

(19) World Intellectual Property Organization
International Bureau



(43) International Publication Date
5 April 2007 (05.04.2007)

PCT

(10) International Publication Number
WO 2007/037875 A3

- (51) International Patent Classification:
G10L 13/08 (2006.01)
- (21) International Application Number:
PCT/US2006/033387
- (22) International Filing Date: 28 August 2006 (28.08.2006)
- (25) Filing Language: English
- (26) Publication Language: English
- (30) Priority Data:
11/237,081 28 September 2005 (28.09.2005) US
- (71) Applicant (for all designated States except US): CISCO TECHNOLOGY, INC. [US/US]; Mail Stop 10/2/1, 300 East Tasman, San Jose, California 95164 (US).
- (72) Inventors; and
- (75) Inventors/Applicants (for US only): SHAFFER, Shmuel [US/US]; 1211 Cowper Street, Palo Alto, California 94301 (US). GATZKE, Alan, D. [US/US]; 2123 Belfair Avenue Ne, Bainbridge Island, Washington 98110 (US). PATEL, Labhesh [IN/US]; 199 New Montgomery Street, Unit

#802, San Francisco, California 94105 (US). JAIN, Mukul [IN/US]; 1746 Willow Lake Lane, San Jose, California 95131 (US).

(74) Agents: STEFFEY, Charles, E. et al.; Schwegman, Lundberg & Woessner, P.A., P.O. Box 2938, Minneapolis, Minnesota 55402 (US).

(81) Designated States (unless otherwise indicated, for every kind of national protection available): AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG, BR, BW, BY, BZ, CA, CH, CN, CO, CR, CU, CZ, DE, DK, DM, DZ, EC, EE, EG, ES, FI, GB, GD, GE, GH, GM, HN, HR, HU, ID, IL, IN, IS, JP, KE, KG, KM, KN, KP, KR, KZ, LA, LC, LK, LR, LS, LT, LU, LV, LY, MA, MD, MG, MK, MN, MW, MX, MY, MZ, NA, NG, NI, NO, NZ, OM, PG, PH, PL, PT, RO, RS, RU, SC, SD, SE, SG, SK, SL, SM, SV, SY, TJ, TM, TN, TR, TT, TZ, UA, UG, US, UZ, VC, VN, ZA, ZM, ZW.

(84) Designated States (unless otherwise indicated, for every kind of regional protection available): ARIPO (BW, GH, GM, KE, LS, MW, MZ, NA, SD, SL, SZ, TZ, UG, ZM, ZW), Eurasian (AM, AZ, BY, KG, KZ, MD, RU, TJ, TM),

[Continued on next page]

(54) Title: APPARATUS TO PROCESS AN INCOMING MESSAGE

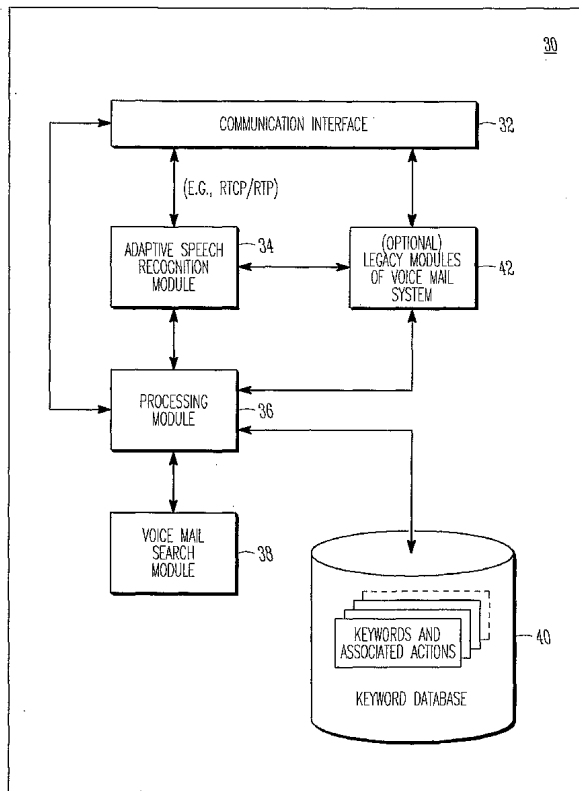


FIG. 2

(57) Abstract: A method and apparatus to process an incoming message is described. The method may comprise, at a recipient system, receiving an incoming message from a message communicator and automatically analyzing message content to identify a keyword included in the message content. Thereafter, a predefined action associated with the keyword may be identified and the action may be performed. In an example embodiment, the predefined action may be a priority with the message, alerting an intended recipient of the message, routing the message to the intended recipient, paging the intended recipient, emailing the message to the intended recipient, sending an SMS message to the intended recipient, or the like. In an example embodiment, a user/owner of a mailbox may search a message database to identify incoming messages which includes the search term in the message content.

WO 2007/037875 A3



European (AT, BE, BG, CH, CY, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HU, IE, IS, IT, LT, LU, LV, MC, NL, PL, PT, RO, SE, SI, SK, TR), OAPI (BF, BJ, CF, CG, CI, CM, GA, GN, GQ, GW, ML, MR, NE, SN, TD, TG).

(88) Date of publication of the international search report:
16 April 2009

Published:

— *with international search report*

INTERNATIONAL SEARCH REPORT

International application No.

PCT/US06/33387

A. CLASSIFICATION OF SUBJECT MATTER

IPC(8) - G10L 13/08 (2008.01)

USPC - 704/260

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)

IPC(8) - G10L 13/08 (2008.01)

USPC - 704/260

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)

PATBASE, GOOGLE PATENT

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	US 2003/0028380 A1 (FREELAND et al) 06 February 2003 (06.02.2003) entire document	1-24

Further documents are listed in the continuation of Box C.

* Special categories of cited documents:

"A" document defining the general state of the art, which is not considered to be of particular relevance

"E" earlier application or patent but published on or after the international filing date

"L" document which may throw doubts on priority claim(s) or which is cited to establish the publication date of another citation or other special reason (as specified)

"O" document referring to an oral disclosure, use, exhibition or other means

"P" document published prior to the international filing date but later than the priority date claimed

"T" later document published after the international filing date or priority date and not in conflict with the application but cited to understand the principle or theory underlying the invention

"X" document of particular relevance; the claimed invention cannot be considered novel or cannot be considered to involve an inventive step when the document is taken alone

"Y" document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art

"&" document member of the same patent family

Date of the actual completion of the international search

11 February 2008

Date of mailing of the international search report

02 MAY 2008

Name and mailing address of the ISA/US

Mail Stop PCT, Attn: ISA/US, Commissioner for Patents

P.O. Box 1450, Alexandria, Virginia 22313-1450

Facsimile No. 571-273-3201

Authorized officer:

Blaine R. Copenheaver

PCT Helpdesk: 571-272-4300

PCT OSP: 571-272-7774



INTERNATIONAL SEARCH REPORT

International application No.

PCT/US06/33387

Box No. II Observations where certain claims were found unsearchable (Continuation of item 2 of first sheet)

This international search report has not been established in respect of certain claims under Article 17(2)(a) for the following reasons:

- 1. Claims Nos.:
because they relate to subject matter not required to be searched by this Authority, namely:

- 2. Claims Nos.:
because they relate to parts of the international application that do not comply with the prescribed requirements to such an extent that no meaningful international search can be carried out, specifically:

- 3. Claims Nos.:
because they are dependent claims and are not drafted in accordance with the second and third sentences of Rule 6.4(a).

Box No. III Observations where unity of invention is lacking (Continuation of item 3 of first sheet)

This International Searching Authority found multiple inventions in this international application, as follows:

See Extra Sheet (page 10)

- 1. As all required additional search fees were timely paid by the applicant, this international search report covers all searchable claims.
- 2. As all searchable claims could be searched without effort justifying additional fees, this Authority did not invite payment of additional fees.
- 3. As only some of the required additional search fees were timely paid by the applicant, this international search report covers only those claims for which fees were paid, specifically claims Nos.:
- 4. No required additional search fees were timely paid by the applicant. Consequently, this international search report is restricted to the invention first mentioned in the claims; it is covered by claims Nos.:
1-24

Remark on Protest

- The additional search fees were accompanied by the applicant's protest and, where applicable, the payment of a protest fee.
- The additional search fees were accompanied by the applicant's protest but the applicable protest fee was not paid within the time limit specified in the invitation.
- No protest accompanied the payment of additional search fees.