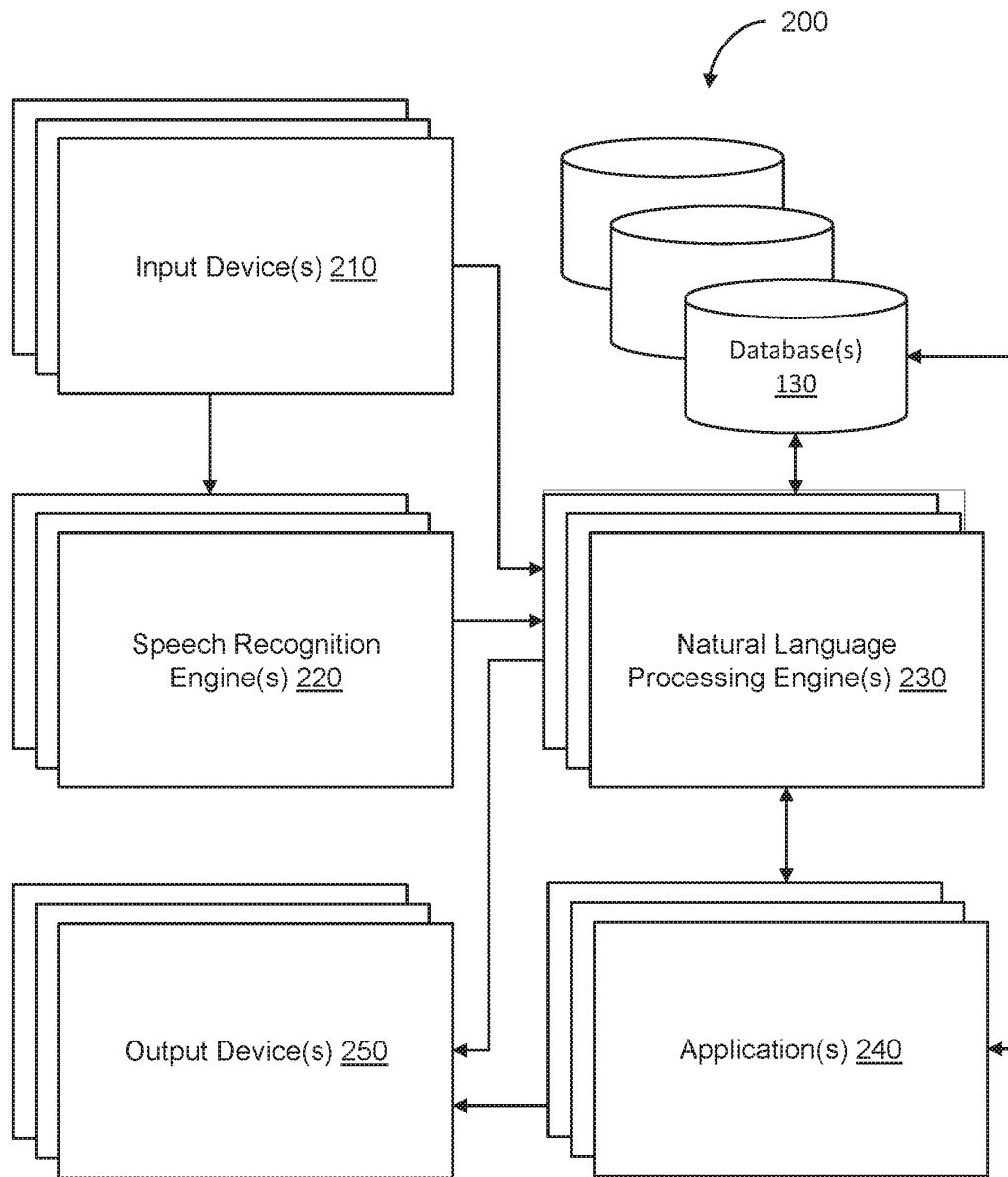


FIG. 2

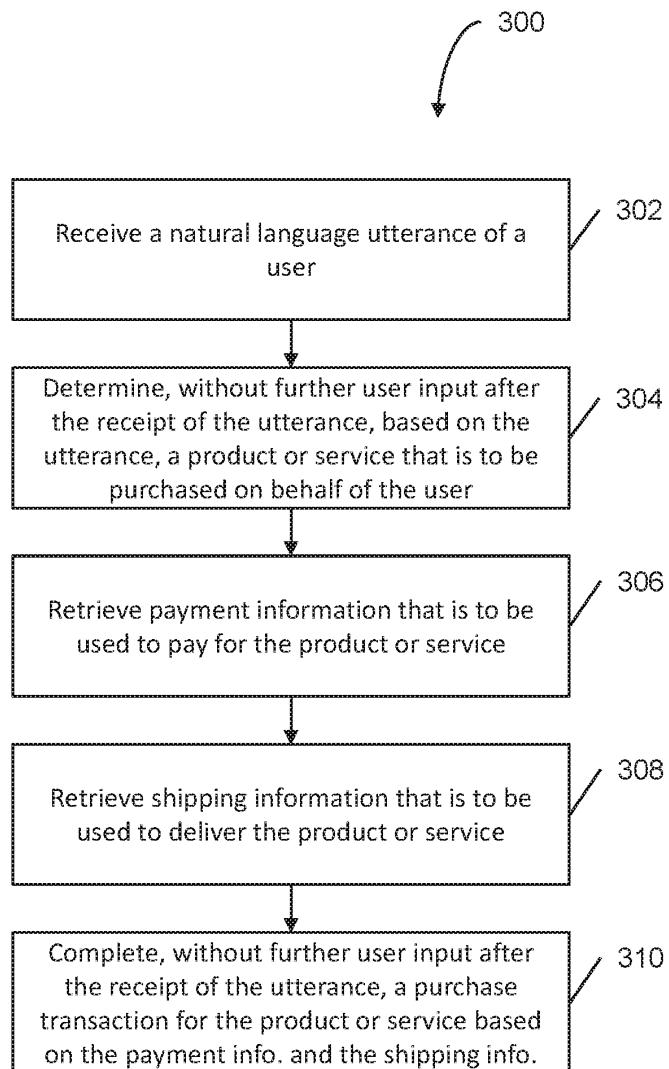


FIG. 3

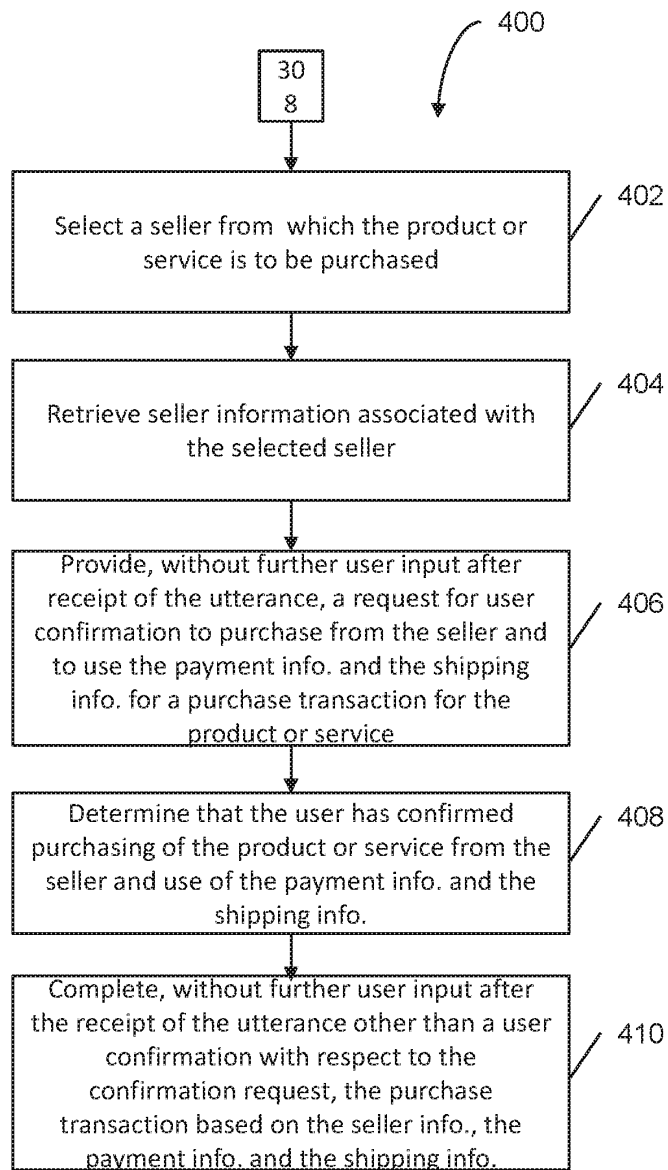


FIG. 4

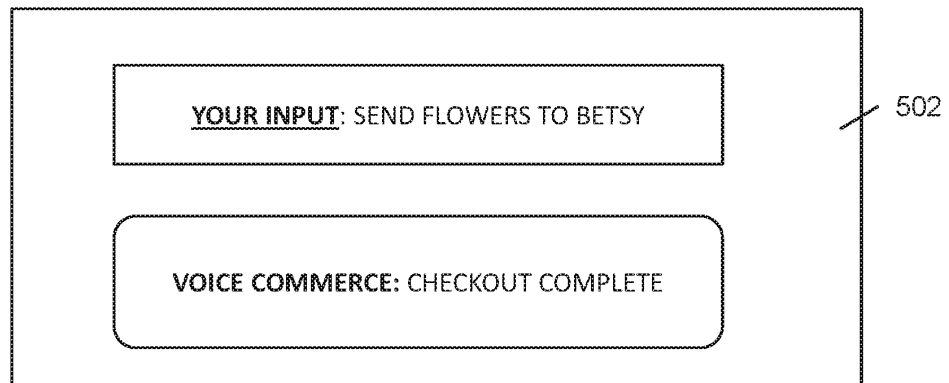


FIG. 5



FIG. 6A

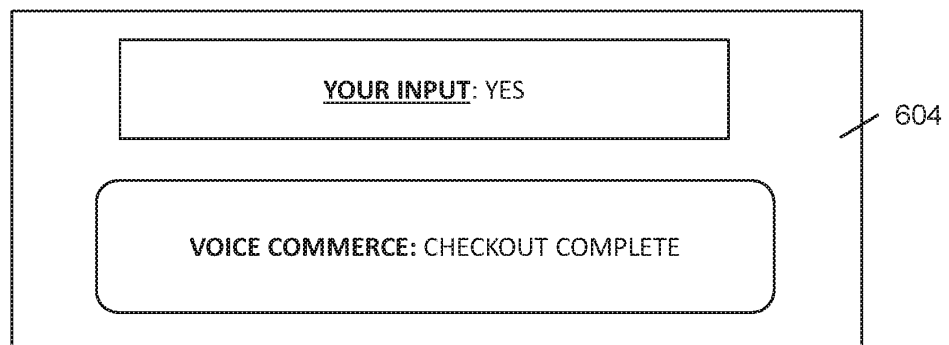


FIG. 6B

PROFILE INFORMATION

NAME:
JOHN DOE

DEFAULT PAYMENT INFORMATION:
CREDIT CARD, xxx-xxxx-1234, EX. DATE 12/31/15

DEFAULT SHIPPING INFORMATION:
789 NEW YORK AVE, NEW YORK CITY, NY

702

FIG. 7A

PROFILE INFORMATION

PRODUCT CATEGORY:
SHIRTS

PREFERRED RETAIL STORE:
XYZ STORE

PREFERRED BRAND
XYZ BRAND

PREFERRED STYLE:
TRADITIONAL

PREFERRED SIZE
LARGE

PRICE RANGE
\$25.00 - \$75.00

704

FIG. 7B

**DECLARATION (37 C.F.R. 1.63) FOR UTILITY PATENT APPLICATION USING AN
APPLICATION DATA SHEET (37 C.F.R. 1.76) AND ASSIGNMENT**

Title of Invention: **VOICE COMMERCE**

As a below named inventor, I hereby declare that:

This declaration is directed to the attached application, or (if following box is checked):

☒ [X] United States application number 14/855,334 filed on SEPTEMBER 15, 2015.

The above-identified application was made or authorized to be made by me.

I believe that I am the original inventor or an original joint inventor of a claimed invention in the application.

I have reviewed and understand the contents of the application, including the claims.

I am aware of the duty to disclose to the United States Patent and Trademark Office all information known to me to be material to patentability as defined in 37 CFR Section 1.56.

I hereby acknowledge that any willful false statement made in this declaration is punishable under 18 U.S.C. 1001 by fine or imprisonment of not more than five (5) years, or both.

WHEREAS, the undersigned inventor(s) (hereinafter "Assignor"), has/have made an invention entitled "**VOICE COMMERCE**" disclosed in the above-identified patent application and further identified by the Attorney Docket Number provided in the header of this document, and

WHEREAS, **VOICEBOX TECHNOLOGIES CORPORATION** (hereinafter "Assignee"), having a place of business at **11980 NE 24th Street, Suite 100, Bellevue, WA 98005**, is desirous of acquiring the entire right, title and interest in and to the aforesaid invention, application and all Letters Patent of the United States or any foreign country, including continuations, continuations-in-part, reissues, reexaminations, extensions, substitutes, and divisions which may be granted therefor;

NOW THEREFORE, in consideration of the sum of One Dollar (\$1.00) and other good and valuable consideration, the receipt of which is hereby acknowledged, I, the said Assignor, by these presents do sell, assign and transfer unto Assignee, its successors, legal representatives and assigns, the full and exclusive right in and to the said invention as described in the said application, and in and to any Letters Patent of the United States or any foreign country, including continuations, continuations-in-part, reissues, reexaminations, extensions, substitutes, and divisions which may be granted therefor and all rights to claim priority on the basis of said application; and I further grant to Assignee the sole right to sue and collect damages for past infringement;

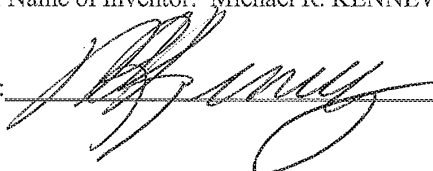
AND I HEREBY authorize and request the Commissioner of Patents and Trademarks or any other proper officer or agency of any country to issue all said Letters Patent to said Assignee;

AND I HEREBY warrant and covenant that I have the full right to convey the entire interest herein assigned and that I have not executed and will not execute any instrument or assignment in conflict herewith;

AND I HEREBY agree to communicate to said Assignee or its representatives any facts known to me respecting said invention, to execute all divisional, continuation, reissue, reexamination, extension, substitute, and foreign applications, sign all lawful documents and make all rightful oaths and declarations relating to said invention, execute and deliver any and all papers that may be necessary or desirable to perfect the title to this invention in said Assignee, its successors, legal representatives or assigns, and to testify in any judicial or administrative proceeding and generally do everything possible to aid the said Assignee to obtain and enforce said Letters Patent in the United States or any foreign country when requested so to do by said Assignee.

(1) Legal Name of Inventor: Michael R. KENNEWICK, SR.

Signature: _____



Date: _____

