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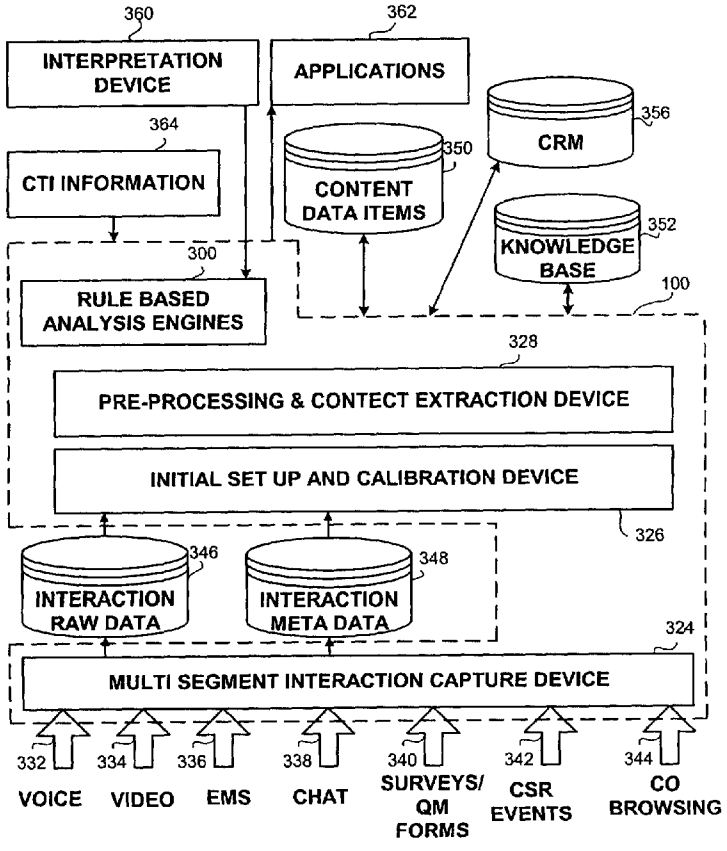
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[Continued on next page]

(54) Title: METHOD, APPARATUS AND SYSTEM FOR CAPTURING AND ANALYZING INTERACTION BASED CONTENT



(57) Abstract: A method and apparatus (100) for capturing and analyzing customer interactions, the apparatus comprising a multi-segment interaction capture device (324), an initial set up and calibration device (326), a pre-processing and context extraction device (328) and a rule-based analysis engine (300).

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