Claims	Prior Art References
	compensation (see, e.g., Abstract, 34-35, 36-38). Dutta '91 discloses automatically processing a non-interactive electronic message using a computer. E.g., the system interprets input cases, such as in mergers and acquisitions scenarios (see, e.g., Abstract, 282-3, 290-5). Skalak '92 discloses automatically processing a non-interactive electronic message using a computer. E.g., the system perform statutory interpretation on received input case (see, e.g., Abstract, 3-4, 35-37). Tanaka '985 discloses automatically processing a non-interactive electronic message using a computer. E.g., the system processes input fact data (see, e.g., Abstract, 14:57-15:8). Allen 93/03558 discloses automatically processing a non-interactive electronic message using a computer. E.g., the system processes input cases (see, e.g. Abstract, 3, 14). Allen 94/07569 discloses automatically processing a non-interactive electronic message using a computer. E.g., the system processes queries (see, e.g., Abstract 2-4, 6, 9-15). Ho '771 discloses automatically processing a non-interactive electronic message using a computer. E.g., the system processes user's questions (see, e.g., Abstract, Fig. 2, 3:12-58, 5:45-55). Popple '96 discloses automatically processing a non-interactive electronic message using a computer. E.g., the system processes input fact patterns (see, e.g., 44-46, Chapter 3). Allen 92/01835 discloses automatically processing a non-interactive electronic message using a computer. E.g., the system processes input problems received from a user (see, e.g., Abstract, 4-7). Kriegsman '93 discloses automatically processing a non-interactive electronic message

Claims	Prior Art References
	using a computer. E.g., the system interprets input problems (see, e.g., 18-20, 24-25). Simoudis '92 discloses automatically processing a non-interactive electronic message using a computer. E.g., the system interprets input problems in a help-desk environment (see, e.g., 7-8). Hall '96 discloses automatically processing a non-interactive electronic message using a computer. E.g., the system interprets queries submitted to help-desk lists (see, e.g., 107-108, 110-112). Rissland '87 discloses automatically processing a non-interactive electronic message using a computer. E.g., the system interprets input fact patterns (see, e.g., 60, 63-64). Tso '201 discloses automatically processing a non-interactive electronic message using a computer. E.g., the system interprets draft email messages (see, e.g., Abstract, 1:56-64, 2:59-67, 4:32-6:51). Hall '679 discloses automatically processing a non-interactive electronic message using a computer. E.g., the system interprets queries submitted to help-desk lists (see, e.g., Abstract, 8:1-27, 9:50-63, 10:7-50). Kowalski '91 discloses automatically processing a non-interactive electronic message using a computer. E.g., the system interprets input fact patterns (see, e.g., 21, 22-23, 29). Rissland '95 discloses a method for automatically processing a non-interactive electronic message using a computer. E.g., the system takes as input a symbolic representation of a problem case and retrieves texts of relevant cases (see, e.g., Abstract). Also e.g., a lawyer inputs the case facts into the CBR-IR system (see, e.g., p. 55, first paragraph in section 4). Hill '95 discloses a method for automatically processing a non-interactive electronic message using a computer. E.g., a user sends email to system, system processes email (see, e.g., p. 197, second paragraph in "The Email Interface" section.).

Claims	Prior Art References
	Allen '664 discloses a method for automatically processing a non-interactive electronic message using a computer. E.g., receiving data from a user (3:61-65). Rissland '89 discloses a method for automatically processing a non-interactive electronic message using a computer. E.g., interpreting under-defined terms that occur in legal statutes (see, e.g., Abstract); submission of "problem case" to controller (see, e.g., Fig. 1). Golding '91 discloses a method for automatically processing a non-interactive electronic message using a computer. E.g., processing an input last name of a person to determine its pronunciation (see, e.g., p. 25, first paragraph in section 3), specifically input of 400 names to system (see, e.g., p. 25, first paragraph in section 3.1). Watson '94 discloses a method for automatically processing a non-interactive electronic message using a computer. E.g., a new problem is matched against cases in a case base (see, e.g., p. 4, second paragraph in "The CBR Cycle" section). Also e.g., a user's free form text entry is examined and matched against stored cases' titles and descriptions (see, e.g., p. 11, fifth paragraph). Aamodt '94 discloses a method for automatically processing a non-interactive electronic message using a computer. E.g., an initial description of a problem is used to retrieve a case from a collection of previous cases to generate a proposed solution to the problem (see, e.g., p.6, col. 2, first full paragraph; also see Fig. 1). Allen '218 discloses a method for automatically processing a non-interactive electronic message using a computer. E.g., a software agent 101 receives a stimulus message 104, and produces an action message 106 (see, e.g., 3:56-62 and FIG. 1). Fathi-Torbaghan '95 discloses a method for automatically processing a non-interactive electronic message using a computer. E.g., input data comprising patient symptoms is interpreted (see, e.g., p. 2425, last three paragraphs in right column).

Claims	Prior Art References
	Jurisica '96 discloses a method for automatically processing a non-interactive electronic message using a computer. E.g., facing a new problem, a case-based system retrieves similar cases stored in a case base and adapts them to fit the problem at hand (see, e.g., p. 1, second paragraph). Lewis '481 discloses a method for automatically processing a non-interactive electronic message using a computer. E.g., a fault resolution system processes a received trouble ticket (see, e.g., 5:36-47). Manago '93 discloses a method for automatically processing a non-interactive electronic message using a computer. E.g., application for identifying the unknown class of a new incoming sponge (see, e.g., p. 2, second paragraph of section 3). Simoudis '206 discloses a method for automatically processing a non-interactive electronic message using a computer. E.g., a set of cases are retrieved from a case library based on symptoms of a new problem (see, e.g., Abstract). Watson '96 discloses a method for automatically processing a non-interactive electronic message using a computer. E.g., a new problem is matched against cases in a case base (see, e.g., p. 1, last paragraph). Also 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"). Surma '95 discloses a method for automatically processing a non-interactive electronic message using a computer. E.g., a new case or input case is processed (see, e.g., p, 1, "Introduction" section; and see Fig. 4). Allen '94 discloses a method for automatically processing a non-interactive electronic message using a computer. E.g., a description of the current problem (e.g., an electronic message) is input to the system, and the system retrieves the closest matching cases (see, e.g., p. 40, top paragraph). Fox '95 discloses a method for automatically processing a non-interactive electronic

Claims	Prior Art References
	message using a computer. E.g., describing a goal as an index in the form of an electronic message, and processing the message using a planner (see, e.g., p. 27 and Fig. 2.1). Leake '96 discloses a method for automatically processing a non-interactive electronic message using a computer. 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). Slator '91 discloses a method for automatically processing a non-interactive electronic message using a computer. E.g., a user provides data in a form and the form data is evaluated and matched (see, e.g., p. 15-17, section 5.1). Golding '96 discloses a method for automatically processing a non-interactive electronic message using a computer. E.g., processing a message containing the spelling of a name and determining a pronunciation associated with the name (see, e.g., p. 237, first full paragraph). Sassin '435 discloses a method for automatically processing a non-interactive electronic message using a computer. E.g., computer-searchable text information in an electronic message is processed by a content analyzer (see, e.g., 6:23-27). Skalak '91 discloses a method for automatically processing a non-interactive electronic message using a computer. E.g., an electronic message containing input legal problem is processed by the system (see, e.g., p. 8, first and second paragraphs in section 3). Chi '91 discloses a method for automatically processing a non-interactive electronic message using a computer. E.g., an electronic message containing a new case is processed by the system (see, e.g., p. 259, algorithm description in left column and Fig. 2). Acorn '92 discloses a method for automatically processing a non-interactive electronic message using a computer. E.g., a support engineer enters a problem description (i.e., an electronic message) which is processed by the system. (see, e.g., p. 7, first and second full

Claims	Prior Art References
	paragraphs). Whitehead '95 discloses automatically processing a non-interactive electronic message using a computer. E.g., the system interprets input questions (see, e.g., abstract, 140). Chang '96 discloses automatically processing a non-interactive electronic message using a computer. E.g., the system interprets input problem descriptions (see, e.g., abstract, 116-119). Nguyen '93 discloses automatically processing a non-interactive electronic message using a computer. E.g., the system interprets input problem descriptions (see, e.g., 50, 55-56). Rice '96 discloses a method for automatically processing a non-interactive electronic message using a computer. E.g., an email is received and interpreted by a computer-based system (see, e.g., p. 1509, "Process Flow" section and Fig. 2). Yoshiura '689 discloses a method for automatically processing a non-interactive electronic message using a computer. E.g., receiving a problem to be solved and obtaining a proposed solution (see, e.g., Abstract). Nguyen '001 discloses a method for automatically processing a non interactive electronic message using a computer. E.g., input problem to be solved or topic to be located is received by and processed by the system (see, e.g., Abstract, 4:30-51). Lenz '93 discloses a method for automatically processing a non-interactive electronic message using a computer. E.g., choosing a stored case as a suggestion for a new trip satisfying user-specified conditions (see, e.g., p. 204). Venkataraman '93 discloses a method for automatically processing a non-interactive electronic message using a computer. E.g., interpreting an input digital image (see, e.g., Abstract, p. 410, 411).

Claims	Prior Art References
	Dolan '677 discloses a method for automatically processing a non-interactive electronic message using a computer. (see e.g. Fig. 1; Col. 3:67-4:44). Bauman '524 discloses a method for automatically processing a non-interactive electronic message using a computer. (see e.g. Abstract; Col. 7:57-8:59; Col. 25:56-63; Fig 4). Nguyen '823 discloses a method for automatically processing a non-interactive electronic message using a computer. (see e.g. Abstract; Col. 5:3-37; Col. 7:18-32; Figs 1,3). Ho '302 discloses a method for automatically processing a non-interactive electronic message using a computer. (see e.g. Abstract; Col. 3:30-4:16; Figs 2A, 2B). Redfern '914 discloses a method for automatically processing a non-interactive electronic message using a computer. (see e.g. Abstract; Col. 2:47-3:45; Col. 4:8-43; Fig 1). Nitta '92 discloses a method for automatically processing a non-interactive electronic message using a computer. (see e.g. pp. 1115, 1116, 1122).
(a) receiving the electronic message from a source;	Auriol '95 discloses receiving the electronic message from a source. E.g., the system was designed to interpret electronic messages (see, e.g., pp. 372, 378-9). Portinale '95 discloses receiving the electronic message from a source. E.g., the system receives electronic input cases (see, e.g., Abstract, pp. 285-8). Rissland '91 discloses receiving the electronic message from a source. E.g., the system interprets received electronic messages representing fact patterns (see, e.g., Abstract, 839, 853, 855, 867-976). Lopez '93 discloses receiving the electronic message from a source. E.g., the system interprets input patient cases (see, e.g., 97, 103-4).

Claims	Prior Art References
	Rissland '93 discloses receiving the electronic message from a source. E.g., the system receives user-provided description of patient's symptoms (see, e.g., Abstract, 66-67). Vossos '91 discloses receiving the electronic message from a source. E.g., the system receives input cases (see, e.g., Abstract, 34-35, 36-38). Dutta '91 discloses receiving the electronic message from a source. E.g., the system receives input problems (see, e.g., Abstract, 282-3, 290-5). Skalak '92 receiving the electronic message from a source. E.g., the system perform statutory interpretation on received input case (see, e.g., Abstract, 3-4, 35-37). Tanaka '985 discloses receiving the electronic message from a source. E.g., the system processes input fact data (see, e.g., Abstract, 14:57-15:8). Allen 93/03558 discloses receiving the electronic message from a source. E.g., the system processes input cases in a help desk environment (see, e.g. Abstract, 3, 14). Allen 94/07569 discloses receiving the electronic message from a source. E.g., the system receives queries (see, e.g., Abstract 2-4, 6, 9-15). Ho '771 discloses receiving the electronic message from a source. E.g., the system receives and processes user's questions (see, e.g., Abstract, Fig. 2, 3:12-58, 5:45-55). Popple '96 discloses receiving the electronic message from a source. E.g., the system receives and processes input fact patterns (see, e.g., 44-46, Chapter 3). Allen 92/01835 discloses receiving the electronic message from a source. E.g., the system processes input problems received from a user via a user interface (see, e.g., Abstract, 4-7). Kriegsman '93 discloses receiving the electronic message from a source. E.g., the system

Claims	Prior Art References
	interprets received input problems (see, e.g., 18-20, 24-25). Simoudis '92 discloses receiving the electronic message from a source. E.g., the system interprets input problems received from a user in a help-desk environment (see, e.g., 7-8). Hall '96 discloses receiving the electronic message from a source. E.g., the system interprets received queries submitted to help-desk lists (see, e.g., 107-108, 110-112). Rissland '87 discloses receiving the electronic message from a source. E.g., the system interprets received input fact patterns (see, e.g., 60, 63-64). Tso '201 discloses receiving the electronic message from a source. E.g., the system interprets received draft email messages (see, e.g., Abstract, 1:56-64, 2:59-67, 4:32-6:51). Hall '679 discloses receiving the electronic message from a source. E.g., the system interprets received queries submitted to help-desk lists (see, e.g., Abstract, 8:1-27, 9:50-63, 10:7-50). Kowalski '91 discloses receiving the electronic message from a source. E.g., the system interprets received fact patterns (see, e.g., 21, 22-23, 29). Rissland '95 discloses receiving the electronic message from a source. E.g., takes as input a problem case entered in the form of a generic case frame filled in with specific facts (see, e.g., p. 54, first paragraph in section 3). Also e.g., a lawyer inputs the case facts into the CBR-IR system (see, e.g., p. 55, first paragraph in section 4). Hill '95 discloses receiving the electronic message from a source. E.g., the system receives email from user describing user's movie ratings (see, e.g., p. 197, second paragraph in "The Email Interface" section). Allen '664 discloses receiving the electronic message from a source. E.g., inference engine 111 receives data from a user 119 (see, e.g., 3: 59-65).

Claims	Prior Art References
	Rissland '89 discloses receiving the electronic message from a source. E.g., receiving a case for analysis (see, e.g., p. 526, second paragraph in section 3, and Fig. 1). Golding '91 discloses receiving the electronic message from a source. 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 receiving the electronic message from a source. E.g., a new problem is matched against cases in a case base (see, e.g., p. 4, second paragraph in "The CBR Cycle" section). Also e.g., a user's free form text entry is examined and matched against stored cases' titles and descriptions (see, e.g., p. 11, fifth paragraph). Aamodt '94 discloses receiving the electronic message from a source. E.g., an initial description of a problem is used to retrieve a case from a collection of previous cases (see, e.g., p.6, col. 2, first full paragraph; also see Fig. 1). Allen '218 discloses receiving the electronic message from a source. 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). Fathi-Torbaghan '95 discloses receiving the electronic message from a source. E.g., input data is interpreted, the input data containing a representation of symptoms (see, e.g., p. 2425, paragraph under "Interpretation of patient data:"). Jurisica '96 discloses receiving the electronic message from a source. E.g., facing a new problem (e.g., an electronic message), a case-based system retrieves similar cases stored in a case base and adapts them to fit the problem at hand (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 receiving the electronic message from a source. E.g., a fault

Claims	Prior Art References
	resolution system processes a received trouble ticket (see, e.g., 5:36-47). Manago '93 discloses receiving the electronic message from a source. E.g., application to identify the unknown class of a new incoming sponge (see, e.g., p. 2, second paragraph of section 3). Simoudis '206 discloses receiving the electronic message from a source. 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 receiving the electronic message from a source. E.g., a new problem is matched against cases in a case base (see, e.g., p. 1, last paragraph). Also 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"). Surma '95 discloses receiving the electronic message from a source. 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 receiving the electronic message from a source. 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). Fox '95 discloses receiving the electronic message from a source. 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 receiving the electronic message from a source. 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.

Claims	Prior Art References
	17, first full paragraph). Slator '91 discloses receiving the electronic message from a source. 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). Golding '96 discloses receiving the electronic message from a source. E.g., receiving a message containing the spelling of a name and determining a pronunciation associated with the name (see, e.g., p. 237, first full paragraph). Also e.g., receiving a test set of 10,000 names (see, e.g., p. 242, section 4.1.1). Sassin '435 discloses receiving the electronic message from a source. E.g., a message received from a voice-text converter (see, e.g., 6:23-25). Also e.g., receiving an email (see, e.g., 6:30-32). Skalak '91 discloses receiving the electronic message from a source. E.g., data provided by a taxpayer seeking a deduction (see, e.g., first paragraph of section 3). Chi '91 discloses receiving the electronic message from a source. E.g., a new case is received based on a problem input (see, e.g., p. 259, left column, algorithm step 1 and Fig. 2; also see sample case at p. 260, right column). Acorn '92 discloses receiving the electronic message from a source. E.g., a support engineer types a written description of the problem into the system (see, e.g., p. 7, first full paragraph). Whitehead '95 discloses receiving the electronic message from a source. E.g., the system interprets received input questions (see, e.g., abstract, 140). Chang '96 discloses receiving the electronic message from a source. E.g., the system interprets received input problem descriptions (see, e.g., abstract, 116-119).

Claims	Prior Art References
	Nguyen '93 receiving the electronic message from a source. E.g., the system interprets received input problem descriptions (see, e.g., 50, 55-56). Rice '96 discloses receiving the electronic message from a source. E.g., an email sent by a customer is received in the EZ Reader mailbox (see, e.g., p. 1509, "Process Flow" section and Fig. 2). Yoshiura '689 discloses receiving the electronic message from a source. E.g., the input/output terminal unit inputs a problem to be presently solved (see e.g., 4:16-19). Nguyen '001 discloses receiving the electronic message from a source. E.g., input problem to be solved or topic to be located is received by the system (see, e.g., 4:30-51). Lenz '93 discloses receiving the electronic message from a source. E.g., receiving user-specified conditions for a new trip such as the aim of the holiday and maximum price (see, e.g., p. 204). Venkataraman '93 discloses receiving the electronic message from a source. E.g., receiving images from a sensor (see, e.g., p. 411-412). Dolan '677 discloses receiving the electronic message from a source. (see e.g. Col. 4:24-36). Bauman '524 discloses receiving the electronic message from a source. (see e.g. Abstract; Col. 8:44-59; Fig 4). Nguyen '823 discloses receiving the electronic message from a source. (see e.g. Abstract; Col. 7:18-32, Figs 1, 3). Ho '302 discloses receiving the electronic message from a source. (see e.g. Abstract; Col. 3:30-50; Co. 4:17-56).

Claims	Prior Art References
	Redfern '914 discloses receiving the electronic message from a source. (see e.g. Abstract; Col. 2:47-3:45; Col. 4:8-43; Fig 1). Nitta '92 discloses receiving the electronic message from a source. (see e.g. pp. 1116, 1120, 1122).
(b) interpreting the electronic message using a rule base and case base knowledge engine; and	Auriol '95 discloses the electronic message from a source. E.g., the system interprets electronic messages using rule-based methods and case-based reasoning (see, e.g., pp. 371, 378-9). Portinale '95 discloses interpreting the electronic message using a rule base and case base knowledge engine. E.g., the system interprets electronic messages using case-based reasoning and logic theory (see, e.g., Abstract, pp. 278, 285-8). Rissland '91 discloses interpreting the electronic message using a rule base and case base knowledge engine. E.g., the system interprets fact patters using rules and case-based reasoning (see, e.g., Abstract, 839, 853, 855, 867-976). Lopez '93 discloses interpreting the electronic message using a rule base and case base knowledge engine. E.g., the system was designed to apply to diagnose the agent causing pneumonia and used rules and case-based reasoning to diagnose the condition (see, e.g., 97, 103-4). Rissland '93 discloses interpreting the electronic message using a rule base and case base knowledge engine. 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). Vossos '91 discloses interpreting the electronic message using a rule base and case base knowledge engine. E.g., the system uses rules and case based reasoning to perform statutory interpretation (see, e.g., Abstract, 34-35, 36-38).

Claims	Prior Art References
	Dutta '91 discloses interpreting the electronic message using a rule base and case base knowledge engine. E.g., the system uses rule and case based reasoning to analyze input problems (see, e.g., Abstract, 282-3, 290-5). Skalak '92 discloses interpreting the electronic message using a rule base and case base knowledge engine. E.g., the system performs statutory interpretation on received input case using rules and case-based reasoning(see, e.g., Abstract, 3-4, 35-37). Tanaka '985 discloses interpreting the electronic message using a rule base and case base knowledge engine. E.g., the system processes input fact data using rule processing and case extraction processing modules. (see, e.g., Abstract, 14:57-15:8). Allen 93/03558 discloses interpreting the electronic message using a rule base and case base knowledge engine. E.g., the system processes input cases with rule-based and case-based reasoning (see, e.g. Abstract, 3, 14). Allen 94/07569 discloses interpreting the electronic message using a rule base and case base knowledge engine. E.g., the system processes queries lexically via tan-and-segment-text process and using a case-based reasoning process (see, e.g., Abstract 2-4, 6, 9-15). Ho '771 discloses interpreting the electronic message using a rule base and case base knowledge engine. E.g., the system receives and processes user's questions using rules and previous questions submitted by the user (see, e.g., Abstract, Fig. 2, 3:12-58, 5:45-55). Popple '96 discloses interpreting the electronic message using a rule base and case base knowledge engine. E.g., the system processes input fact patterns using rules and case-based reasoning (see, e.g., 44-46, Chapter 3). Allen 92/01835 discloses interpreting the electronic message using a rule base and case base knowledge engine. E.g., the system interprets problem received from a user using rule-based and case-based reasoning (see, e.g., Abstract, 4-7).

Claims	Prior Art References
	Kriegsman '93 discloses interpreting the electronic message using a rule base and case base knowledge engine. E.g., the system interprets received input problems using rules and case-based reasoning (see, e.g., 18-20, 24-25). Simoudis '92 discloses interpreting the electronic message using a rule base and case base knowledge engine. E.g., the system interprets input problems received from a user in a help-desk environment using rules and case-based reasoning (see, e.g., 7-8). Hall '96 discloses interpreting the electronic message using a rule base and case base knowledge engine. E.g., the system interprets received queries submitted to help-desk lists using rules and case-based reasoning (see, e.g., 107-108, 110-112). Rissland '87 discloses interpreting the electronic message using a rule base and case base knowledge engine. E.g., the system interprets received input fact patterns using rules and case-based reasoning (see, e.g., 60, 63-64). Tso '201 discloses interpreting the electronic message using a rule base and case base knowledge engine. E.g., the system interprets received draft email messages using rules and previous cases (see, e.g., Abstract, 1:56-64, 2:59-67, 4:32-6:51). Hall '679 discloses interpreting the electronic message using a rule base and case base knowledge engine. E.g., the system interprets received queries submitted to help-desk lists using rules and case-based reasoning (see, e.g., Abstract, 8:1-27, 9:50-63, 10:7-50). Kowalski '91 discloses receiving interpreting the electronic message using a rule base and case base knowledge engine. E.g., the system interprets received fact patterns using rules and case-based reasoning (see, e.g., 21, 22-23, 29). Rissland '95 discloses interpreting the electronic message using a rule base and case base knowledge engine. E.g., a hybrid system (Fig. 1) first performs standard case-based reasoning (CBR) by matching the problem case to cases from the case base, then uses the

Claims	Prior Art References
	matched cases to generate a rule for searching for additional documents via an information-retrieval (IR) system (see, e.g., p. 53, fifth paragraph in left column). Also e.g., top case matches are used to generate a rule, such as a keyword-based query, for searching documents (see, e.g., p. 55, second and third paragraphs in left column). Hill '95 discloses interpreting the electronic message using a rule base and case base knowledge engine. E.g., rules applied to received email, such as adding unseen movies to recommendation pool and case-matching performed, such as matching user's movie ratings to ratings of other users in a case base; further rule application includes evaluating unseen movies based on case matches to develop recommendations (see, e.g., p. 197, second and third paragraphs in "The Email Interface" section). Allen '664 discloses interpreting the electronic message using a rule base and case base knowledge engine. E.g., a "case-based reasoning system which is smoothly integrated into a rule-based reasoning system, thus coordinating case-based reasoning techniques and rule-based reasoning techniques in a unified automated reasoning system" (see, e.g., Abstract, 1:58-2:2, 2:45-59, and FIG. 1). Also e.g., the software inference engine 111 interprets the electronic message to proceed to an action using the case base 104 and rule base 102 (see, e.g., 2:61-63 and 7:8-16). Rissland '89 discloses interpreting the electronic message using a rule base and case base knowledge engine. E.g., a combination of case-based and rule-based reasoning is used to solve the problem of statutory interpretation of a legal rule (see, e.g., sections 4 and 5, p. 526-529). Golding '91 discloses interpreting the electronic message using a rule base and case base knowledge engine. E.g., a pronunciation of a name is determined by matching cases in a case base and by applying pronunciation rules from a rule base (see, e.g., p. 25, first paragraph in section 3, and section 2 generally). Watson '94 discloses interpreting the electronic message using a rule base and case base knowledge engine. E.g., looking for prominent differences between a retrieved case and

Claims	Prior Art References
	the current case contained in the electronic message, and applying rules that take those differences into account when suggesting a solution (see, e.g., p. 9, "Adaptation" section). Also e.g., answers to questions are used to narrow the number of matching cases (see, e.g., p. 11, fifth paragraph). Aamodt '94 discloses interpreting the electronic message using a rule base and case base knowledge engine. E.g., a case from a case base is retrieved based on a match with the problem description, and general domain-dependent knowledge (e.g., rules) is also used (see, e.g., p. 6, col. 2, first and second full paragraphs). Also e.g., integration of case-based and rule-based reasoning (see, e.g., pp. 15-16, section 9). Allen '218 discloses interpreting the electronic message using a rule base and case base knowledge engine. E.g., a software interference engine 125 for reasoning using a set of cases 126 in a case base 127 and a set of rules 128 in a rule base 129 (see, e.g., 5:8-12 and FIG. 1). Fathi-Torbaghan '95 discloses interpreting the electronic message using a rule base and case base knowledge engine. E.g., the system uses rule-based reasoning (RBR) and case-based reasoning (CBR) in the frame of a hybrid fuzzy expert system for diagnostic support (see, e.g., p. 2425, left column, third paragraph). Also e.g., Categorical reasoning (i.e. rule-based reasoning) and Special case reasoning (i.e., case-based reasoning) are used to process the input (see, e.g., p. 2425, right column and p. 2426, left column). Jurisica '96 discloses interpreting the electronic message using a rule base and case base knowledge engine. E.g., the system matches an input to a case from a case base and uses rules to determine which attributes are used for accurate classification of the input (see, e.g., p. 2-3, "The TA3 System" section). Lewis '481 discloses interpreting the electronic message using a rule base and case base knowledge engine. E.g., applies "case-based reasoning" to trouble ticket resolution, retrieving one or more similar trouble tickets from a case library of trouble tickets (see, e.g., 6:33-50). Also e.g., rules in a rules database for determining matching cases (see,

Claims	Prior Art References
	e.g., 7:60-62, 8:3-6, and FIG. 5). Manago '93 discloses interpreting the electronic message using a rule base and case base knowledge engine. E.g., integrating induction and case-based reasoning (see, e.g., p. 2, first paragraph of section 3). Also e.g., a decision tree produced by induction can speed up the consultation by the case-based reasoner (see, e.g., p. 4, first paragraph in section 5). Simoudis '206 discloses interpreting the electronic message using a rule base and case base knowledge engine. E.g., forming a query (i.e., determining features that are most important) using semantic knowledge stored in a semantic knowledge database, or rule base (see, e.g., 3:41-48). Also e.g., retrieving cases from the case library 12, or case base, using the semantic knowledge (see, e.g., 3:50-52). Also see 6:39-57. Watson '96 discloses interpreting the electronic message using a rule base and case base knowledge engine. E.g., CasePoint supports a rule-file to improve the speed of case matching (see, e.g., p. 4, paragraph before "Eclipse" section). Surma '95 discloses interpreting the electronic message using a rule base and case base knowledge engine. 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 interpreting the electronic message using a rule base and case base knowledge engine. E.g., retrieving closest-matching cases stored in a case base and using the current problem and closest-matching cases to generate a solution via adaptation (i.e., rules) (see, e.g., p. 40, top paragraph – "Retrieval" and "Adaptation"). Also e.g., rule-based methods for retrieving cases (see, e.g., p. 40, left column, last full paragraph). Also e.g., hybrid problem-solving architectures combining cases, rules, and models (see, e.g., p. 40, second column, bottom paragraph). Fox '95 discloses interpreting the electronic message using a rule base and case base

Claims	Prior Art References
	knowledge engine. E.g., a case-based planner and model based reasoner that uses rules, the planner and reasoner determining directions from an origin to a destination (see, e.g., Figs. 3.3, 3.9, and 3.10, and chapter 3 generally). Leake '96 discloses interpreting the electronic message using a rule base and case base knowledge engine. E.g., integration of case-based and rule-based reasoning (see, e.g., p. 18, "Integrated systems" section). Slator '91 discloses interpreting the electronic message using a rule base and case base knowledge engine. E.g., data values from the form are evaluated (i.e., rules are applied) and features, or indicators, are associated with the case. Using the features, or indicators, the case is matched against a case base of businesses (see, e.g., p. 17, last paragraph). Golding '96 discloses interpreting the electronic message using a rule base and case base knowledge engine. E.g., using rules to obtain a preliminary answer for a problem in the electronic message, and using cases from a case base to handle exceptions to the rules (see, e.g., Abstract and p. 218-220, section 2.1). Sassin '435 discloses interpreting the electronic message using a rule base and case base knowledge engine. E.g., a content analyzer analyzes the message using semantic analysis and rule-based decision-making to identify skills (see, e.g., 6:42-47). Also e.g., determining a "best-fit" between the identified skills and an agent using a database (i.e., case base) of agent's resumes (see, e.g., 7:19-40). Skalak '91 discloses interpreting the electronic message using a rule base and case base knowledge engine. E.g., interleaving case-based and rule based processing (see, e.g., p. 9, section 5, first paragraph). Also, e.g., retrieving cases from a case base based on rules (see, e.g., p. 9, paragraph continued from previous page). Chi '91 discloses interpreting the electronic message using a rule base and case base knowledge engine. E.g., determine if the new case matches a previous case in the case base; if not, then generalize an old case based on rules (see, e.g., p. 259, left column, and

Claims	Prior Art References
	Fig. 2). Acorn '92 discloses interpreting the electronic message using a rule base and case base knowledge engine. E.g., determine matching cases from a case base and using the input problem and domain-specific rules (see, e.g., p. 8, paragraph continued from previous page; also p. 14, Fig. 9). Whitehead '95 discloses receiving interpreting the electronic message using a rule base and case base knowledge engine. E.g., the system interprets received input questions using rules and cases (see, e.g., abstract, 140). Chang '96 discloses receiving interpreting the electronic message using a rule base and case base knowledge engine. E.g., the system interprets received input problem descriptions using rules and cases (see, e.g., abstract, 116-119). Nguyen '93 discloses receiving interpreting the electronic message using a rule base and case base knowledge engine. E.g., the system interprets received input problem descriptions using rules and cases (see, e.g., 50, 55-56, 58). Rice '96 discloses interpreting the electronic message using a rule base and case base knowledge engine. E.g., combining case-based retrieval with rules for email interpretation (see, e.g., p. 1509-1510, "EZ Reader Hybrid Knowledge Base Approach" section; also see, e.g., example of hybrid processing on p. 1513). Yoshiura '689 discloses interpreting the electronic message using a rule base and case base knowledge engine. E.g., searches for a solution case similar to the problem case (see, e.g., 4:27-30). Also e.g., using rules to calculate a portion of the case that is not solved (see, e.g., 5:32-56). Nguyen '001 discloses interpreting the electronic message using a rule base and case base knowledge engine. E.g., input problem is matched against a case-based knowledge base and information in input problem is reconfigured based on rules (see, e.g., Abstract and

Claims	Prior Art References
	4:30 – 5:22). 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). 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). 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). 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). 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). 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). Redfern '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). Nitta '92 discloses interpreting the electronic message using a rule base and case base knowledge engine. (see e.g. pp. 1115-1122)
(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

Claims	Prior Art References
of the electronic message from a repository for automatic delivery to the source.	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). 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). 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). 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). 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). 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). 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).

Claims	Prior Art References
	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).

Claims	Prior Art References
	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).

Claims	Prior Art References
	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).

Claims	Prior Art References
	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).

Claims	Prior Art References
	Jurisica '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

Claims	Prior Art References
	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

Claims	Prior Art References
	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). Acorn '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