

What is claimed is:

1. A system for employing the use of neural networks for
real time business intelligence and automation control, said
5 system comprising:

a plurality of distributed agent neurons, coupled to at
least a first business applications software system, for
monitoring on activities occurring within said at least a
first business application software system;

10 a plurality of application interception neuron, coupled
between said at least a first business application software
system and one or more databases supporting said at least a
first business application software system, for intercepting
customer information exchanged between said at least a first
15 business application software system and said one or more
databases supporting said at least a first business
application software system, and for providing additional,
perspective information about or relating to a customer from
said exchange between said at least a first business
20 application software system and said one or more databases
supporting said at least a first business application
software system; and

an executive control module, coupled to said plurality
of distributed agent neurons and said plurality of
25 application interception neurons, said executive control
module including a modeling engine, for simulating the effect
of interaction between said plurality of distributed agent
neurons, said plurality of application interception neurons
and said at least a first business applications software

system on the operation of said system in the context of a business enterprise, said executive control module further including a user interface, configured for allowing a user to program the operation of said plurality of distributed agent
5 neurons and said plurality of application interception neurons, and for effectuating said simulation and reporting results of said simulation and of the operation of said system for employing the use of neural networks for real time business intelligence and automation control.

10

2. The system of claim 1, wherein said is this application software system is selected from the group consisting of a customer relationship management application software system and a customer service system application software system.

15

3. The system of claim 1, wherein said first business applications software system is provided as an internet provided cloud computing service business application software system.

20

4. The system of claim 1, where each of said plurality of distributed agent neurons and said plurality of application interception neurons are based on a 'soft processing unit' (SPU) and configured to:

25 subscribe to and receive notification of system events;
receive messages;

parse XML messages and compile them to the binary form recognizable by the SPU;

set and preserve their state;

store a metadata based rules matrix that will determine whether or not the primary function of the neuron is executed and in what way;

message construction;

5 message Transmission;

event broadcast; and

construct outgoing messages and transmit outgoing messages to an enterprise message bus or to a list of neuron receptors.

Claims:

1. A system for employing the use of neural networks for real time business intelligence and automation control, said system comprising:

a plurality of distributed agent neurons, coupled to at least a first business applications software system, for monitoring on activities occurring within said at least a first business application software system;

a plurality of application interception neuron, coupled between said at least a first business application software system and one or more databases supporting said at least a first business application software system, for intercepting customer information exchanged between said at least a first business application software system and said one or more databases supporting said at least a first business application software system, and for providing additional, perspective information about or relating to a customer from said exchange between said at least a first business application software system and said one or more databases supporting said at least a first business application software system; and

an executive control module, coupled to said plurality of distributed agent neurons and said plurality of application interception neurons, wherein each of one of said plurality of distributed agent neurons and said plurality of application interception neurons are capable of communicative interoperability with each other, said executive control module including a modeling engine, for simulating the effect of interaction between said plurality of distributed agent neurons, said plurality of application interception neurons and said at least a first business applications software system on the operation of said system in the context of a business enterprise, said executive control module further including a user interface, configured for allowing a user to program the operation of said plurality of distributed agent neurons and said plurality of application interception neurons, and for effectuating said simulation and reporting results of said simulation and of the operation of said system for employing the use of neural networks for real time business intelligence and automation control.

2. The system of claim 1, wherein said is this application software system is selected from the group consisting of a customer relationship management application software system and a customer service system application software system.

3. The system of claim 1, wherein said first business applications software system is provided as an internet provided cloud computing service business application software system.

4. The system of claim 1, where each of said plurality of distributed agent neurons and said plurality of application interception neurons are based on a 'soft processing unit' (SPU) and configured to:

- subscribe to and receive notification of system events;
- receive messages;

- parse XML messages and compile them to the binary form recognizable by the SPU;

- set and preserve their state;

- store a metadata based rules matrix that will determine whether or not the primary function of the neuron is executed and in what way;

- message construction;

5 message Transmission;

- event broadcast; and

- construct outgoing messages and transmit outgoing messages to an enterprise message bus or to a list of neuron receptors.