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(71) Applicant *(for all designated States except US)*: **XPERTUNIVERSE, INC.** [—/US]; 235 West 35th Street, Sixth Floor, New York, NY 10018 (US).

(72) Inventors; and

(75) Inventors/Applicants *(for US only)*: **NEVIN, James, B.** [US/US]; 230 Mulberry, Steet, #13, New York, NY 10012 (US). **ZELKIN, Abraham** [US/US]; 27 Amber Lane, Oyster Bay, NY 11771 (US). **MASON, Richard, W.** [US/US]; 348 Valley Road, Cos Cob, CT 06807 (US). **STEINHOFF, John** [US/US]; 131 Perry Street, Apt. 2B, New York, NY 10014 (US).

(74) Agents: **LEASON, David** et al.; Darby & Darby P.C., P.O. Box 770, Church Street Station, New York, NY 10008-0770 (US).

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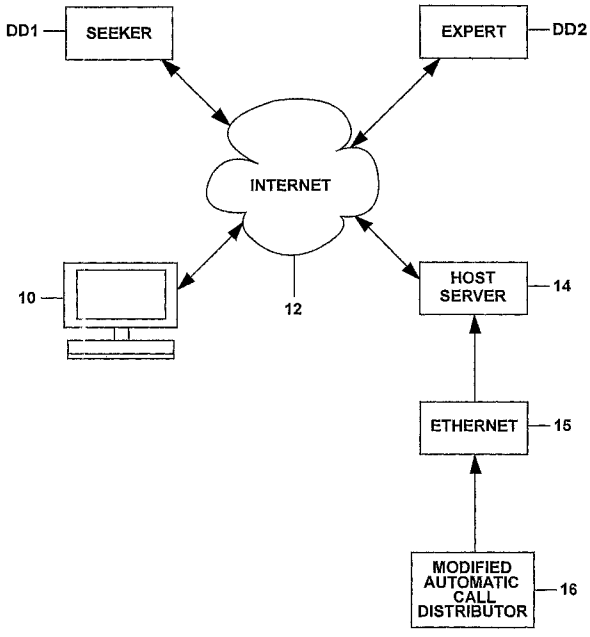
(54) Title: MANAGEMENT OF EXPERT RESOURCES USING SEEKER PROFILES



(57) Abstract: The present invention relates to a system and method of locating an expert having individualized knowledge of a seeker's request. A computer based match and route system is used to locate an expert. In the memory component of the system, a seeker profile is created and is embedded, prior to a request for an inquiry, with pre-selected inquiry criteria and values. An interactive problem definition page displays numerous inquiry criteria and values for a seeker to select. An expert having individualized knowledge regarding a seeker's request is located by filtering the pre-selected and seeker selected inquiry criteria and values.

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