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(54) Title: SYSTEM AND METHOD FOR INTEGRATED CX-AX CONTACT CENTER TESTING

(57) Abstract: A system comprising a call center, contact system test engine, plurality of networks, at least one remote server, at least one remote database, which allows users to automate call center testing and combine synchronized results for agent-customer calls (AX-CX test synchronization). The system is further accomplished with methods, using different techniques for synchronizing the testing for both customer and agent results, and producing these test results in a mobile dashboard and web-accessible dashboard.



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A. CLASSIFICATION OF SUBJECT MATTER		
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According to International Patent Classification (IPC) or to both national classification and IPC		
B. FIELDS SEARCHED		
Minimum documentation searched (classification system followed by classification symbols)		
H04M 3/00, 3/22-3/28, 3/42, 3/487, 3/497, 3/50-3/527, 1/24, G06F 11/00, 11/36, 9/44, H04M 1/24, 15/00, H04L 12/58		
Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched		
Electronic data base consulted during the international search (name of data base and, where practicable, search terms used)		
PatSearch (RUPTO internal), Esp@cenet, PAJ, USPTO, Information Retrieval System of FIPS		
C. DOCUMENTS CONSIDERED TO BE RELEVANT		
Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X Y	WO 2016/118942 A1 (ZILLES RUSSELL et al.) 28.07.2016, abstract, p. 4, lines 1-4, p. 6, lines 13-24, p. 7, lines 26-28, p. 8, lines 15-20, p. 11, lines 19-21, p. 12, lines 15-25, p. 13, lines 8-15, p. 14, lines 4-8, p. 17, claims 6-8, p. 18, lines 15-25, fig. 5, 6A	1-4, 9-12 5-8, 13-16
Y	US 9692894 B2 (MATTERSIGHT CORPORATION) 27.06.2017, col. 10, lines 55-65	5-8, 13-16
A	US 7680250 B1 (INTERACTIVE QUALITY SERVICES) 16.03.2010	1-16
A	US 2005/0014116 A1 (ACCENTURE GLOBAL SERVICES GMBH) 20.01.2005	1-16
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