

Claims	Prior Art References
	<p>[sic] interpretation of the electronic message before delivery to the source. (see e.g. Col. 8:7-24).</p> <p>Ho '302 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. 17:54-18:7).</p> <p>Redfern '914 discloses wherein the predetermined response is altered in accordance the [sic] interpretation of the electronic message before delivery to the source. (see e.g. Abstract; Col. 2:47-3:45; Col. 11:31-16:45 Fig 1).</p> <p>Nitta '92 discloses wherein the predetermined response is altered in accordance the [sic] interpretation of the electronic message before delivery to the source. (see e.g. pp. 1122, 1123).</p> <p>Tanaka '985 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. 7:57-9:29; Col. 19:54-61).</p>
<p><b>Claim 39</b></p> <p>39. The method of claim 26, wherein the electronic message includes fixed data.</p>	<p>Rissland '93 discloses wherein the electronic message includes fixed data. E.g., the system receives user selection from a hierarchy of report type the type of report the system is to generate (see, e.g., Abstract, 66-67).</p> <p>Vossos '91 discloses wherein the electronic message includes fixed data. E.g., the system receives input submitted in a form (see, e.g., Abstract, 34-35, 36-38).</p> <p>Tanaka '985 discloses wherein the electronic message includes fixed data (see, e.g., Abstract, 14:57-15:8, Fig. 11).</p> <p>Allen 94/07569 discloses wherein the electronic message includes fixed data (see, e.g., Abstract 2-4, 6, 9-15).</p>

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	<p>Ho '771 discloses wherein the electronic message includes fixed data. E.g., the system presents user with an interface prompting for questions (see, e.g., Abstract, Fig. 2, 3:12-58, 5:45-55).</p> <p>Popple '96 discloses wherein the electronic message includes fixed data. E.g., the system presents user with an interface prompting for fact patterns (see, e.g., 44-46, Chapter 3).</p> <p>Allen 92/01835 discloses wherein source the electronic message includes fixed data. E.g., the system receives user input via a user interface such as a form (see, e.g., Abstract, 4-7).</p> <p>Kriegsman '93 discloses wherein source the electronic message includes fixed data. E.g., the system receives input problem entered by a user via a window with fields (see, e.g., 18-20, 24-25).</p> <p>Simoudis '92 discloses wherein the electronic message includes fixed data. E.g., the user inputs the problem via a defined user interface (see, e.g., 7-8).</p> <p>Hall '96 discloses wherein the electronic message includes fixed data. E.g., the received queries include with fixed data (see, e.g., 107-108, 110-112).</p> <p>Rissland '87 discloses wherein the electronic message includes fixed data. E.g., the user inputs the problem via a user interface (see, e.g., 60, 63-64).</p> <p>Tso '201 discloses wherein the electronic message includes fixed data. E.g., the system receives email messages with fixed data (see, e.g., Abstract, 1:56-64, 2:59-67, 4:32-6:51).</p> <p>Hall '679 discloses wherein the electronic message includes fixed data. E.g., the received queries include with fixed data (see, e.g., Abstract, 8:1-27, 9:50-63, 10:7-50).</p> <p>Kowalski '91 wherein the electronic message includes fixed data. E.g., the received fact patterns are submitted via a user interface and include fixed data (see, e.g., 21, 22-23, 29).</p>

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Rissland '95 discloses wherein the electronic message includes fixed data. E.g., the system takes as input a standard frame-based representation of a problem case or case template filled by facts (see, e.g., p. 53, fourth paragraph in left column).

Hill '95 discloses wherein the electronic message includes fixed data. E.g., the electronic message is an email. The email contains fixed data, such as "subject ratings" as well as fixed fields such as the "from address", etc. (see, e.g., p. 197, first and second paragraphs in "The Email Interface" section).

Allen '664 discloses wherein the electronic message includes fixed data. E.g., "the user 119 may enter data relating to the problem by means of the user interface 118, and data are shown to include fields for customer name, address. (see, e.g., 3:59-65 and Fig. 6A). Also e.g., an "automated 'help desk' application 610 may perform a flow diagram like that disclosed with FIG. 2, with some modifications. In the description step 201, the application 601 may retrieve a text string description 606 of the customer problem 605. In 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," (see, e.g., 9:16-29). The text string description is fixed data.

Rissland '89 discloses wherein the electronic message includes fixed data. E.g., the system takes as input two standard fields, one containing facts and the other indicating top level purpose (see, e.g., Fig. 1).

Golding '91 discloses wherein the electronic message includes fixed data. E.g., the incoming message includes fields for name, address, sex, age, occupation, make and value (see, e.g., Fig. 2).

Watson '94 discloses wherein the electronic message includes fixed data. (see, e.g., the fixed fields in FIG. 3A on p. 11.

Aamodt '94 discloses wherein the electronic message includes fixed data. E.g., an

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appropriate structure for describing case contents (see, e.g., p. 9, first paragraph in section 4).

Allen '218 discloses wherein the electronic message includes fixed data. E.g., the features message 110 may comprise touch-tone commands from the user 601 (see, e.g., 8:34-35).

Jurisica '96 discloses wherein the electronic message includes fixed data. E.g., a case (e.g., an input problem case) is represented as a structured object with a finite set of attribute/value pairs (see, e.g., p. 2, first paragraph in section 2).

Lewis '481 discloses wherein the electronic message includes fixed data. (see e.g., FIG. 3 illustrating a trouble ticket with fixed fields).

Manago '93 discloses wherein the electronic message includes fixed data. E.g., body shape (see, e.g., p. 2, section 3, fig. 1).

Simoudis '206 discloses wherein the electronic message includes fixed data. E.g., a condition code and program counter (see, e.g., 6:40-41).

Watson '96 discloses wherein the electronic message includes fixed data. E.g., users specify knowledge in a structured way (see, e.g., p. 5, "ReCall" section).

Surma '95 discloses wherein the electronic message includes fixed data. E.g., attribute values and class belong to finite, prenumerated set (see, e.g., p. 4, last paragraph).

Allen '94 discloses wherein the electronic message includes fixed data. E.g., case representations range from free-text documents to database records (see, e.g., p. 40, left column, last full paragraph).

Fox '95 discloses wherein the electronic message includes fixed data. E.g., input index includes field-value pairs, each pair having a fixed structure (see, e.g., sample index on p. 73).



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	<p>Leake '96 discloses wherein the electronic message includes fixed data. E.g., task domains that are especially natural for CBR (see, e.g., p. 3, second paragraph under knowledge acquisition section).</p> <p>Slator '91 discloses wherein the electronic message includes fixed data. E.g., fixed fields in data entry form such as income and assets (see, e.g., p. 18, Fig. 3).</p> <p>Golding '96 discloses wherein the electronic message includes fixed data. E.g., an input name spelling (see, e.g., p. 237, first full paragraph). Also e.g., a target case with fixed fields (see, e.g., p. 219, Fig. 4).</p> <p>Sassin '435 discloses wherein the electronic message includes fixed data. E.g., text information is presented in an appropriate format for the content analyzer (see, e.g., 6:27-29).</p> <p>Chi '91 discloses wherein the electronic message includes fixed data. E.g., the frame used to describe a case (see, e.g., sample case at p. 260, right column).</p> <p>Acom '92 discloses wherein the electronic message includes fixed data. E.g., answers to questions are provided (see, e.g., p. 8, first paragraph).</p> <p>Whitehead '95 discloses wherein the electronic message includes fixed data. E.g., the system receives questions inputted via a user interface (see, e.g., abstract, 140).</p> <p>Chang '96 discloses wherein the electronic message includes fixed data. E.g., the system receives questions inputted via a user interface (see, e.g., abstract, 116-119).</p> <p>Nguyen '93 discloses wherein the electronic message includes fixed data. E.g., the system receives problem descriptions inputted via a user interface (see, e.g., 50, 55-56, 58).</p>

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	<p>Rice '96 discloses wherein the electronic message includes fixed data. E.g., fixed fields such as state and zip code (see, e.g., p. 1513, sample received email at bottom of left column).</p> <p>Lenz '93 discloses wherein the electronic message includes fixed data. E.g., numerical features (see, e.g., p. 205).</p> <p>Yoshiura '689 discloses wherein the electronic message includes fixed data. E.g., the room into which apparatuses are to be arranged (see, e.g., 7:47-18:17).</p> <p>Nguyen '001 discloses wherein the electronic message includes fixed data. E.g., a case having a title field (see, e.g., 6:22-24).</p> <p>Venkataraman '93 discloses wherein the electronic message includes fixed data. E.g., commands from image processing toolbox (see, e.g., p. 411-412).</p> <p>Dolan '677 discloses wherein the electronic message includes fixed data. (see e.g. Col. 3:19-32).</p> <p>Bauman '524 discloses wherein the electronic message includes fixed data. (see e.g. Col. 8:34-59; Col. 16:45-17:45; Col. 28:15-32; Col. 29:20-30:25; Figs. 16, 17).</p> <p>Nguyen '823 discloses wherein the electronic message includes fixed data. (see e.g. Col. 7:18-32).</p> <p>Ho '302 discloses wherein the electronic message includes fixed data. (see e.g. Col. 3:30-50; Col. 4:17-56).</p> <p>Redfern '914 discloses wherein the electronic message includes fixed data. (see e.g. Abstract; Col. 2:47-3:45; Col. 4:8-43; Fig 1).</p> <p>Nitta '92 discloses wherein the electronic message includes fixed data. (see e.g. pp.</p>

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<p>Claim 40</p> <p>40. The method of claim 26, wherein the electronic message includes variable data.</p>	<p>1122).</p> <p>Auriol '95 discloses wherein the electronic message includes variable data. E.g., the system was designed to be used in a help-desk environment to guide support technicians in variable situations. (see, e.g., pp. 372, 378-9).</p> <p>Portinale '95 discloses wherein the electronic message includes variable data. E.g., the input cases include variable information (see, e.g., Abstract, 285-88).</p> <p>Rissland '91 discloses wherein the electronic message includes variable data. E.g., input fact patterns include variable data (see, e.g., Abstract, 839, 853, 855, 867-976).</p> <p>Lopez '93 discloses wherein the electronic message includes variable data. E.g., the system receives input of variable patient data (see, e.g., 97, 98-100, 102, 103-4).</p> <p>Rissland '93 discloses wherein the electronic message includes variable data. E.g., the system receives input of variable patient symptoms (see, e.g., Abstract, 66-67).</p> <p>Vossos '91 discloses wherein the electronic message includes variable data. E.g., the system receive input cases of variable facts (see, e.g., Abstract, 34-35, 36-38).</p> <p>Dutta '91 discloses wherein the electronic message includes variable data. E.g., the system receive input cases of variable facts (see, e.g., Abstract, 34-35, 36-38).</p> <p>Skalak '92 discloses wherein the electronic message includes variable data. E.g., the system receive input cases of variable facts (see, e.g., Abstract, 3-4, 35-37).</p> <p>Tanaka '985 discloses wherein the electronic message includes variable data. E.g., the system receives input cases of variable facts (see, e.g., Abstract, 14:57-15:8).</p> <p>Allen 93/03558 discloses wherein the electronic message includes variable data. E.g., the system receives input cases of variable data (see, e.g. Abstract, 3, 14).</p>

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	<p>Allen 94/07569 discloses wherein the electronic message includes variable data. E.g., the system receives queries with variable data (see, e.g., Abstract 2-4, 6, 9-15).</p> <p>Ho '771 discloses wherein the electronic message includes variable data. E.g., questions submitted by users include variable data (see, e.g., Abstract, Fig. 2, 3:12-58, 5:45-55).</p> <p>Popple '96 discloses wherein the electronic message includes variable data. E.g., the received fact patters include variable data (see, e.g., 44-46, Chapter 3).</p> <p>Allen 92/01835 discloses wherein the electronic message includes variable data. E.g., the received fact patters include variable data (see, e.g., Abstract, 4-7).</p> <p>Kriegsman '93 discloses wherein source the electronic message includes variable data. E.g., the system receives input problem entered by a user via a window with fields and the user also enters text (see, e.g., 18-20, 24-25).</p> <p>Simoudis '92 discloses wherein the electronic message includes variable data. E.g., the received fact patters include variable data (see, e.g., 7-8).</p> <p>Hall '96 discloses wherein the electronic message includes variable data. E.g., the received queries include variable data (see, e.g., 107-108, 110-112).</p> <p>Rissland '87 discloses wherein the electronic message includes variable data. E.g., the received fact patterns include variable data (see, e.g., 60, 63-64).</p> <p>Tso '201 discloses wherein the electronic message includes variable data. E.g., the system receives email messages with variable data (see, e.g., Abstract, 1:56-64, 2:59-67, 4:32-6:51).</p> <p>Hall '679 discloses wherein the electronic message includes variable data. E.g., the received queries include variable data (see, e.g., Abstract, 8:1-27, 9:50-63, 10:7-50).</p>



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Kowalski '91 wherein the electronic message includes variable data. E.g., the received fact patterns include variable data (see, e.g., 21, 22-23, 29).

Rissland '95 discloses wherein the electronic message includes variable data. E.g., the system takes as input a standard frame-based representation of a problem case – a case template filled by facts (see, e.g., p. 53, fourth paragraph in left column).

Hill '95 discloses wherein the electronic message includes variable data. E.g., the electronic message is an email. The body of the email contains movie ratings in any order, i.e., variable data. The email is sent through a parser to extract content (see, e.g., p. 197, second paragraph in "The Email Interface" section).

Allen '664 discloses wherein the electronic message includes variable data. E.g., "the user 119 may enter data relating to the problem" (see, e.g., 3:59-65).

Rissland '89 discloses wherein the electronic message includes variable data. E.g., the system takes as input the particular facts of a problem case (see, e.g., Fig. 1).

Golding '91 discloses wherein the electronic message includes variable data. E.g., the surname of a person (see, e.g., page 25, first paragraph in section 3.1)

Watson '94 discloses wherein the electronic message includes variable data. E.g., a user submits a free form text entry (see, e.g., p. 11, fifth paragraph).

Allen '218 discloses wherein the electronic message includes variable data. E.g., the motives message 117 may reflect a set of goals, such as responding to user inquiries with appropriate information (see, e.g., 8:31-34).

Fathi-Torbaghan '95 discloses wherein the electronic message includes variable data. E.g., patient data provided to the system (see, e.g., page 2426, right column, first paragraph).

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	<p>Jurisica '96 discloses wherein the electronic message includes variable data. E.g., high variability of values (see, e.g., p. 3, sixth paragraph)</p> <p>Lewis '481 discloses wherein the electronic message includes variable data. E.g., any additional data that may be helpful is entered in data field 62M (see, e.g., 6:27-28).</p> <p>Manago '93 discloses wherein the electronic message includes variable data. E.g., methods for handling unknown values (see, e.g., p. 2, section 3).</p> <p>Simoudis '206 discloses wherein the electronic message includes variable data. E.g., analyzed information of a system dump (see, e.g., 6:37-38).</p> <p>Watson '96 discloses wherein the electronic message includes variable data. E.g., a user's free form text query is used to match titles and descriptions of cases (see, e.g., p. 4, description of "Tester").</p> <p>Surma '95 discloses wherein the electronic message includes variable data. E.g., unknown attribute values (see, e.g., p. 5, text above fig. 2).</p> <p>Allen '94 discloses wherein the electronic message includes variable data. E.g., case representations range from free-text documents to database records (see, e.g., p. 40, left column, last full paragraph).</p> <p>Fox '95 discloses wherein the electronic message includes variable data. E.g., input index includes various fields in unspecified order (see, e.g., sample index on p. 73).</p> <p>Leake '96 discloses wherein the electronic message includes variable data. E.g., cases described with natural language text (see, e.g., p. 3, third paragraph under knowledge acquisition section).</p> <p>Slator '91 discloses wherein the electronic message includes variable data. E.g., it is not</p>

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	<p>necessary for the user to answer every question (see, e.g., third paragraph on p. 17).</p> <p>Golding '96 discloses wherein the electronic message includes variable data. E.g., domains vary from completely codified to those for which no rules are known (see, e.g., p. 215, first paragraph in section 1).</p> <p>Sassin '435 discloses wherein the electronic message includes variable data. E.g., the message can include substantial "content freedom", i.e., independence in describing the subject matter of interest (see, e.g., 5:56-59). Also e.g., a freeform voicemail is converted into text for inclusion in the message (see, e.g., 6:23-25).</p> <p>Chi '91 discloses wherein the electronic message includes variable data. E.g., several values given for a case field (see, e.g., sample cases on p. 264, right column).</p> <p>A.com '92 discloses wherein the electronic message includes variable data. E.g., a support engineer enters a textual description of the problem (see, e.g., p. 7, first paragraph).</p> <p>Whitehead '95 discloses wherein the electronic message includes variable data. E.g., the system receives questions with variable data (see, e.g., abstract, 140).</p> <p>Chang '96 discloses wherein the electronic message includes variable data. E.g., the system receives problem descriptions with variable data (see, e.g., abstract, 116-119).</p> <p>Nguyen '93 discloses wherein the electronic message includes variable data. E.g., the system receives problem descriptions that include variable data (see, e.g., 50, 55-56, 58).</p> <p>Rice '96 discloses wherein the electronic message includes variable data. E.g., freeform text (see, e.g., p. 1513, sample received email at bottom of left column).</p> <p>Yoshiura '689 discloses wherein the electronic message includes fixed data. E.g., the apparatuses to be arranged in the room (see, e.g., 7:47-18:17).</p>

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	<p>Nguyen '001 discloses wherein the electronic message includes variable data. E.g., a natural language description of a problem (see, e.g., 4:36-38).</p> <p>Lenz '93 discloses wherein the electronic message includes variable data. E.g., symbolic features (see, e.g., p. 205).</p> <p>Venkataraman '93 discloses wherein the electronic message includes variable data. E.g., image content (see, e.g., p. 411-412).</p> <p>Dolan '677 discloses wherein the electronic message includes variable data. (see e.g. Col. 3:19-32).</p> <p>Bauman '524 discloses wherein the electronic message includes variable data. (see e.g. Col. 8:34-59; Col. 16:45-17:45; Col. 28:15-32; Col. 29:20-30:25; Figs. 16, 17).</p> <p>Nguyen '823 discloses wherein the electronic message includes variable data. (see e.g. Col. 7:18-32).</p> <p>Ho '302 discloses wherein the electronic message includes variable data. (see e.g. Col. 3:30-50; Col. 4:17-56).</p> <p>Redfern '914 discloses wherein the electronic message includes variable data. (see e.g. Abstract; Col. 2:47-3:45; Col. 4:8-43; Fig 1).</p> <p>Nitta '92 discloses wherein the electronic message includes variable data. (see e.g. pp. 1122).</p>