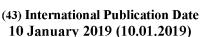
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(57) Abstract: A system comprising a call center, contact system test engine, plurality of networks, at least one remote server, at least one remote database, which allows users to automate call center testing and combine synchronized results for agent-customer 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.

# INTERNATIONAL SEARCH REPORT

DOCUMENTS CONSIDERED TO BE RELEVANT

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### A. CLASSIFICATION OF SUBJECT MATTER

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Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

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PatSearch (RUPTO internal), Esp@cenet, PAJ, USPTO, Information Retrieval System of FIPS

#### Citation of document, with indication, where appropriate, of the relevant passages Category\* Relevant to claim No. 1-4, 9-12 X WO 2016/118942 A1 (ZILLES RUSSELL et al.) 28.07.2016, abstract, p. 4, lines 1-Y 4, p. 6, lines 13-24, p. 7, lines 26-28, p. 8, lines 15-20, p. 11, lines 19-21, p. 12, 5-8, 13-16 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 US 9692894 B2 (MATTERSIGHT CORPORATION) 27.06.2017, col. 10, lines 55-Y 5-8, 13-16 65 US 7680250 B1 (INTERACTIVE QUALITY SERVICES) 16.03.2010 1-16 Α US 2005/0014116 A1 (ACCENTURE GLOBAL SERVICES GMBH) 20.01.2005 1-16 Α Further documents are listed in the continuation of Box C. See patent family annex. Special categories of cited documents: "T" later document published after the international filing date or priority date and not in conflict with the application but cited to understand "A" document defining the general state of the art which is not considered the principle or theory underlying the invention "X" document of particular relevance; the claimed invention cannot be to be of particular relevance "E" earlier document but published on or after the international filing date considered novel or cannot be considered to involve an inventive "L" document which may throw doubts on priority claim(s) or which is step when the document is taken alone "Y" cited to establish the publication date of another citation or other document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is special reason (as specified) "O" document referring to an oral disclosure, use, exhibition or other combined with one or more other such documents, such combination being obvious to a person skilled in the art "p" document published prior to the international filing date but later than "&" document member of the same patent family the priority date claimed Date of mailing of the international search report Date of the actual completion of the international search 24 January 2019 (24.01.2019) 31 January 2019 (31.01.2019) Name and mailing address of the ISA/RU: Authorized officer Federal Institute of Industrial Property. Berezhkovskaya nab., 30-1, Moscow, G-59, E. Krivtsova GSP-3, Russia, 125993 Facsimile No: (8-495) 531-63-18, (8-499) 243-33-37 Telephone No. (495)531-64-81