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(54) Title: PERSONALIZED AUTOMATED OPERATOR POSITION

(57) Abstract

A telephone operator signal analysis and manipulation subsystem (50) is configured to be interfaced with various signal transport paths of input/output devices of the operator's (personal computer-based) workstation (12). The subsystem is operative to intercept, analyze and selectively modify signals distributed among components of the workstation, including those that may prompt an interactive response from the operator, so as to alleviate the workload of the operator, and improve the efficiency and response time of the operator position. Because the subsystem analyzes and operates only on information that is presented to and sourced from the operator, it is able to automate various functions of the operator position, including initiating the generation of personalized audio messages, without knowledge of the communication protocol of the telecommunication switch to which the operator's workstation is coupled.

