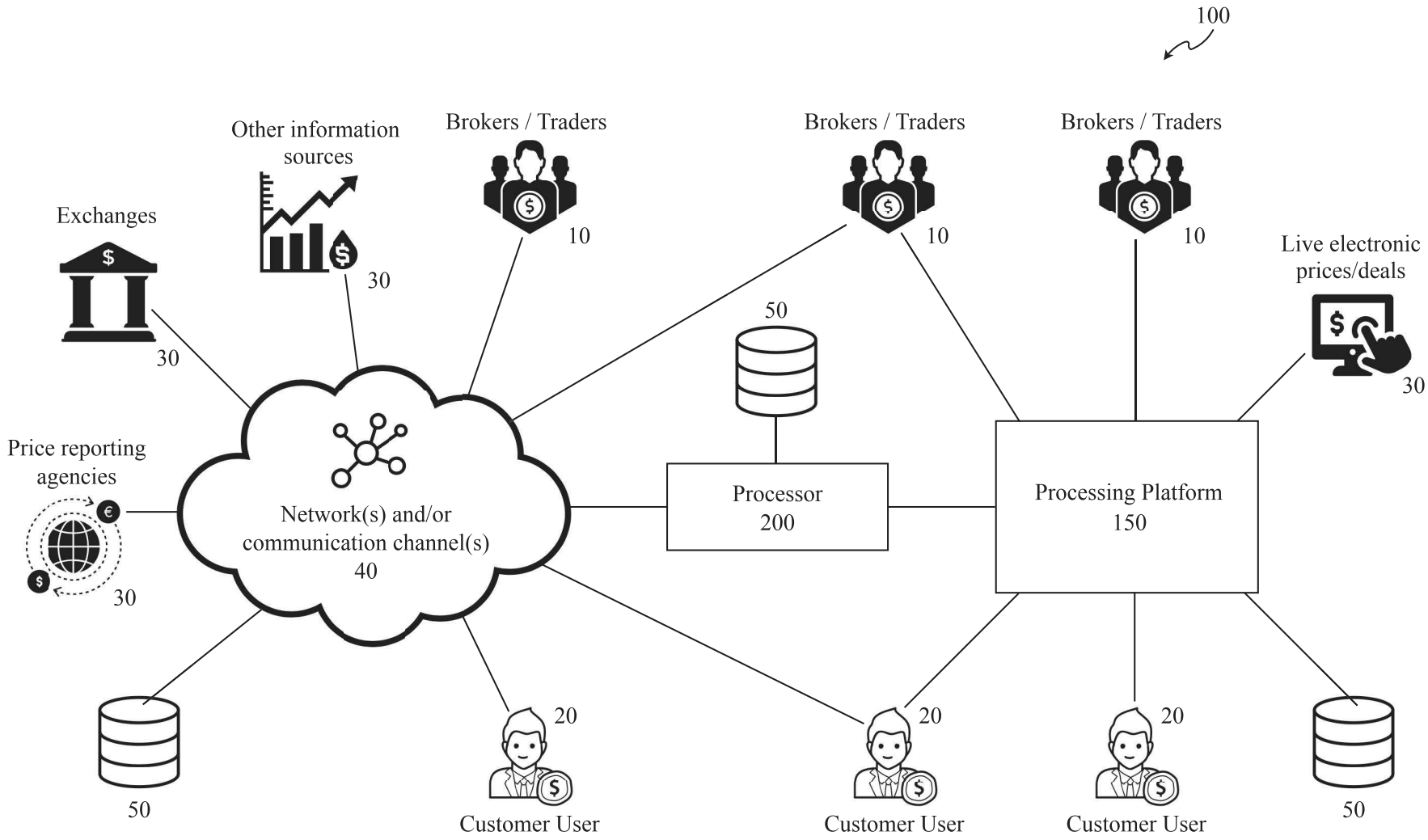

100
Other information sources
Brokers / Traders
Brokers / Traders
Brokers / Traders
Exchanges
10
10
10
30
30
Live electronic prices/deals
50
30
Price reporting agencies
Network(s) and/or communication channel(s) 40
Processor 200
Processing Platform 150
30
50
20
20
20
50
Customer User
Customer User
Customer User

FIG. 1

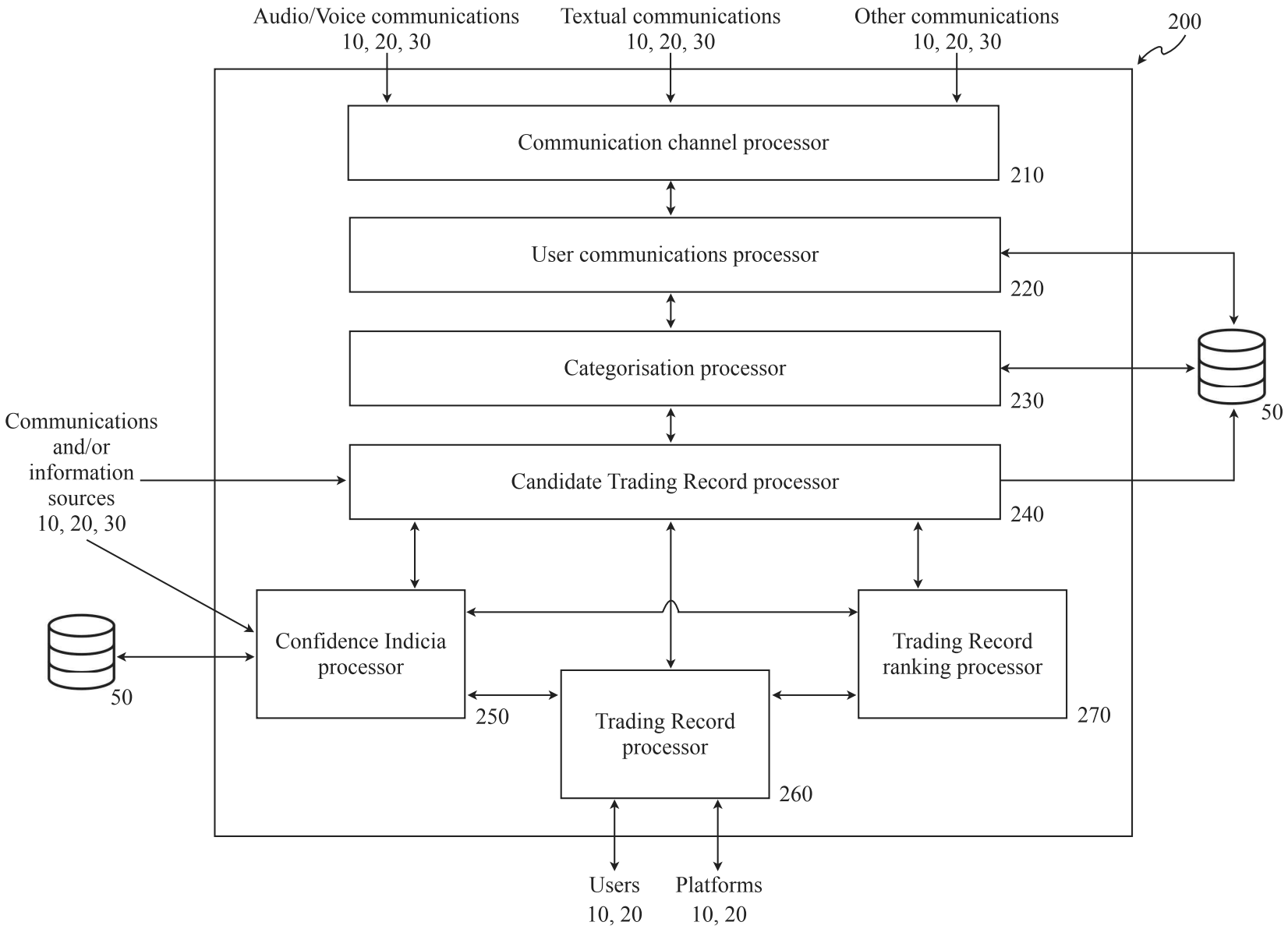

Audio/Voice communications
10, 20, 30
Textual communications
10, 20, 30
Other communications
10, 20, 30
200
Communication channel processor
210
User communications processor
220
Categorisation processor
230
50
Communications
and/or
information
sources
10, 20, 30
Candidate Trading Record processor
240
Confidence Indicia
processor
250
Trading Record
processor
260
Trading Record
ranking processor
270
50
Users
10, 20
Platforms
10, 20

FIG. 2

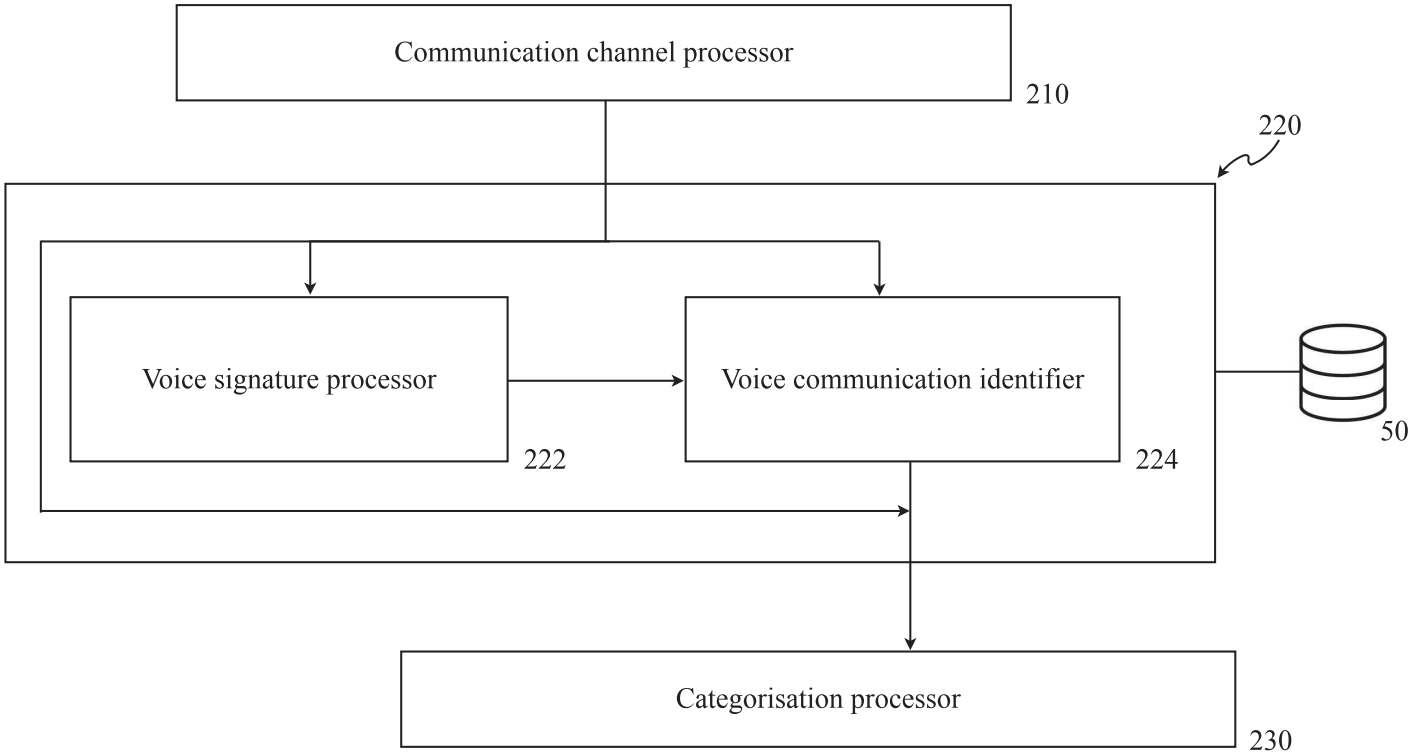

Communication channel processor
210
220
Voice signature processor
222
Voice communication identifier
224
50
Categorisation processor
230

FIG. 3

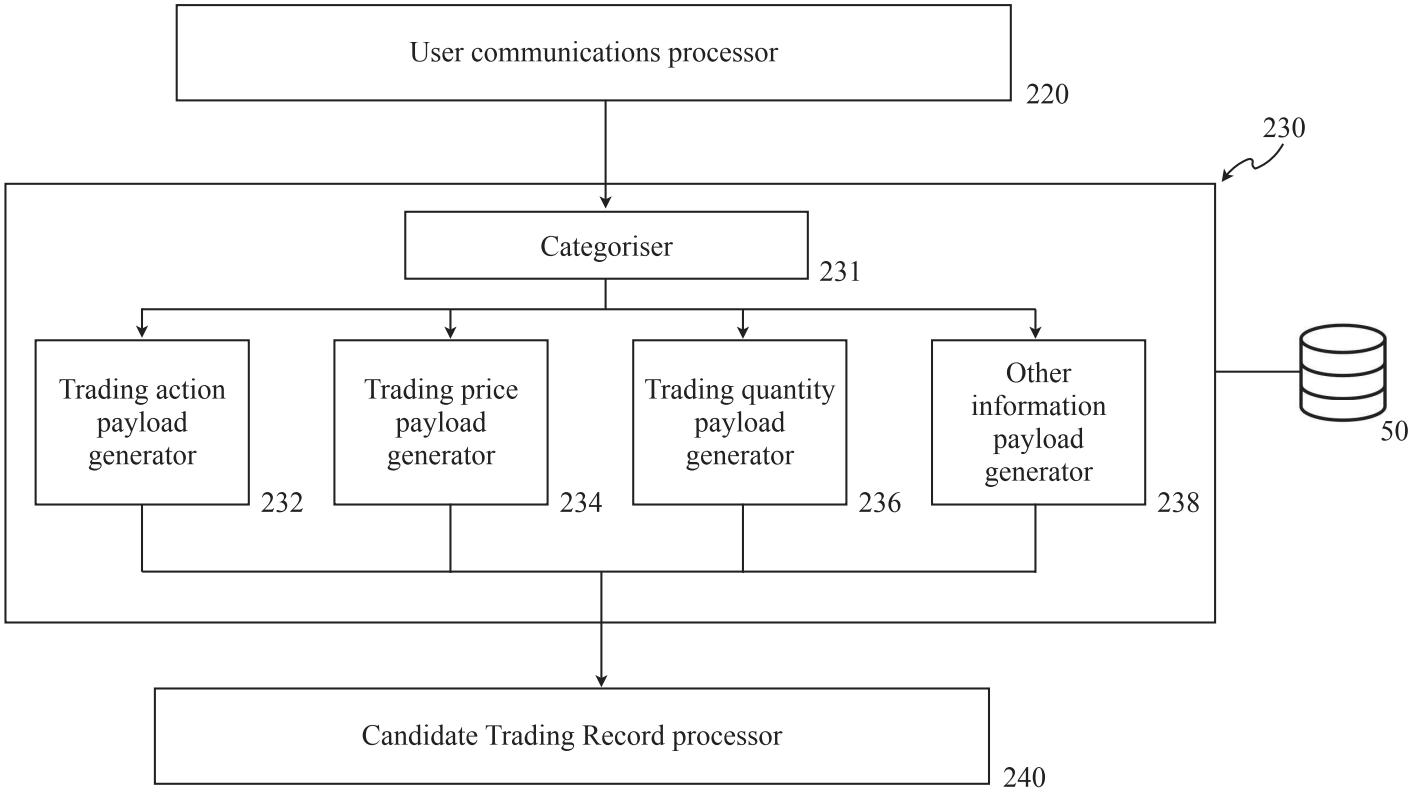

User communications processor
220
230
Categoriser
231
Trading action payload generator
232
Trading price payload generator
234
Trading quantity payload generator
236
Other information payload generator
238
50
Candidate Trading Record processor
240

FIG. 4

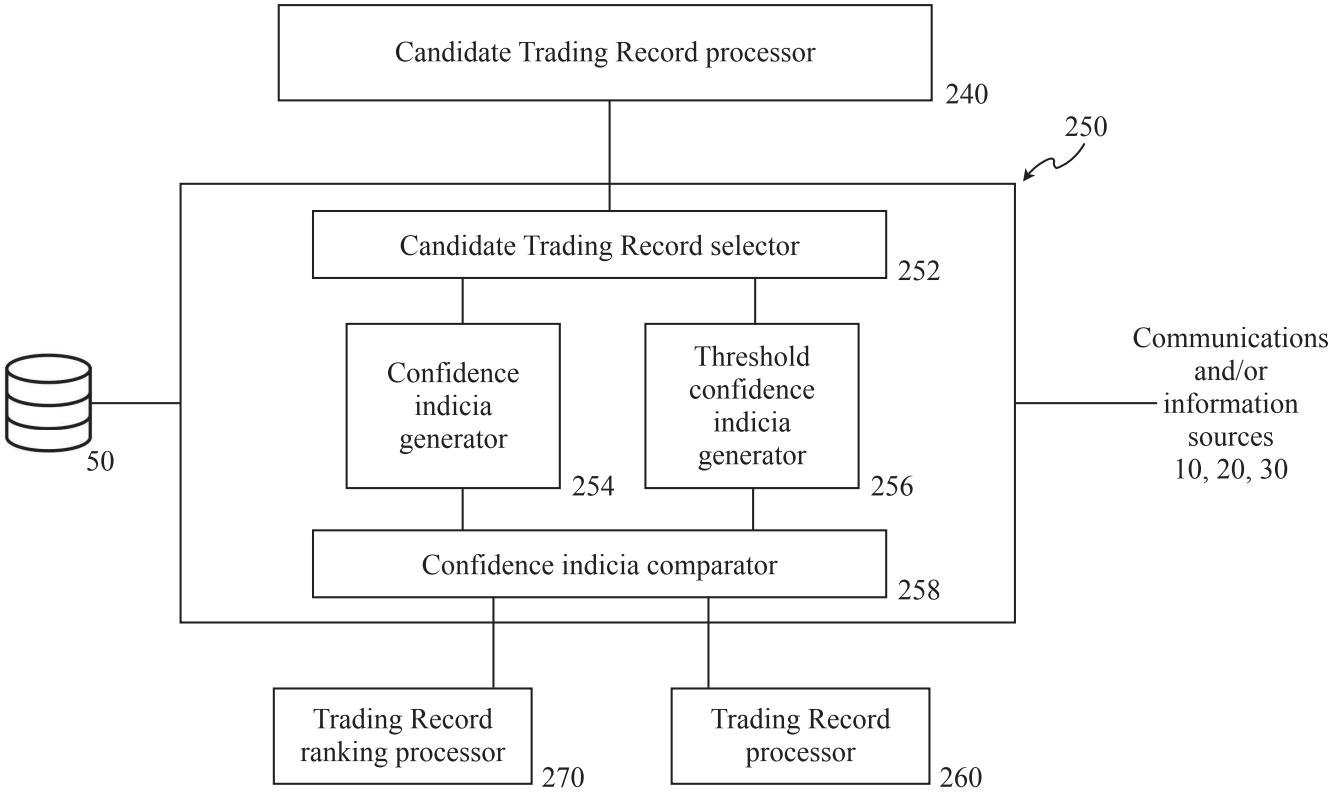

Candidate Trading Record processor
240
250
Candidate Trading Record selector
252
Confidence indicia generator
254
Threshold confidence indicia generator
256
Confidence indicia comparator
258
50
Communications and/or information sources 10, 20, 30
Trading Record ranking processor
270
Trading Record processor
260

FIG. 5

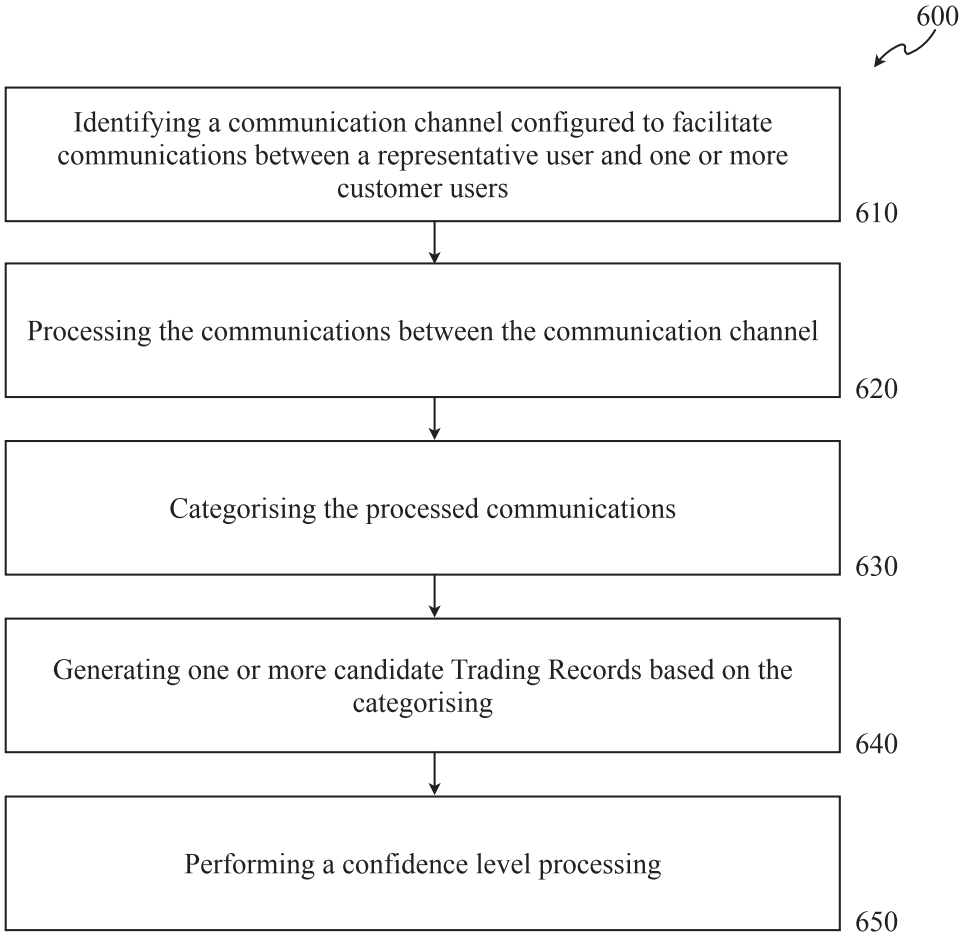

600
Identifying a communication channel configured to facilitate communications between a representative user and one or more customer users
610
Processing the communications between the communication channel
620
Categorising the processed communications
630
Generating one or more candidate Trading Records based on the categorising
640
Performing a confidence level processing
650

FIG. 6

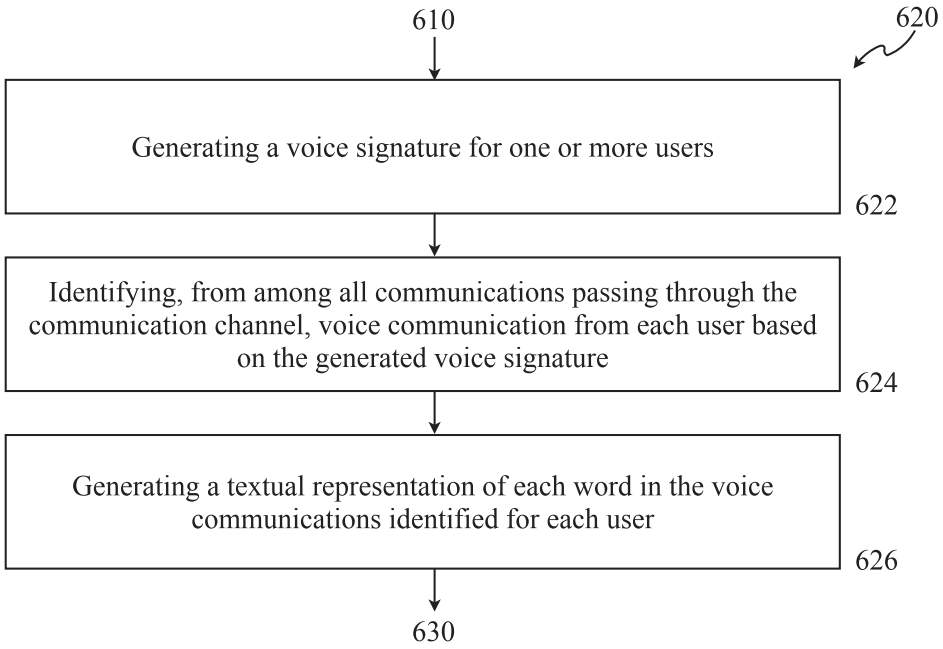

610
620
Generating a voice signature for one or more users
622
Identifying, from among all communications passing through the communication channel, voice communication from each user based on the generated voice signature
624
Generating a textual representation of each word in the voice communications identified for each user
626
630

FIG. 7

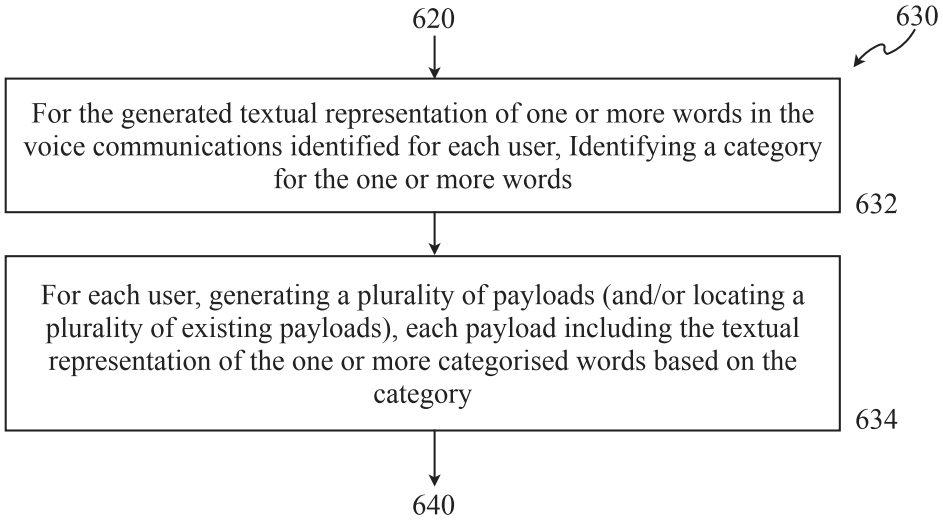

620
630
For the generated textual representation of one or more words in the voice communications identified for each user, Identifying a category for the one or more words
632
For each user, generating a plurality of payloads (and/or locating a plurality of existing payloads), each payload including the textual representation of the one or more categorised words based on the category
634
640

FIG. 8

Colour Legend

Yellow - indicative, voice source
Orange - indicative, textual source
Green - non-indicative, live
White - external prices
Red - implied prices

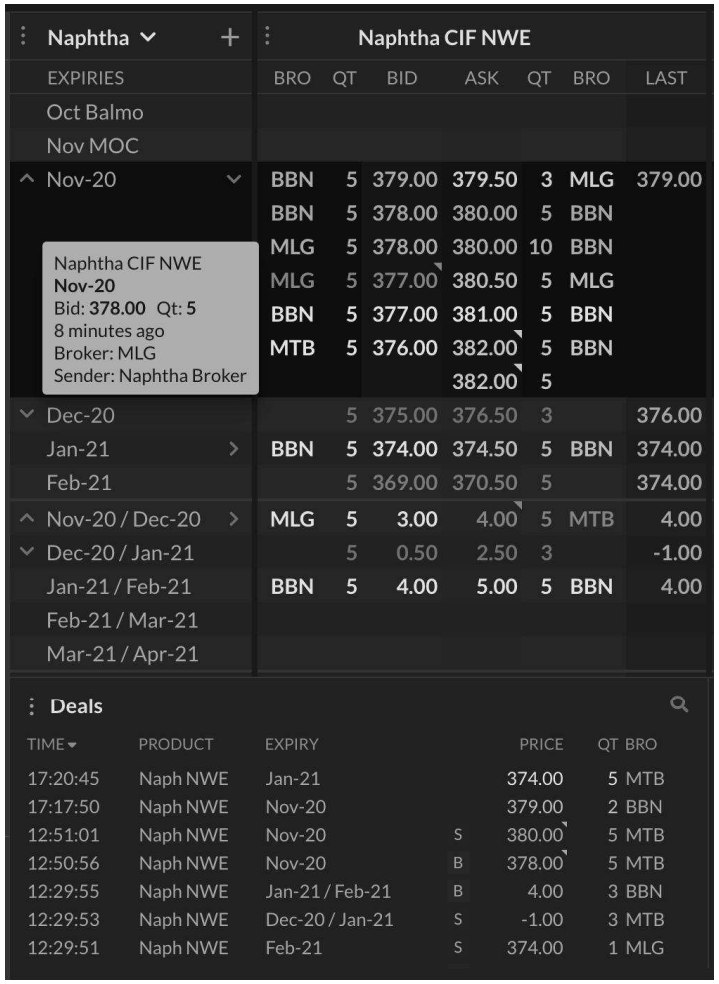


FIG. 9