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	<p>4:30 – 5:22).</p> <p>Lenz '93 discloses interpreting the electronic message using a rule base and case base knowledge engine. E. g., model-based and case-based reasoning within a hybrid architecture. Also, integration of domain-specific rules with case retrieval. (see, e.g., Abstract and p. 204-205).</p> <p>Venkataraman '93 discloses interpreting the electronic message using a rule base and case base knowledge engine. E. g., rule-based and case-based techniques are used to classify objects appearing in the image contained in the electronic message (see, e.g., p. 410-411).</p> <p>Dolan '677 discloses interpreting the electronic message using a rule base and case base knowledge engine. (see e.g. Abstract; Col. 2:50-3:18; Col. 4:44-5:46).</p> <p>Bauman '524 discloses interpreting the electronic message using a rule base and case base knowledge engine. (see e.g. Abstract; Col. 12:1-18:29, Fig 4).</p> <p>Nguyen '823 discloses interpreting the electronic message using a rule base and case base knowledge engine. (see e.g. Abstract; Col. 7:33-8:66, Figs. 1, 3).</p> <p>Ho '302 discloses interpreting the electronic message using a rule base and case base knowledge engine. (see e.g. Abstract; Col. 3:30-50; Col. 4:57-5:12; Col. 20:11-61, Figs 1, 9, 10).</p> <p>Redfem '914 discloses interpreting the electronic message using a rule base and case base knowledge engine. (see e.g. Abstract; Col. 2:47-3:45; Col. 4:8-11:30; Fig 1).</p> <p>Nitta '92 discloses interpreting the electronic message using a rule base and case base knowledge engine. (see e.g. pp. 1115-1122)</p>
(c) retrieving one or more predetermined responses corresponding to the interpretation	Auriol '95 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the

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<p>of the electronic message from a repository for automatic delivery to the source.</p>	<p>source. E.g., the system was designed to be used in a help-desk environment to guide support technicians. (see, e.g., pp. 372, 378-9).</p> <p>Portinale '95 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., the system retrieves predetermined solutions (see, e.g., Abstract, 285-88).</p> <p>Rissland '91 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., the system generates an argument or explanation in response to received fact pattern based on case-based and rule-based support (see, e.g., Abstract, 839, 853, 855, 867-976).</p> <p>Lopez '93 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., Lopez provides diagnostic results using rules and case-based reasoning interpretation (see, e.g., 97, 103-4).</p> <p>Rissland '93 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., the system uses rule based an case based reasoning to generate reports such as diagnostic medical reports (see, e.g., Abstract, 66-67).</p> <p>Vossos '91 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., the system retrieves resolved cases (see, e.g., Abstract, 34-35, 36-38).</p> <p>Dutta '91 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., the system retrieves predetermined responses relevant to the input (see, e.g., Abstract, 282-3, 290-5).</p>

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Skalak '92 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., the system perform statutory interpretation on received input case using rules and case based reasoning (see, e.g., Abstract, 3-4, 35-37).

Tanaka '985 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., the system obtains the final conclusion after processing input fact data using rule processing and case processing modules (see, e.g., Abstract, 14:57-15:8).

Allen 93/03558 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., the system retrieves a voice response message and selection menu for the caller and may flag the case for possible human intervention (see, e.g. Abstract, 3, 14).

Allen 94/07569 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., the system processes queries lexically via tan-and-segment-text process and using a case-based reasoning process and generates a predefined response (see, e.g., Abstract 2-4, 6, 9-15).

Ho '771 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., the system receives and processes user's questions using rules and previous questions submitted by the user and retrieves answers to the question and relevant subject matter to be reviewed by the user (see, e.g., Abstract, Fig. 2, 3:12-58, 5:45-55).

Popple '96 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., the system retrieves predetermined responses after processing input fact patterns using rules and case-based reasoning (see, e.g., 44-46, Chapter 3).

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Allen '92/01835 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., the system retrieves predefined solutions to present to the user (see, e.g., Abstract, 4-7).

Kriegsman '93 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., the system interprets received input problems using rules and case-based reasoning and retrieves predefined responses such as diagnosis (see, e.g., 18-20, 24-25).

Simoudis '92 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., the system interprets input problems received from a user in a help-desk environment using rules and case-based reasoning and retrieves predetermined solutions to the problem (see, e.g., 7-8).

Hall '96 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., the system interprets received queries submitted to help-desk lists using rules and case-based reasoning and retrieves predefined answers to the queries (see, e.g., 107-108, 110-112).

Rissland '87 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., the system interprets received input fact patterns using rules and case-based reasoning to retrieve predefined cases and arguments (see, e.g., 60, 63-64).

Tso '201 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., the system interprets received draft email messages using rules and previous cases and retrieves predefined templates (see, e.g., Abstract, 1:56-64, 2:59-67, 4:32-6:51).

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Hall '679 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., the system interprets received queries submitted to help-desk lists using rules and case-based reasoning and retrieves predefined answers to the queries (see, e.g., Abstract, 8:1-27, 9:50-63, 10:7-50).

Kowalski '91 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., the system interprets received fact patterns using rules and case-based reasoning and retrieves predefined reports (see, e.g., 21, 22-23, 29).

Rissland '95 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., outputting a set of documents relevant to problem case (see, e.g., Fig. 1; p. 54, first paragraph in section 3; and p. 56, first paragraph in left column).

Hill '95 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., emailing back to the user predetermined responses such as recommended movies (see, e.g., p. 197 and sample email responses at p. 197-198).

Allen '664 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., "[i]n the case-matching step 202, the application 601 may attempt to match the customer problem 605 to one or more cases in the case base 104 using just the description 606 of the customer problem 605. If the match quality 315 of the case 105 which are matched is high, the application 601 may perform the best-case step 203 and following steps. The action 309 which the application 601 performs is to provide an advice message 607 to the customer service representative 602, who may then provide advice to the customer 604." (see, e.g., 9:21-29).

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Rissland '89 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., the analysis of case, including argument and explanation with supporting cases, rules, facts highlighted (see, e.g., Fig. 1).

Golding '91 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., returning a string of phonetic segments representing the pronunciation of a name (see, e.g., p. 25, first paragraph in section 3).

Watson '94 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., cases are retrieved and a list of ranked solutions is generated from the cases and sent to the user (see, e.g., p. 11, fifth paragraph).

Aamodt '94 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., a proposed solution to the initial description of the problem is applied to the real world environment or evaluated by a teacher (see, e.g., p. 6, col. 2, first full paragraph; also see Fig. 1).

Allen '218 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., a help-desk system 603 provides the stimulus message 104 to the autonomous agent 101. The autonomous agent 101 generates the action message 106 for the help desk system 603 (see, e.g., 8:17-21 and FIG. 6).

Fathi-Torbaghan '95 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., medical diagnoses and similar cases are given to the user (see, e.g., p. 2426, left column, first and second paragraphs).

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Juristica '96 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., a letter classification (see, e.g., p. 4, third paragraph). Also e.g., retrieving similar cases (see, e.g., p. 2, second and third paragraphs).

Lewis '481 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., the fault resolution may be transmitted via communications link 36 for use on network 8 (see, e.g., 5:45-47).

Manago '93 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., the classification result (see, e.g., p. 2, section 3, second paragraph; and see p. 3, first paragraph).

Simoudis '206 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., justifiably relevant cases are returned to the user of the system (see, e.g., Abstract and FIG. 1, "to user").

Watson '96 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., a list of ranked solutions with likelihood values is generated from cases and sent to the user (see, e.g., p. 4, description of "Tester").

Surma '95 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., classification results (see, e.g., p. 7, Table 3 and explanation). Also e.g., problem solution (see, e.g., p. 1, "Introduction" section).

Allen '94 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the

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source. E.g., retrieving cases to generate a solution to the current problem (see, e.g., p. 40, top paragraph – “Retrieval” and “Adaptation”). Also e.g., retrieving the most similar cases and presenting them to a customer service analyst (see, e.g., p. 41, left column, second full paragraph).

Fox ‘95 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., the system generates a plan for moving from start to the goal, described in high-level plan steps. This plan is then provided to a simulated world for execution (see, e.g., p. 47, first and second paragraphs).

Leake ‘96 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., the system presents the user with similar prior questions and answers (see, e.g., p. 17, first full paragraph).

Slator ‘91 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., a client analysis report showing the results of case-based matching (see, e.g., Fig. 4 on p. 20).

Golding ‘96 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., an output pronunciation of a name (see, e.g., p. 237, first full paragraph).

Sassin ‘435 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., determining an appropriate document from a database of documents to be sent in response to the incoming communication (see, e.g. 12:55-62). Also e.g., the response can be an email (see, e.g., 13:11).

Skalak ‘91 discloses retrieving one or more predetermined responses corresponding to the

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interpretation of the electronic message from a repository for automatic delivery to the source. E.g., retrieving cases from the case base, present cases as arguments (see, e.g., p. 9, paragraph continued from previous page).

Chi '91 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., a case from the case base is retrieved based on the new case (see, e.g., p. 259, left column, and Fig. 2).

Acom '92 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., matching cases are retrieved and displayed (see, e.g., p. 8, first and second paragraphs, and Fig. 4 on p. 9).

Whitehead '95 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., the system interprets received input questions using rules and cases and retrieves predetermined answers (see, e.g., abstract, 140).

Chang '96 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., the system interprets received input problem descriptions using rules and cases and retrieves predetermined response (see, e.g., abstract, 116-119).

Nguyen '93 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., the system interprets received input problem descriptions using rules and cases and retrieves predetermined solutions (see, e.g., 50, 55-56, 58).

Rice '96 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., retrieving a prepared reply from a Lotus Notes repository of standard

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responses (see, e.g., p. 1509, item 3.a. in the “Process Flow” section).

Yoshiura ‘689 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., displaying solution of solution case (see, e.g., Fig. 1 and 6:64-68).

Nguyen ‘001 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., locating a procedure to solve the problem (see, e.g., 4:43-51).

Lenz ‘93 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., selecting the best applicable cases describing past holiday trips and delivering to the user (see, e.g., Abstract and p. 204-205).

Venkataraman ‘93 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. E.g., retrieving similar image cases (see, e.g., p. 413).

Dolan ‘677 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. (see e.g. Col. 6:39-8:29).

Bauman ‘524 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. (see e.g. Col. 31:38-32:36).

Nguyen ‘823 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. (see e.g. Abstract; Col. 7:33-9:31; Figs 1, 2, 3, 4).

Ho ‘302 discloses retrieving one or more predetermined responses corresponding to the

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	<p>interpretation of the electronic message from a repository for automatic delivery to the source. (see e.g. Abstract, Col. 3:30-50; Col. 17:54-18:8; Figs 1, 9, 10).</p> <p>Redfem '914 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. (see e.g. Abstract, Col. 2:47-3:45; Col. 11:30-16:45; Fig 1).</p> <p>Nitta '92 discloses retrieving one or more predetermined responses corresponding to the interpretation of the electronic message from a repository for automatic delivery to the source. (see e.g. pp. 1116, 1123).</p>
<p>Claim 27</p> <p>27. The method of claim 26, wherein the source of the electronic message is not predetermined.</p>	<p>Auriol '95 discloses wherein the source of the electronic message is not predetermined. E.g., the system was designed to receive messages from variety of sources, which were not predetermined (see, e.g., 372, 378-9).</p> <p>Portinale '95 discloses wherein the source of the electronic message is not predetermined. E.g., the system receives input cases from variety of sources (see, e.g., Abstract, 285-88).</p> <p>Rissland '91 discloses wherein the source of the electronic message is not predetermined. E.g., fact patterns are received from not predetermined sources (see, e.g., Abstract, 839, 853, 855, 867-976).</p> <p>Lopez '93 discloses wherein the source of the electronic message is not predetermined. E.g., input information can be received from non-predetermined sources (see, e.g., 97, 103-4).</p> <p>Rissland '93 discloses the source of the electronic message is not predetermined. E.g., input patient symptoms can be received from non-predetermined sources (see, e.g., Abstract, 66-67).</p> <p>Vossos '91 discloses wherein the source of the electronic message is not predetermined.</p>

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	<p>E.g., the system receives input cases from not predetermined sources (see, e.g., Abstract, 34-35, 36-38).</p> <p>Dutta '91 discloses wherein the source of the electronic message is not predetermined. E.g., the system receives input cases from not predetermined sources (see, e.g., Abstract, 282-3, 290-5).</p> <p>Skalak '92 discloses wherein the source of the electronic message is not predetermined. E.g., the system receives input cases from not predetermined sources (see, e.g., Abstract, 3-4, 35-37).</p> <p>Tanaka '985 discloses wherein the source of the electronic message is not predetermined. E.g., the system receives input cases from not predetermined sources (see, e.g., Abstract, 14:57-15:8).</p> <p>Allen 93/03558 wherein the source of the electronic message is not predetermined. E.g., the system receives input cases from not predetermined sources (see, e.g. Abstract, 3, 14).</p> <p>Allen 94/07569 discloses wherein the source of the electronic message is not predetermined. E.g., the system receives queries from not predetermined sources (see, e.g., Abstract 2-4, 6, 9-15).</p> <p>Ho '771 discloses wherein the source of the electronic message is not predetermined. E.g., the system receives questions from not predetermined sources (see, e.g., Abstract, Fig. 2, 3:12-58, 5:45-55).</p> <p>Popple '96 discloses wherein the source of the electronic message is not predetermined. E.g., the system receives input fact patterns from not predetermined sources (see, e.g., 44-46, Chapter 3).</p> <p>Allen 92/01835 discloses wherein the source of the electronic message is not predetermined. E.g., the system receives input problem from not predetermined sources</p>

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	<p>(see, e.g., Abstract, 4-7).</p> <p>Kriegsman '93 discloses wherein the source of the electronic message is not predetermined. E.g., the system receives input problem from not predetermined sources (see, e.g., 18-20, 24-25).</p> <p>Manago '93 wherein the source of the electronic message is not predetermined. E.g., no source specified for incoming sponge information (see, e.g., p. 2, section 3).</p> <p>Simoudis '92 discloses wherein the source of the electronic message is not predetermined. E.g., the system receives input problem from not predetermined sources (see, e.g., 7-8).</p> <p>Hall '96 discloses wherein the source of the electronic message is not predetermined. E.g., the system receives queries from not predetermined sources (see, e.g., 107-108, 110-112).</p> <p>Rissland '87 discloses wherein the source of the electronic message is not predetermined. E.g., the system receives queries from not predetermined sources (see, e.g., 60, 63-64).</p> <p>Tso '201 discloses wherein the source of the electronic message is not predetermined. E.g., the system receives email messages from not predetermined sources (see, e.g., Abstract, 1:56-64, 2:59-67, 4:32-6:51).</p> <p>Hall '679 discloses wherein the source of the electronic message is not predetermined. E.g., the system receives queries from not predetermined sources (see, e.g., Abstract, 8:1-27, 9:50-63, 10:7-50).</p> <p>Kowalski '91 discloses wherein the source of the electronic message is not predetermined. E.g., the system receives fact patterns from not predetermined sources (see, e.g., 21, 22-23, 29).</p> <p>Rissland '95 discloses wherein the source of the electronic message is not predetermined.</p>

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E.g., message source is not predetermined (see, e.g., Abstract). Also e.g., system is designed to proceed automatically without user-specific information (see, e.g., p. 53, left column, third paragraph); a lawyer inputs the case facts into the system (see, e.g., p. 55, first paragraph in section 4).

Hill '95 discloses wherein the source of the electronic message is not predetermined. E.g., the source is any internet participant (see, e.g., p. 197, first paragraph in "The Email Interface" section).

Allen '664 discloses wherein the source of the electronic message is not predetermined. E.g., "automated 'help desk'" for a company's customers (see, e.g., 8:64 - 9:1).

Rissland '89 discloses wherein the source of the electronic message is not predetermined. E.g., receiving a case for analysis (see, e.g., p. 526, second paragraph in section 3, and FIG. 1).

Golding '91 discloses wherein the source of the electronic message is not predetermined. E.g., the incoming message is a person's last name in text form (see, e.g., p. 25, first paragraph in section 3).

Watson '94 discloses wherein the source of the electronic message is not predetermined. E.g., the message is sent by an unspecified user (see, e.g., p. 11, fifth paragraph).

Aamodt '94 discloses wherein the source of the electronic message is not predetermined. E.g., an initial description of a problem (the electronic message) is received from an unspecified source (see, e.g., p.6, col. 2, first full paragraph; also see Fig. 1).

Allen '218 discloses wherein the source of the electronic message is not predetermined. E.g., a software agent 101 receives a stimulus message 104 from a stimulus in the environment (see, e.g., 3:56-62 and FIG. 1). Also e.g., a help desk system 603 provides the stimulus message 104 to the agent 101 (see, e.g., 8:15-19 and FIG. 6).

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Fathi-Torbaghan '95 discloses wherein the source of the electronic message is not predetermined. E.g., input data is interpreted (see, e.g., p. 2425, "Interpretation of patient data" section). Also e.g., input data from 200 patients is input to the system (see, e.g., p. 2426, first paragraph in right column).

Juristica '96 discloses wherein the source of the electronic message is not predetermined. E.g., source of the new problem (e.g., an electronic message) not specified (see, e.g., p. 1, second paragraph). Also e.g., a data set consisting of 20,000 instances for letter classification (see, e.g., p. 4, third paragraph).

Lewis '481 discloses wherein the source of the electronic message is not predetermined. E.g., a fault resolution system processes a received trouble ticket (see, e.g., 5:36-47). Also e.g., if a network fault is detected, fault detection module 22 may automatically gather and transmit appropriate fault information via communications link 16 to fault processing system 18 (see, e.g., 5:17-20).

Simoudis '206 discloses wherein the source of the electronic message is not predetermined. E.g., a new problem is presented to the system 10 (see, e.g., 3:32-35 and FIG. 1). Also e.g., receiving an analyzed crash dump file (see, e.g., 6:35-40).

Watson '96 discloses wherein the source of the electronic message is not predetermined. E.g., a user submits a free text query (see, e.g., p. 4, "Tester" section).

Surma '95 discloses wherein the source of the electronic message is not predetermined. E.g., a new case or input case is processed (see, e.g., p. 1, "Introduction" section; and see Fig. 4). Also e.g., tests were conducted on three databases (see, e.g., p. 5, first paragraph in section 4).

Allen '94 discloses wherein the source of the electronic message is not predetermined. E.g., a description of the current problem (e.g., an electronic message) is input to the system (see, e.g., p. 40, top paragraph). Also e.g., incoming customer problems are presented to the system (see, e.g., p. 41, left column, second full paragraph).

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Fox '95 discloses wherein the source of the electronic message is not predetermined. E.g., an index describing a goal or problem (see, e.g., p. 27 and Fig. 2.1). Also e.g., a person selects a starting location and a goal location and provides this to the system (see, e.g., p. 47, first paragraph).

Leake '96 discloses wherein the source of the electronic message is not predetermined. E.g., a problem description is formed and used to select a relevant case (see, e.g., p. 8, third paragraph of section 3.4). Also e.g., help desk employees present problems to the system (see, e.g., p. 17, first full paragraph).

Slator '91 discloses wherein the source of the electronic message is not predetermined. E.g., user inputs data into a form about a situation of interest (see, e.g., p. 17, second and third paragraphs; see also Fig. 2). Also e.g., various interfaces for inputting data (see, e.g., section 6 generally).

Golding '96 discloses wherein the source of the electronic message is not predetermined. E.g., receiving a test set of 10,000 names (see, e.g., p. 242, section 4.1.1).

Sassin '435 discloses wherein the source of the electronic message is not predetermined. E.g., message may arrive via email, voice, fax (see, e.g., FIG. 1 and 6:1-29).

Skalak '91 discloses wherein the source of the electronic message is not predetermined. E.g., the input problem can be received from any source, such as a taxpayer with a tax problem (see, e.g., p. 8, first and second paragraphs).

Chi '91 discloses wherein the source of the electronic message is not predetermined. E.g., a problem is input to the system (see, e.g., p. 259, left column and Fig. 2).

Acom '92 discloses wherein the source of the electronic message is not predetermined. E.g., the problem description can be entered into the system by an operator such as a support engineer (see, e.g., p. 7, first paragraph).

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Whitehead '95 discloses wherein the source of the electronic message is not predetermined. E.g., the system receives questions from not predetermined sources (see, e.g., abstract, 140).

Chang '96 discloses wherein the source of the electronic message is not predetermined. E.g., the system receives problem descriptions from not predetermined sources (see, e.g., abstract, 116-119)

Nguyen '93 wherein the source of the electronic message is not predetermined. E.g., the system interprets received input problem descriptions from not predetermined sources (see, e.g., 50, 55-56, 58).

Rice '96 discloses wherein the source of the electronic message is not predetermined. E.g., the message is sent by an unspecified customer (see, e.g., p. 1509, item 1 in the "Process Flow" section).

Yoshiura '689 discloses wherein the source of the electronic message is not predetermined. E.g., the message is received from an input/output terminal unit (see, e.g., 4:16-19).

Nguyen '001 discloses wherein the source of the electronic message is not predetermined. E.g., input provided by an unspecified user of the system (see, e.g., 4:36-42).

Lenz '93 discloses wherein the source of the electronic message is not predetermined. E.g., message is received from an unspecified user (see, e.g., p. 204).

Venkataraman '93 discloses wherein the source of the electronic message is not predetermined. E.g., image in the electronic message is from any sensor (see, e.g., p. 412).

Dolan '677 discloses wherein the source of the electronic message is not predetermined.

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	<p>(see e.g. Col. 2:24-36).</p> <p>Bauman '524 discloses wherein the source of the electronic message is not predetermined. (see e.g. Abstract, Col. 8:44-59; Fig 4).</p> <p>Nguyen '823 discloses wherein the source of the electronic message is not predetermined. (see e.g. Abstract; Col. 7:18-32, Figs 1, 3).</p> <p>Ho '302 discloses wherein the source of the electronic message is not predetermined. (see e.g. 3:30-50; Col. 4:17-56).</p> <p>Redfern '914 discloses wherein the source of the electronic message is not predetermined. (see e.g. Abstract; Col. 2:47-3:45; Fig 1).</p> <p>Nitta '92 discloses wherein the source of the electronic message is not predetermined. (see e.g. pp. 1116, 1122).</p>
<p>Claim 38</p> <p>38. The method of claim 26, wherein the predetermined response is altered in accordance the [sic] interpretation of the electronic message before delivery to the source.</p>	<p>Portinale '95 discloses wherein the predetermined response is altered in accordance the [sic] interpretation of the electronic message before delivery to the source. E.g., the system adapts predetermined solutions to current cases (see, e.g., Abstract, 285-88).</p> <p>Rissland '91 discloses wherein the predetermined response is altered in accordance the [sic] interpretation of the electronic message before delivery to the source. E.g., arguments and explanations returned in response to fact patterns are based on rule-based and case-based reasoning (see, e.g., Abstract, 839, 853, 855, 867-976).</p> <p>Lopez '93 discloses wherein the predetermined response is altered in accordance the [sic] interpretation of the electronic message before delivery to the source. E.g., the system performs plan adaptations (see, e.g., 98-100, 102).</p> <p>Dutta '91 discloses wherein the predetermined response is altered in accordance the [sic]</p>

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interpretation of the electronic message before delivery to the source. E.g., the system adapts retrieved responses to the current input (see, e.g., Abstract, 282-3, 290-5).

Skalak '92 discloses wherein the predetermined response is altered in accordance the [sic] interpretation of the electronic message before delivery to the source. E.g., the system perform statutory interpretation on received input case and adapts predetermined responses to the input case (see, e.g., Abstract, 3-4, 35-37).

Allen 94/07569 discloses wherein the predetermined response is altered in accordance the [sic] interpretation of the electronic message before delivery to the source. E.g., the system may provide a response suggesting refinement to the query (see, e.g., Abstract 2-4, 6, 9-15).

Ho '771 discloses wherein the predetermined response is altered in accordance the [sic] interpretation of the electronic message before delivery to the source. E.g., the system receives and presents subject matter to the user that related to the types of questions the user previously asked (see, e.g., Abstract, Fig. 2, 3:12-58, 5:45-55).

Popple '96 discloses wherein the predetermined response is altered in accordance the [sic] interpretation of the electronic message before delivery to the source. E.g., the system adapts predetermined reports to the current fact pattern (see, e.g., 44-46, Chapter 3).

Simoudis '92 discloses wherein the predetermined response is altered in accordance the [sic] interpretation of the electronic message before delivery to the source. E.g., the system modifies predetermined solutions to match the current input problem (see, e.g., 7-8).

Hall '96 discloses wherein the predetermined response is altered in accordance the [sic] interpretation of the electronic message before delivery to the source. E.g., the system alters retrieved solutions to the queries (see, e.g., 107-108, 110-112).

Rissland '87 discloses wherein the predetermined response is altered in accordance the

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[sic] interpretation of the electronic message before delivery to the source. E.g., the system alters retrieved cases and arguments in response to the fact pattern (see, e.g., 60, 63-64).

Hall '679 discloses wherein the predetermined response is altered in accordance the [sic] interpretation of the electronic message before delivery to the source. E.g., the system alters retrieved solutions to the queries (see, e.g., Abstract, 8:1-27, 9:50-63, 10:7-50).

Kowalski '91 discloses wherein the predetermined response is altered in accordance the [sic] interpretation of the electronic message before delivery to the source. E.g., the system alters predefined reports (see, e.g., 21, 22-23, 29).

Rissland '95 discloses wherein the predetermined response is altered in accordance the [sic] interpretation of the electronic message before delivery to the source. E.g., the IR system is impacted by the CBR's interpretation of the problem case sent by the user (see, e.g., Fig. 1)

Hill '95 discloses wherein the predetermined response is altered in accordance the [sic] interpretation of the electronic message before delivery to the source. E.g., predetermined responses altered based on specific recommendations presented to user (see, e.g., sample email responses at p. 197-198).

Allen '664 discloses wherein the predetermined response is altered in accordance the [sic] interpretation of the electronic message before delivery to the source. E.g., "[t]he action 309 which the application 601 performs is to provide an advice message 607" based on the interpretation of the customer problem (see, e.g., 9:21-29).

Rissland '89 discloses wherein the predetermined response is altered in accordance the [sic] interpretation of the electronic message before delivery to the source. E.g., the analysis of case, including argument and explanation with supporting cases, rules, facts highlighted (see, e.g., Fig. 1).

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Golding '91 discloses wherein the predetermined response is altered in accordance the [sic] interpretation of the electronic message before delivery to the source. E.g., response altered based on interpretation of message as corresponding to "student," "old driver" or "young driver" (see, e.g., Fig. 1).

Watson '94 discloses wherein the predetermined response is altered in accordance the [sic] interpretation of the electronic message before delivery to the source. E.g., a list of ranked solutions with likelihood values is generated from cases retrieved based on the electronic message (see, e.g., p. 11, fifth paragraph).

Aamodt '94 discloses wherein the predetermined response is altered in accordance the [sic] interpretation of the electronic message before delivery to the source. E.g., a proposed solution is tested for success, e.g. by being evaluated by a teacher, and repaired if failed (see, e.g., p. 6, col 2., first full paragraph).

Allen '218 discloses wherein the predetermined response is altered in accordance the [sic] interpretation of the electronic message before delivery to the source. E.g., the selector 209 may receive the matches message 208 and may also receive a cases message 210 from the case database 205, and may generate the queries message 119 and the commands message 121. A set of effectors 123 may receive the queries message 119 and the commands message 121 and generate the action message 106 (see, e.g., 6:1-6, 4:66-5:1).

Fathi-Torbaghan '95 discloses wherein the predetermined response is altered in accordance the [sic] interpretation of the electronic message before delivery to the source. E.g., special cases similar to the case at hand are given to the user in addition to the diagnosis (see, e.g., p. 2426, "Special case reasoning (CBR)" section).

Jurisica '96 discloses wherein the predetermined response is altered in accordance the [sic] interpretation of the electronic message before delivery to the source. E.g., retrieved cases are filtered based on context and similarity (see, e.g., p. 3, first to fourth paragraphs).

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Lewis '481 discloses wherein the predetermined response is altered in accordance the [sic] interpretation of the electronic message before delivery to the source. E.g., if a trouble ticket is not an exact match, step 104 employs adaptation techniques to adapt the pre-existing solutions to the present fault (see, e.g., 6:66-7:2 and 8:56-60).

Manago '93 discloses wherein the predetermined response is altered in accordance the [sic] interpretation of the electronic message before delivery to the source. E.g., branching based on input (see, e.g., p. 2, section 3).

Simoudis '206 discloses wherein the predetermined response is altered in accordance the [sic] interpretation of the electronic message before delivery to the source. E.g., once cases have been retrieved, the case retriever 14 may accept or reject certain cases (see, e.g., 3:50-4:3).

Watson '96 discloses wherein the predetermined response is altered in accordance the [sic] interpretation of the electronic message before delivery to the source. E.g., answers to questions help narrow the number of cases that match, leading to a more accurate solution that is presented to the user (see, e.g., p. 4, "Tester" section).

Surma '95 discloses wherein the predetermined response is altered in accordance the [sic] interpretation of the electronic message before delivery to the source. E.g., if a new case is covered by a rule in a rule base, then apply a solution using the rule, otherwise find the most similar case in a case base, and apply a solution using the case (see, e.g., p. 1, "Introduction" section; also see p. 3, section 3.1, and Fig. 1).

Allen '94 discloses wherein the predetermined response is altered in accordance the [sic] interpretation of the electronic message before delivery to the source. E.g., Adaptation: the system uses the current problem and closest-matching cases to generate a solution (see, e.g., p. 40, top paragraph).

Fox '95 discloses wherein the predetermined response is altered in accordance the [sic] interpretation of the electronic message before delivery to the source. E.g., the case-based

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planner selects a case and the model-based reasoner corrects the case before delivery to the source (see, e.g., p. 51-52, section 3.2 and Fig. 3.3). Also e.g., case retrieval and case adaptation (see, e.g., p. 65-66).

Leake '96 discloses wherein the predetermined response is altered in accordance the [sic] interpretation of the electronic message before delivery to the source. E.g., adapting retrieves cases to fit new circumstances and repairing solutions that fail (see, e.g., p. 19, section 5.4).

Slator '91 discloses wherein the predetermined response is altered in accordance the [sic] interpretation of the electronic message before delivery to the source. E.g., augmenting indicators found during the case matching phase with indicators associated with matching cases (see, e.g., p. 19, first paragraph in section 5.2.2; see also last paragraph on p. 17).

Golding '96 discloses wherein the predetermined response is altered in accordance the [sic] interpretation of the electronic message before delivery to the source. E.g., matched cases from a case-base are used to alter an initial response based on rule application (see, e.g., p. 222-223, "Example"; see also Abstract).

Sassin '435 discloses wherein the predetermined response is altered in accordance the [sic] interpretation of the electronic message before delivery to the source. E.g., retrieving information that can be transmitted in response to the message and then analyzing the information to provide an intelligent response (see, e.g., 13:3-7).

Skalak '91 discloses wherein the predetermined response is altered in accordance the [sic] interpretation of the electronic message before delivery to the source. E.g., choosing cases that satisfy a rules filter (see, e.g., p. 9, paragraph continued from previous page).

Chi '91 discloses wherein the predetermined response is altered in accordance the [sic] interpretation of the electronic message before delivery to the source. E.g., a suggested solution from an old case is applied to the new case to generate a new solution (see, e.g., p. 259, left column, steps 3-4 and Fig. 2).

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Acom '92 discloses wherein the predetermined response is altered in accordance the [sic] interpretation of the electronic message before delivery to the source. E.g., a degree of relevance is assigned to retrieved cases, and the cases are displayed with the degree of relevance (see, e.g., p. 8, second paragraph, and Fig. 4 on p. 9).

Rice '96 discloses wherein the predetermined response is altered in accordance the [sic] interpretation of the electronic message before delivery to the source. E.g., standard replies are altered if necessary (see, e.g., p. 1509, items 3.b and 4 in the "Process Flow" section).

Yoshiura '689 discloses wherein the predetermined response is altered in accordance the [sic] interpretation of the electronic message before delivery to the source. E.g., the retrieved solution case is modified based on a modification case (see, e.g., 5:32-56).

Nguyen '001 discloses wherein the predetermined response is altered in accordance the [sic] interpretation of the electronic message before delivery to the source. E.g., determining results based on a series of searches (see, e.g., 5:10-22).

Lenz '93 discloses wherein the predetermined response is altered in accordance the [sic] interpretation of the electronic message before delivery to the source. E.g., excluding certain retrieved cases that match specified criteria (see, e.g., p. 206-207).

Venkataraman '93 discloses wherein the predetermined response is altered in accordance the [sic] interpretation of the electronic message before delivery to the source. E.g., retrieved images are combined with textual description (see, e.g., p. 410-411).

Dolan '677 discloses wherein the predetermined response is altered in accordance the [sic] interpretation of the electronic message before delivery to the source. (see e.g. Col. 5:47-58).

Nguyen '823 discloses wherein the predetermined response is altered in accordance the