EXHIBIT A-5

IN THE UNITED STATES DISTRICT COURT
FOR THE EASTERN DISTRICT OF TEXAS
MARSHALL DIVISION

BRIGHT RESPONSE, LLC **F/K/A POLARIS IP, LLC** **Plaintiff,** **v.** **GOOGLE INC. et al.** **Defendants.**	Case No. 2:07-cv-371-TJW-CE **JURY TRIAL DEMANDED**

DEFENDANTS' INVALIDITY CONTENTIONS

Defendants Google Inc., AOL LLC, America Online, Inc., and Yahoo! Inc. (collectively "Defendants") hereby serve their Invalidity Contentions pursuant to P.R. 3-3 and the Court's June 11, 2008, Docket Control Order.

The Invalidity Contentions set forth below are based on information currently available to Defendants and Defendants' present understanding of Plaintiff's interpretation of the asserted claims in the asserted U.S. Patent No. 6,411,947 (the "'947 patent") set forth in Plaintiff Bright Response, LLC's ("Bright Response") Disclosure of Asserted Claims and Infringement Contentions. Nothing in Defendants' disclosures should be regarded as necessarily reflecting how items of prior art would apply to the features of the '947 patent under a proper interpretation of the claims. Additionally, nothing in Defendants' disclosures should be regarded as necessarily reflecting the proper interpretation of the claims or an interpretation of the claims Defendants agree with or propose. Defendants dispute Bright Response's apparent claim interpretations and will propose alternative constructions to those apparently adopted by Bright Response in its infringement contentions at the appropriate time.

Exhibit A to Defendants' Invalidity Contentions*
Bright Response, LLC v. Google Inc., et al
Case 2:07-cv-00371-CE

Claims	Prior Art References
Claim 26	
26. A method for automatically processing a non-interactive electronic message using a computer, comprising the steps of:	Auriol '95 discloses a method for automatically processing a non-interactive electronic message using a computer. E.g., the system was designed to interpret electronic messages in a variety of environments including a help-desk support environment (see, e.g., 372). Portinale '95 discloses a method for automatically processing a non-interactive electronic message using a computer. E.g., the system interprets input cases (electronic messages). (see, e.g., Abstract, pp. 285-8). Rissland '91 discloses a method for automatically processing a non-interactive electronic message using a computer. E.g., the system interprets electronic messages such as fact patterns (see, e.g., Abstract, 839, 853, 855, 867-976). Lopez '93 discloses a method for automatically processing a non-interactive electronic message using a computer. E.g., the system interprets input patient cases (see, e.g., 97, 103-4). Rissland '93 discloses automatically processing a non-interactive electronic message using a computer. E.g., the system integrates case-based and rule-based analysis to generate a medical diagnostic report, legal report, etc. (see, e.g., Abstract, 66-67). Vossos '91 discloses automatically processing a non-interactive electronic message using a computer. E.g., the system performs statutory interpretation in the are of accident

*The citations presented herein are exemplary and not exclusive; the prior art reference as a whole discloses each and every limitation of the claims. The chart is based on Defendants' present understanding of Plaintiff's interpretation of the '947 Patent as reflected in Plaintiff's infringement assertions against Defendant. Nothing in the chart, however, should be regarded as necessarily reflecting how the prior art reference would apply to claim elements of the '947 Patent under a proper interpretation of the claims. Additionally, nothing in the chart should be regarded as necessarily reflecting proper interpretation of the claims.

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

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	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

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	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