



(51) International Patent Classification:
H04L 12/825 (2013.01)

(21) International Application Number:
PCT/US2017/060875

(22) International Filing Date:
09 November 2017 (09.11.2017)

(25) Filing Language: English

(26) Publication Language: English

(30) Priority Data:
62/419,510 09 November 2016 (09.11.2016) US

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(81) Designated States (unless otherwise indicated, for every kind of national protection available): AE, AG, AL, AM, AO, AT, AU, AZ, BA, BB, BG, BH, BN, BR, BW, BY, BZ, CA, CH, CL, CN, CO, CR, CU, CZ, DE, DJ, DK, DM, DO, DZ, EC, EE, EG, ES, FI, GB, GD, GE, GH, GM, GT, HN, HR, HU, ID, IL, IN, IR, IS, JO, JP, KE, KG, KH, KN, KP, KR, KW, KZ, LA, LC, LK, LR, LS, LU, LY, MA, MD, ME, MG, MK, MN, MW, MX, MY, MZ, NA, NG, NI, NO, NZ, OM, PA, PE, PG, PH, PL, PT, QA, RO, RS, RU, RW, SA,

(54) Title: SYSTEM AND METHODS FOR ROUTING COMMUNICATION REQUESTS TO DEDICATED AGENTS

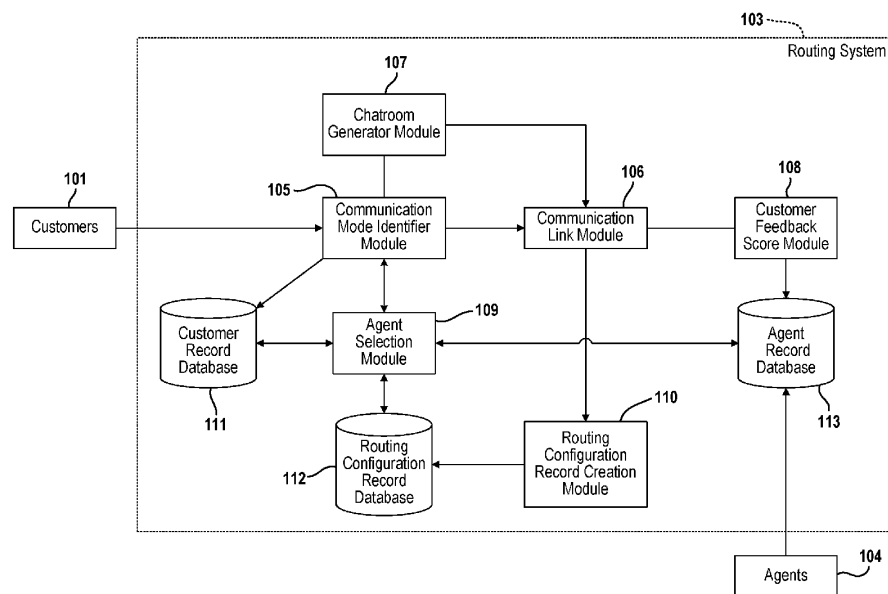


FIG. 1B

(57) **Abstract:** A method is presented for linking a requestor to an agent of an entity. The method includes receiving a request to connect to an agent of an entity from a given requestor, retrieving a pool of agents from a data store, and determining a first subset of agents from the pool of agents, where agents in the first subset of agents have highest rating amongst agents in the pool of agents. The method also includes determining a second subset of agents from the pool of agents, where the agents in the second subset of agents have lowest number of assigned customers amongst the agents in the pool of agents. The method also includes identifying an intersection between the first subset and second subset, and assigning a dedicated agent to the given requestor from the intersection. The method also includes establishing a communication link between the given requestor and the dedicated agent.

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SC, SD, SE, SG, SK, SL, SM, ST, SV, SY, TH, TJ, TM, TN,
TR, TT, TZ, UA, UG, US, UZ, VC, VN, ZA, ZM, ZW.

(84) Designated States (*unless otherwise indicated, for every kind of regional protection available*): ARIPO (BW, GH, GM, KE, LR, LS, MW, MZ, NA, RW, SD, SL, ST, SZ, TZ, UG, ZM, ZW), Eurasian (AM, AZ, BY, KG, KZ, RU, TJ, TM), European (AL, AT, BE, BG, CH, CY, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HR, HU, IE, IS, IT, LT, LU, LV, MC, MK, MT, NL, NO, PL, PT, RO, RS, SE, SI, SK, SM, TR), OAPI (BF, BJ, CF, CG, CI, CM, GA, GN, GQ, GW, KM, ML, MR, NE, SN, TD, TG).

Published:

— with international search report (Art. 21(3))

(88) Date of publication of the international search report:

26 July 2018 (26.07.2018)