



(12) **EUROPEAN PATENT APPLICATION**

(43) Date of publication:  
**07.11.2018 Bulletin 2018/45**

(51) Int Cl.:  
**G06K 9/62** (2006.01) **G06K 9/00** (2006.01)  
**G10L 25/63** (2013.01) **H04N 7/14** (2006.01)  
**G10L 25/57** (2013.01)

(21) Application number: **18179336.5**

(22) Date of filing: **18.03.2016**

(84) Designated Contracting States:  
**AL AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HR HU IE IS IT LI LT LU LV MC MK MT NL NO PL PT RO RS SE SI SK SM TR**

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(30) Priority: **18.03.2015 US 201514661539**

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(62) Document number(s) of the earlier application(s) in accordance with Art. 76 EPC:  
**16726678.2 / 3 271 870**

Remarks:

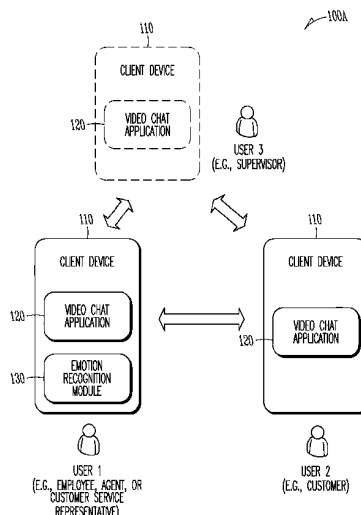
This application was filed on 22-06-2018 as a divisional application to the application mentioned under INID code 62.

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(54) **EMOTION RECOGNITION IN VIDEO CONFERENCING**

(57) Methods and systems for videoconferencing include recognition of emotions related to one videoconference participant such as a customer. This ultimately enables another videoconference participant, such as a service provider or supervisor, to handle angry, annoyed, or distressed customers. One example method includes the steps of receiving a video that includes a sequence of images, detecting at least one object of interest (e.g., a face), locating feature reference points of the at least one object of interest, aligning a virtual face mesh to the at least one object of interest based on the feature reference points, finding over the sequence of images at least one deformation of the virtual face mesh that reflect face mimics, determining that the at least one deformation refers to a facial emotion selected from a plurality of reference facial emotions, and generating a communication bearing data associated with the facial emotion.



**FIG. 1A**