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(54) **Title:** SYSTEMS AND METHOD FOR DETERMINING A RELATIONSHIP RANK

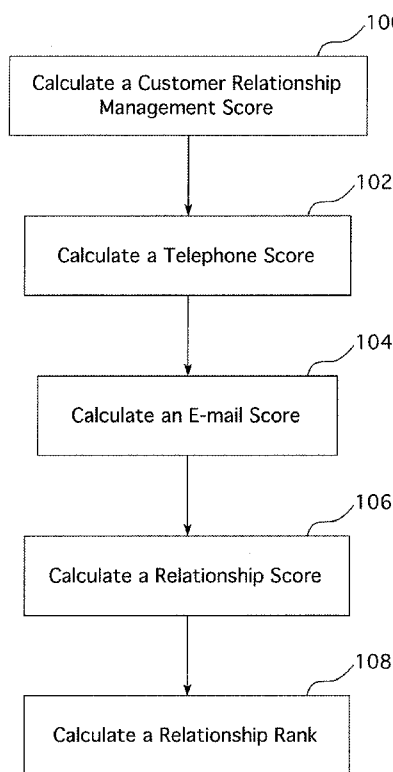


FIG. 2

(57) **Abstract:** A method of determining and an apparatus for displaying, for an organization, a relationship rank between a first party and a second party. A customer relationship management score, a telephone call score, and an e-mail score for the first party relative to the second party may be calculated using a computer system. The customer relationship management score, the telephone call score, and the e-mail score may be calculated using data for the first party and the second party stored in databases. A relationship score for the first party relative to the second party may be calculated using the customer relationship management score, the telephone call score, and the e-mail score. A relationship rank may be calculated for the first party relative to the second party using a computer system. The relationship rank for the first party relative to the second party may be an indication of the strength of the first party's relationship to the second party. The relationship rank may be based on the relationship score.

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## INTERNATIONAL SEARCH REPORT

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USPC - 707/723

According to International Patent Classification (IPC) or to both national classification and IPC

## B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)

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Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the international search (name of data base and, where practicable, search terms used)

USPTO WEST System (US-PGPUB; USPAT; USOCR; EPO; JPO), PatBase, Google Patents

## C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
Y	US 2005/0203929 A1 (HAZARIKA et al) 15 September 2005 (15.09.2005) entire document	1-48
Y	US 2007/0127694 A1 (HAJJ et al) 07 June 2007 (07.06.2007) entire document	1-48
Y	US 7,302,429 B1 (WANKER) 27 November 2007 (27.11.2007) entire document	1-48
A	US 2006/0262922 A1 (MARGULIES et al) 23 November 2006 (23.11.2006) entire document	1-48
A	US 2006/0047566 A1 (FLEMING et al) 02 March 2006 (02.03.2006) entire document	1-48
A	US 2003/0028464 A1 (KOSINSKI) 06 February 2003 (06.02.2003) entire document	1-48

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