

All communications respecting this case should identify it by number and names of parties.



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**PAT. & T.M. OFFICE
BOARD OF PATENT APPEALS
AND INTERFERENCES**

Patentees: Szlam et al.
Serial No.: 07/062,944
Filed: 06/16/87, now Patent No.
4,797,911 issued 01/10/89
For: Customer Account Online
Servicing System

The case referred to above has been forwarded to the Board of Patent Appeals and Interferences because it is adjudged to interfere with other cases hereafter specified. Attention is directed to the fact that this interference is declared pursuant to 37 CFR 1.601 et seq., effective February 11, 1985 (49 F.R. 48416. 1050 O.G. 385). The interference is designated as No. 103,697.

By direction of the Commissioner of Patents and Trademarks and as required by 35 USC 135(c), notice is hereby given the parties of the requirement of the law for filing in the Patent and Trademark Office a copy of any agreement "in connection with or in contemplation of the termination of the interference."

The cases involved in this interference are:

Junior Party

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Serial No.: 07/062,944 filed 06/16/87, now Patent No. 4,797,911 issued 01/10/89

For: Customer Account Online Servicing System

Assignees: None

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Accorded Benefit of: None

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Serial No.: 07/335,923 filed 04/10/89

For: Telephonic-Interface Statistical Analysis System

Assignees: None

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Associate Attorneys: None

Accorded Benefit of: U.S. Applications 07/194,258 filed 05/16/88, now Patent No. 4,845,739 issued 07/04/89 and 07/018,244 filed 02/24/87, now Patent No. 4,792,968 issued 12/20/88

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Count 1

Apparatus to be utilized with a telephone facility for on-line handling of customer data contained in a memory comprising:

an operator terminal for use by a person to communicate through the telephone facility;

interface switching means for receiving incoming calls;

means connected to said interface switching means for directly providing a caller telephone number from said telephone facility;

computer means coupled to said interface switching means for connecting an incoming call by a caller to said operator terminal and responsive to said caller telephone number for causing said memory to provide to said operator terminal data on a selected customer which has a telephone number corresponding to said caller telephone number from said telephone facility;

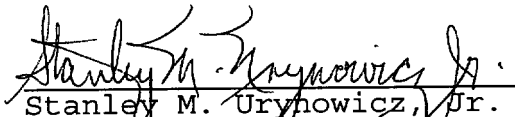
whereby said operator terminal provides data entries to said memory; and

said memory is updated with said customer data on said selected customer by incorporating said data entries into said data on said customer.

The claims of the parties which correspond to this
count are:

Szlam et al.: Claim 42

Katz : Claim 98


Stanley M. Urynowicz, Jr.
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gjh