

A SYSTEM AND METHOD FOR ANALYSING USER COMMUNICATION

ABSTRACT

5 A system and method for analysing user communication
comprising: a media gateway arranged to receive a
communication stream, wherein the communication stream
includes a user communication; a communication attributes
analytical engine arranged to process the communication
10 stream to identify one or more communication attributes of
the user communication; and, an attributes processor
arranged to process the identified one or more communication
attributes to determine a plurality of communication
attribute scores, each arranged to represent a core
15 communication benchmark associated with user communications.

Figure 3