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EXAMINER

THIAW, CATHERINE B

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PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary	Application No. 11/512,782	Applicant(s) DIETRICH, BRENDA	
	Examiner CATHERINE THIAW	Art Unit 2458	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 22 December 2009.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-21 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-21 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☒ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 30 August 2006 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. _____.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|---|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413) |
| 2) <input type="checkbox"/> Notice of Draftperson's Patent Drawing Review (PTO-948) | Paper No(s)/Mail Date. _____ |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08) | 5) <input type="checkbox"/> Notice of Informal Patent Application |
| Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

1. Claims 1-21 are pending.

Specification

2. The specification is objected to as failing to provide proper antecedent basis for the claimed subject matter. See 37 CFR 1.75(d)(1) and MPEP § 608.01(o). Claim 1 recites limitations that are not disclosed in the specifications such as “a communications service provider” in line 1, “vendor” in line 19.

Claim Rejections - 35 USC § 112

The following is a quotation of the first paragraph of 35 U.S.C. 112:

The specification shall contain a written description of the invention, and of the manner and process of making and using it, in such full, clear, concise, and exact terms as to enable any person skilled in the art to which it pertains, or with which it is most nearly connected, to make and use the same and shall set forth the best mode contemplated by the inventor of carrying out his invention.

3. Claims 1, 8 and 15 are rejected under 35 U.S.C. 112, first paragraph, as failing to comply with the written description requirement. The claim(s) contains subject matter which was not described in the specification in such a way as to reasonably convey to one skilled in the relevant art that the inventor(s), at the time the application was filed, had possession of the claimed invention.

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4. As to claim 1, the limitations not clearly supported by the disclosure are:
5. "sending other first emails related to said service order by said recipient at said communications service provider to a vendor in an effort to fulfill said service order, moving a copy of said other first emails from a sent email folder to said at least one subfolder ;
receiving other second emails related to said service order by said recipient at said communications service provider from said vendor in an effort to fulfill said service order; and moving a copy of said other second emails from a sent email folder to said at least one subfolder identified by said conversion date associated with the particular set of first data."
6. Claims 8 and 15 include the same new limitations as claim 1 and are therefore rejected using the same rationale.

Claim Rejections - 35 USC § 103

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

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7. Claims 1-21 are rejected under 35 U.S.C. 103 (a) as being unpatentable over Clark et al., U.S Patent No. 6,725,228, hereinafter Clark, in view Gilberto et al., U.S. 20030158791, hereinafter, Gilberto, and further view of Boetje et al., U.S. Patent No. 7,006,603, hereinafter Boetje and Litwin et al., WO2005093595, hereinafter Litwin.

8. As to claim 1, Clark disclose **a method for tracking emails** (col. 4, lines 26-32) **each having a service activity date** (Fig. 6, 62A) **from a sender** (col. 8, line 14: “user of computer 16”) **to a recipient** (col. 8, lines 15-16: “user of computer 18) **with an email application operating via a communications network** (col. 8, lines 14-16, and Fig. 1A), **the method comprising:**

generating at said sender an email (col. 8, lines 13-18) **having a first portion including a first data** (Fig. 6, label 66 and col. 12, line 63) **and a second portion including a second data** (Fig. 6, label 67 and col. 12, line 64); **creating an inbox at said recipient for the receipt of said email** (col. 8, lines 22-23);

creating at least one subfolder at said recipient (col. 4, lines 27-31, and Fig. 6, label 61) **identified by a conversion date associated with a particular set of first data** (col. 14, table 56, lines 43-48: “all folder which contain messages selected by date and time could be contain within a “date” sub-root folder at shown in Fig. 17” and col. 14, bottom of table 56: criteria related to keywords ftKeyword, ftDate could also be used to sort emails, any date or keyword in the message could be used, for instance a conversion date) **said at least one subfolder in communication with said inbox** (Fig. 6, label 61, col. 8, lines 45-50 and col. 12, lines 10-13);

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sending said email to said recipient over said communications network (col. 8, lines 14-21);

receiving said email at said inbox (col. 8, lines 21-23 and col. 9, lines 11-17);

searching, responsive to said receipt of said email in said inbox, said first data and said second data of said email (Fig. 7; col. 31, lines 5-15 : Search criteria field in table 56 shows that messages can be sorted according to the date or keywords, which could be performed respectively in the header 66 or the body 67 of the message);

moving said email (col. 8, lines 23-26) **to a corresponding one of said at least one subfolders identified by said first data** (col. 31, lines 37-42); **moving a copy of other first emails from a sent email folder to said at least one subfolder identified by said conversion date associated with the particular set of first data; and moving a copy of other second emails to said at least one subfolder identified by said conversion date associated with the particular set of first data** (col. 8, lines 23-26: move email to folders created using conversion date; col. 1, lines 41-48: put sent messages into Sent folders and copy messages to additional folders).

9. However, Clark does not explicitly teach that the emails sent from user of computer 16 to user of computer 18 are about **services orders of services activities**; that the first data and second data are **from a service order**, and that **at least one subfolder is identified by first data of the service order**.

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10. Gilberto, in the related field of placing and tracking commercial orders via emails, teaches a mechanism for a customer to send orders to a supplier by emails (paragraph [0040, lines 1-7); order form in Fig. 14 allows to input information relative to sender's email, date of order, date the order is requested, and more information can be inputted in order form in Fig. 17, such as the description of the items.

11. It would have been obvious to a person with ordinary skills in the art at the time of the invention to combine the teachings of Clark with the teachings of Gilberto in order to implement a method for tracking services orders of services activities by inputting in the email sent from computer 16 to computer 18, as taught by Clark a requested date or description of item in a first portion (header, in subject for instance) or in the second portion of the message (body of the message). Such combination would have allowed the order recipient to immediately get all information related to the orders, such as description, when the order is requested. By combining Gilberto's service orders with Clark's techniques of email organizing, it would allow technicians of the services orders to be able to organize the emails effectively.

12. However, the combination of Clark and Gilberto does not teach service orders received and tracked **by a communication service provider**; the combination of Clark and Gilberto does not teach **sending other first emails related to said service order by said recipient at said communications service provider to a vendor in an effort to fulfill said service order, and receiving other second emails related to said**

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service order by said recipient at said communications service provider from said vendor in an effort to fulfill said service order.

13. Boetje describes a Public Switched Telephone Network (PSTN) managing troubles tickets received electronically from customers; tickets are received at a network-based e-repair subsystem (eRepair) (col. 2, lines 55-65). A Work Force and Administration-Control (WFA/C) subsystem manages repair services and automatically sends update message statuses to the eRepair subsystem (col. 2, lines 65-67 and col. 3, lines 1-10). Fig. 2 shows a customer trouble ticket submitted (item 222) to eRepair, forwarded to WFA/C (item 252), the repairs performed on the PSTN (item 232). Updates status are pushed from the WFA/C to the eRepair or the customer upon occurrence of a status change (col. 5, lines 48-67 and col. 6, lines 1-7). The PSTN tickets administration system is a communications service provider, managing customers communications problem, for instance “no dial tone” in Fig. 11E, “cable failure in area” in Fig. 12 B The recipient at the PSTN tickets administration system is the eRepair subsystem, the service fulfilling the order if the WAF/C. WAF/C plays the same role as the “vendor” fulfilling orders in the disclosed claim.

14. It would have been obvious to a person with ordinary skills in the art at the time of the invention to combine the teachings of Clark and Gilberto with the teachings of Boetje by implementing the organization of messages as taught by Clark and Gilberto into the PSTN system taught by Boetje, in order send other first emails related to said

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service order by said recipient at said communications service provider to a vendor in an effort to fulfill said service order, and receive other second emails related to said service order by said recipient at said communications service provider from said vendor in an effort to fulfill said service order. The other first emails would correspond to the messages from eRepair to WAF/C and the other second emails to the updates from WAF/C to eRepair. Implementing the message organization of Clark and Gilberto into a PSTN trouble ticket system would improve the efficiency of the PSTN system, which deals with large amounts of trouble tickets.

15. However, while the combination of Clark, Gilberto, and Boetje discloses emails including first and second data (see Gilberto's order forms, including headings and body data), the combination of Clark, Gilberto, and Boetje does not explicitly teach other first emails and other second emails **from said service order**.

16. Litwin discloses a method for organizing emails by associating emails under a common topic, the emails can be from different senders with different subject headings (page 3, lines 20-26). A user groups emails by topic by right-clicking on a message and selecting an "associate" option related to topic (page 4, lines 26-31 and Fig. 1) or manipulate emails using operations such as "move", "cut", "paste" ... performed on an entire group of email discussion of threads (page 5, line 5-11). Emails to group or associate may already have other emails associated to them (page 5, lines 22-23).

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17. It would have been obvious to a person with ordinary skills in the art at the time of the invention to modify the teachings of Clark, Gilberto and Boetje by the teachings of Litwin by associating emails sent to or from a service or vendor that fulfills orders with previous emails sent by the customers requesting services. Associating emails identified by a common topic would improve the organization of received emails.

18. As to claim 2, the combination of Clark, Gilberto, Boetje and Litwin discloses the method of claim 1 wherein said first data of said service order are alphanumeric characters corresponding to said service activity date (col. 26, lines 30-33, from Clark and Fig. 14 from Gilberto allows to input information relative to sender's email, date of order, date the order is requested).

19. As to claim 3, the combination of Clark, Gilberto, Boetje and Litwin discloses the method of claim 1 wherein said second data of said service order are alphanumeric characters corresponding to a descriptor of said service activity (col. 26, lines 16-19, from Clark, or Fig. 17, under "Description": widget, widget holder, from Gilberto).

20. As to claim 4, the combination of Clark, Gilberto, Boetje and Litwin discloses the method of claim 1 wherein said receiving said email at said inbox further comprises: receiving said email from a selected sender (col. 8, lines 13-18, from Clark).

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21. As to claim 5, the combination of Clark, Gilberto, Boetje and Litwin discloses the method of claim 1 wherein first portion comprises a subject line of said email (Fig. 6, label 66: "subject", and col. 12, line 63, from Clark).

22. As to claim 6, the combination of Clark, Gilberto, Boetje and Litwin discloses the method of claim 1 wherein said second portion comprises a body of said email (Fig. 6, label 67 and col. 12, line 64, from Clark).

23. As to claim 7, the combination of Clark, Gilberto, Boetje and Litwin discloses the method of claim 1 wherein said particular set of first data comprises:
a select set of service activity dates associated with said conversion date (col. 14, bottom of table 56: "ftDate- which indicates that the folder includes messages selected according to a criterion relative to dates": those dates can correspond to the date the message is sent, shown in the header, or a requested date of service, as taught by Gilberto, that could be entered in the subject line, and would be then in the first portion of the email).

24. As to claim 8, Clark discloses **a system for tracking emails** (col. 4, lines 26-32) **each having a service activity date** (Fig. 6, 62A) **from a sender** (col. 8, line 14: "user of computer 16") **to a recipient** (col. 8, lines 15-16: "user of computer 18) **with an email application operating via a communications network** (col. 8, lines 14-16, and Fig. 1A), **the system comprising:**

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means for generating at said sender an email (col. 8, lines 13-18) **having a first portion including a first data** (Fig. 6, label 66 and col. 12, line 63) **and a second portion including a second data** (Fig. 6, label 67 and col. 12, line 64); **creating an inbox at said recipient for the receipt of said email** (col. 8, lines 22-23);

means for creating at least one subfolder at said recipient (col. 4, lines 27-31, and Fig. 6, label 61) **identified by a conversion date associated with a particular set of first data** (col. 14, table 56, lines 43-48: “all folder which contain messages selected by date and time could be contain within a “date” sub-root folder as shown in Fig. 17” and col. 14, bottom of table 56: criteria related to keywords ftKeyword, ftDate could also be used to sort emails, any date or keyword in the message could be used, for instance a conversion date) **said at least one subfolder in communication with said inbox** (Fig. 6, label 61, col. 8, lines 45-50 and col. 12, lines 10-13);

means for sending said email to said recipient over said communications network (col. 8, lines 14-21);

means for receiving said email at said inbox (col. 8, lines 21-23 and col. 9, lines 11-17);

means for searching, responsive to said receipt of said email in said inbox, said first data and said second data of said email (Fig. 7; col. 31, lines 5-15 : Search criteria field in table 56 shows that messages can be sorted according to the date or keywords, which could be performed respectively in the header 66 or the body 67 of the message);

means for moving said email (col. 8, lines 23-26) **to a corresponding one of said at**

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least one subfolders identified by said first data (col. 31, lines 37-42); **means for moving a copy of other first emails from a sent email folder to said at least one subfolder identified by said conversion date associated with the particular set of first data; and means for moving a copy of other second emails to said at least one subfolder identified by said conversion date associated with the particular set of first data** (col. 8, lines 23-26: move email to folders created using conversion date col. 8, lines 23-26: move email to folders created using conversion date; col. 1, lines 41-48: put sent messages into Sent folders and copy messages to additional folders).

25. However, Clark does not explicitly teach that the emails sent from user of computer 16 to user of computer 18 are about **services orders of services activities**; that the first data and second data are **from a service order** and that **at least one subfolder is identified by first data of the service order**.

26. Gilberto, in the related field of placing and tracking commercial orders via emails, teaches a mechanism for a customer to send orders to a supplier by emails (paragraph [0040, lines 1-7); order form in Fig. 14 allows to input information relative to sender's email, date of order, date the order is requested, and more information can be inputted in order form in Fig. 17, such as the description of the items.

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27. It would have been obvious to a person with ordinary skills in the art at the time of the invention to combine the teachings of Clark with the teachings of Gilberto in order to implement a method for tracking services orders of services activities by inputting in the email sent from computer 16 to computer 18, as taught by Clark a requested date or description of item in a first portion (header, in subject for instance) or in the second portion of the message (body of the message). Such combination would have allowed the order recipient to immediately get all information related to the orders, such as description, when the order is requested. By combining Gilberto's service orders with Clark's techniques of email organizing, it would allow technicians of the services orders to be able to organize the emails effectively.

28. However, the combination of Clark and Gilberto does not teach service orders received and tracked **by a communication service provider**; the combination of Clark and Gilberto does not teach **sending other first emails related to said service order by said recipient at said communications service provider to a vendor in an effort to fulfill said service order, and receiving other second emails related to said service order by said recipient at said communications service provider from said vendor in an effort to fulfill said service order.**

29. Boetje describes a Public Switched Telephone Network (PSTN) managing troubles tickets received electronically from customers; tickets are received at a network-based e-repair subsystem (eRepair) (col. 2, lines 55-65). A Work Force and

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Administration-Control (WFA/C) subsystem manages repair services and automatically sends update message statuses to the eRepair subsystem (col. 2, lines 65-67 and col. 3, lines 1-10). Fig. 2 shows a customer trouble ticket submitted (item 222) to eRepair, forwarded to WFA/C (item 252), the repairs performed on the PSTN (item 232).

Updates status are pushed from the WFA/C to the eRepair or the customer upon occurrence of a status change (col. 5, lines 48-67 and col. 6, lines 1-7). The PSTN tickets administration system is a communications service provider, managing customers communications problem, for instance “no dial tone” in Fig. 11E, “cable failure in area” in Fig. 12 B The recipient at the PSTN tickets administration system is the eRepair subsystem, the service fulfilling the order if the WAF/C. WAF/C plays the same role as the “vendor” fulfilling orders in the disclosed claim.

30. It would have been obvious to a person with ordinary skills in the art at the time of the invention to combine the teachings of Clark and Gilberto with the teachings of Boetje by implementing the organization of messages as taught by Clark and Gilberto into the PSTN system taught by Boetje, in order send other first emails related to said service order by said recipient at said communications service provider to a vendor in an effort to fulfill said service order, and receive other second emails related to said service order by said recipient at said communications service provider from said vendor in an effort to fulfill said service order. The other first emails would correspond to the messages from eRepair to WAF/C and the other second emails to the updates from WAF/C to eRepair. Implementing the message organization of Clark and Gilberto into a

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PSTN trouble ticket system would improve the efficiency of the PSTN system, which deals with large amounts of trouble tickets.

31. However, while the combination of Clark, Gilberto, and Boetje discloses emails including first and second data (see Gilberto's order forms, including headings and body data), the combination of Clark, Gilberto, and Boetje does not explicitly teach other first emails and other second emails **from said service order**.

32. Litwin discloses a method for organizing emails by associating emails under a common topic, the emails can be from different senders with different subject headings (page 3, lines 20-26). A user groups emails by topic by right-clicking on a message and selecting an "associate" option related to topic (page 4, lines 26-31 and Fig. 1) or manipulate emails using operations such as "move", "cut", "paste" ... performed on an entire group of email discussion of threads (page 5, line 5-11). Emails to group or associate may already have other emails associated to them (page 5, lines 22-23).

33. It would have been obvious to a person with ordinary skills in the art at the time of the invention to modify the teachings of Clark, Gilberto and Boetje by the teachings of Litwin by associating emails sent to or from a service or vendor that fulfills orders with previous emails sent by the customers requesting services. Associating emails identified by a common topic would improve the organization of received emails.

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34. As to claim 9, the combination of Clark, Gilberto, Boetje and Litwin discloses the system of claim 8 wherein said first data of said service order are alphanumeric characters corresponding to said service activity date (col. 26, lines 30-33, from Clark and Fig. 14 from Gilberto allows to input information relative to sender's email, date of order, date the order is requested).

35. As to claim 10, the combination of Clark, Gilberto, Boetje and Litwin discloses the system of claim 8 wherein said second data of said service order are alphanumeric characters corresponding to a descriptor of said service activity (col. 26, lines 16-19, from Clark, or Fig. 17, under "Description": widget, widget holder, from Gilberto).

36. As to claim 11, the the combination of Clark, Gilberto, Boetje and Litwin discloses the system of claim 8 wherein said means for receiving said email at said inbox further comprises:
means for receiving said email from a selected sender (col. 8, lines 13-18, from Clark).

37. As to claim 12, the the combination of Clark, Gilberto, Boetje and Litwin discloses the system of claim 8 wherein first portion comprises a subject line of said email (Fig. 6, label 66: "subject", and col. 12, line 63, from Clark).

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38. As to claim 13, the combination of Clark, Gilberto, Boetje and Litwin discloses the system of claim 8 wherein said second portion comprises a body of said email (Fig. 6, label 67 and col. 12, line 64, from Clark).

39. As to claim 14, the combination of Clark, Gilberto, Boetje and Litwin discloses the system of claim 8 wherein said particular set of first data comprises:

a select set of service activity dates associated with said conversion date (col. 14, bottom of table 56: "ftDate- which indicates that the folder includes messages selected according to a criterion relative to dates": those dates can correspond to the date the message is sent, shown in the header, or a requested date of service, as taught by Gilberto, that could be entered in the subject line, and would be then in the first portion of the email).

40. As to claim 15, Clark discloses **a system for tracking emails** (col. 4, lines 26-32) **each having a service activity date** (Fig. 6, 62A) **from a sender** (col. 8, line 14: "user of computer 16") **to a receiver** (col. 8, lines 15-16: "user of computer 18) **with an email application operating via a communications network** (col. 8, lines 14-16, and Fig. 1A), **the system comprising:**

a first computer sender for operating an email application to generate an email (col. 8, lines 14-18) **having a first portion including a first data** (Fig. 6, label 66 and col. 12, line 63) **and a second portion including a second data** (Fig. 6, label 67 and col. 12, line 64);

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a second computer located at said receiver to create an inbox for the receipt of said email (col. 8, lines 21-23);

at least one subfolder on said second computer (col. 4, lines 27-31, and Fig. 6, label 61) **identified by a conversion date associated with a particular set of first data** (col. 14, table 56, lines 43-48: "all folder which contain messages selected by date and time could be contain within a "date" sub-root folder as shown in Fig. 17" and col. 14, bottom of table 56: criteria related to keywords ftKeyword, ftDate could also be used to sort emails, any date or keyword in the message could be used, for instance a conversion date), **said at least one subfolder in communication with said inbox** (Fig. 6, label 61, col. 8, lines 45-50 and col. 12, lines 10-13);

means for sending said email to said recipient over said communications network (col. 8, lines 14-21);

means for receiving said email at said inbox (col. 8, lines 21-23 and col. 9, lines 11-17);

alphanumeric search means, responsive to said receipt of said email in said inbox, for searching said first data and said second data of said email (Fig. 7; col. 31, lines 5-15 : Search criteria field in table 56 shows that messages can be sorted according to the date or keywords, which could be performed respectively in the header 66 or the body 67 of the message);

means for moving said email (col. 8, lines 23-26) **to a corresponding one of said at least one subfolders identified by said first data** (col. 31, lines 37-42); **means for moving a copy of other first emails from a sent email folder to said at least one**

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subfolder identified by said conversion date associated with the particular set of first data; and means for moving a copy of other second emails from a sent email folder to said at least one subfolder identified by said conversion date associated with the particular set of first data (col. 8, lines 23-26: move email to folders created using conversion date; col. 8, lines 23-26: move email to folders created using conversion date, col. 1, lines 41-48: put sent messages into Sent folders and copy messages to additional folders).

41. However, Clark does not explicitly teach that the emails sent from user of computer 16 to user of computer 18 are about **services orders of services activities**; that the first data and second data are **from a service order** and that **at least one subfolder is identified by first data of the service order**.

42. Gilberto, in the related field of placing and tracking commercial orders via emails, teaches a mechanism for a customer to send orders to a supplier by emails (paragraph [0040, lines 1-7); order form in Fig. 14 allows to input information relative to sender's email, date of order, date the order is requested, and more information can be inputted in order form in Fig. 17, such as the description of the items.

43. It would have been obvious to a person with ordinary skills in the art at the time of the invention to combine the teachings of Clark with the teachings of Gilberto in order to implement a method for tracking services orders of services activities by inputting in

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the email sent from computer 16 to computer 18, as taught by Clark a requested date or description of item in a first portion (header, in subject for instance) or in the second portion of the message (body of the message). Such combination would have allowed the order recipient to immediately get all information related to the orders, such as description, when the order is requested. By combining Gilberto's service orders with Clark's techniques of email organizing, it would allow technicians of the services orders to be able to organize the emails effectively.

44. However, the combination of Clark and Gilberto does not teach service orders received and tracked **by a communication service provider**; the combination of Clark and Gilberto does not teach **sending other first emails related to said service order by said recipient at said communications service provider to a vendor in an effort to fulfill said service order, and receiving other second emails related to said service order by said recipient at said communications service provider from said vendor in an effort to fulfill said service order.**

45. Boetje describes a Public Switched Telephone Network (PSTN) managing troubles tickets received electronically from customers; tickets are received at a network-based e-repair subsystem (eRepair) (col. 2, lines 55-65). A Work Force and Administration-Control (WFA/C) subsystem manages repair services and automatically sends update message statuses to the eRepair subsystem (col. 2, lines 65-67 and col. 3, lines 1-10). Fig. 2 shows a customer trouble ticket submitted (item 222) to eRepair,

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forwarded to WFA/C (item 252), the repairs performed on the PSTN (item 232).

Updates status are pushed from the WFA/C to the eRepair or the customer upon occurrence of a status change (col. 5, lines 48-67 and col. 6, lines 1-7). The PSTN tickets administration system is a communications service provider, managing customers communications problem, for instance “no dial tone” in Fig. 11E, “cable failure in area” in Fig. 12 B The recipient at the PSTN tickets administration system is the eRepair subsystem, the service fulfilling the order if the WAF/C. WAF/C plays the same role as the “vendor” fulfilling orders in the disclosed claim.

46. It would have been obvious to a person with ordinary skills in the art at the time of the invention to combine the teachings of Clark and Gilberto with the teachings of Boetje by implementing the organization of messages as taught by Clark and Gilberto into the PSTN system taught by Boetje, in order send other first emails related to said service order by said recipient at said communications service provider to a vendor in an effort to fulfill said service order, and receive other second emails related to said service order by said recipient at said communications service provider from said vendor in an effort to fulfill said service order. The other first emails would correspond to the messages from eRepair to WAF/C and the other second emails to the updates from WAF/C to eRepair. Implementing the message organization of Clark and Gilberto into a PSTN trouble ticket system would improve the efficiency of the PSTN system, which deals with large amounts of trouble tickets.

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47. However, while the combination of Clark, Gilberto, and Boetje discloses emails including first and second data (see Gilberto's order forms, including headings and body data), the combination of Clark, Gilberto, and Boetje does not explicitly teach other first emails and other second emails **from said service order**.

48. Litwin discloses a method for organizing emails by associating emails under a common topic, the emails can be from different senders with different subject headings (page 3, lines 20-26). A user groups emails by topic by right-clicking on a message and selecting an "associate" option related to topic (page 4, lines 26-31 and Fig. 1) or manipulate emails using operations such as "move", "cut", "paste" ... performed on an entire group of email discussion of threads (page 5, line 5-11). Emails to group or associate may already have other emails associated to them (page 5, lines 22-23).

49. It would have been obvious to a person with ordinary skills in the art at the time of the invention to modify the teachings of Clark, Gilberto and Boetje by the teachings of Litwin by associating emails sent to or from a service or vendor that fulfills orders with previous emails sent by the customers requesting services. Associating emails identified by a common topic would improve the organization of received emails.

50. As to claim 16, the combination of Clark, Gilberto, Boetje and Litwin discloses the system of claim 15 wherein said first data of said service order are alphanumerical characters corresponding to said service activity date (col. 26, lines 30-33, from Clark

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and Fig. 14 from Gilberto allows to input information relative to sender's email, date of order, date the order is requested).

51. As to claim 17, the combination of Clark, Gilberto, Boetje and Litwin discloses the system of claim 15 wherein said second data of said service order are alphanumeric characters corresponding to a descriptor of said service activity (col. 26, lines 16-19, from Clark, or Fig. 17, under "Description": widget, widget holder, from Gilberto).

52. As to claim 18, the combination of Clark, Gilberto, Boetje and Litwin discloses the system of claim 15 wherein said means for receiving said email at said inbox further comprises:
means for receiving said email from a selected sender (col. 8, lines 13-18, from Clark).

53. As to claim 19, the combination of Clark, Gilberto, Boetje and Litwin discloses the system of claim 15 wherein first portion comprises a subject line of said email (Fig. 6, label 66: "subject", and col. 12, line 63, from Clark).

54. As to claim 20, the combination of Clark, Gilberto, Boetje and Litwin discloses the system of claim 15 wherein said second portion comprises a body of said email (Fig. 6, label 67 and col. 12, line 64, from Clark).

55. As to claim 21, the combination of Clark, Gilberto, Boetje and Litwin discloses the system of claim 15 wherein said particular set of first data comprises:

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a select set of service activity dates associated with said conversion date (col. 14, bottom of table 56: "ftDate- which indicates that the folder includes messages selected according to a criterion relative to dates": those dates can correspond to the date the message is sent, shown in the header, or a requested date of service, as taught by Gilberto, that could be entered in the subject line, and would be then in the first portion of the email).

Response to Arguments

56. Applicants' arguments and amendments were received on 12/22/2009.

57. With regards to claims 1, 8 and 15, rejected under 35 U.S.C 112, first paragraph, applicants' arguments have been considered but are not persuasive. The examiner affirms that the following limitations are not inherent (Merriam Webster dictionary: inherent means: essential character of something: belonging by nature or habit) from the original disclosure: "sending other first emails related to said service order by said recipient at said communications service provider to a vendor in an effort to fulfill said service order, moving a copy of said other first emails from a sent email folder to said at least one subfolder ; receiving other second emails related to said service order by said recipient at said communications service provider from said vendor in an effort to fulfill said service order; and moving a copy of said other second emails from a sent email

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folder to said at least one subfolder identified by said conversion date associated with the particular set of first data.”

58. The present Application offers a method of processing service orders and tracking the associated processing of activities involved in service orders. The processing can be handled by various groups. (see description of prior art). The specifications disclose sending service orders from individual to a central office for processing (page 6, lines 20-25, or paragraph [0039] of PG Pub to application). The central office is instructed to send service orders via email that contain data related to the conversion (page 9, lines 11-17, or paragraph [0046] of PG Pub to Application) without implicitly or explicitly specifying to whom the service orders are sent. Rules for handling emails from specific sources, or including specific keywords determine where to store the emails (page 12, lines 9-15, or paragraph [0058], of PG Pub). The specifications do not disclose *transmitting to a vendor email related to service orders from client, so it can be fulfilled, receiving from vendor a response and storing the response in the subfolder identified with the order. The specifications do not disclose moving a copy of emails from sent folders to subfolders*. Applicants point to Fig. 8 (e.g: "sent to people or distribution list") to support their arguments. Fig. 8 shows rules checking incoming emails, by selecting source, or specific keywords. Neither Fig. 8 nor Fig. 26 (flowchart showing the processing of email from a sender to a recipient) describes the limitations as recited in the claim. The examiner affirms that the specifications do not provide a “clear, concise and exact terms”, of the invention as

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stated in 35 U.S.C 112, first paragraph. If the limitations regarding the “moving” and “receiving” elements of the emails is an inherent and natural case of conventional email processing in the field of telecommunications service providers, as admitted by Applicants in the response to the previous Office Action, Applicants admit that the amendments recited in the claims are known features of emails. Indeed, U.S. Patent No. 6,057,841 to Thurlow discloses selecting rules for handling incoming emails (Fig. 61, Fig. 6b) and storing emails in folders according to the rules (Fig. 7a-c).

59. With regards to rejections under 35 U.S.C 103, Applicants argue the combination of Clark and Gilberto does not yield to the claimed invention.

60. The examiner respectfully disagrees: Clark teaches organizing emails at a recipient, the emails being sorted and classified into according to a date (folders named “today”, “yesterday”, “This week” ... in Fig. 6 or Fig. 17, or col. 14, lines 43-48: “all folder which contain messages selected by date and time could be contain within a “date” sub-root folder as shown in Fig. 17” and col. 14, bottom of table 56: criteria related to keywords ftKeyword, ftDate could also be used to sort emails, any date or keyword in the message could be used, for instance a conversion date). The dates as taught by Clark encompass any dates included in the messages, such as a conversion date. Clark does not teach the emails are related to service orders. Gilberto teaches using order form sent by email to request a service order. Users submit an order form, including fields related to date, such as date ordered, date requested (Fig. 14 and paragraph

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[0063[, lines 1-5). Gilberto teaches that orders can be chronologically sorted by order date (Fig. 11A). It would have been obvious to a person with ordinary skills in the art at the time of the invention to combine the teachings of Clark and Gilberto by sorting the mail orders using the technique of Clark, and selecting the “requested date” of Gilberto as a criteria to organize the mails.

61. Applicants argue that the prior art does not teach emails including first and second data. Emails inherently include a first portion, the header, and a second portion, the body which contains a first and second data (see Fig. 6, in Clark, showing these portions in emails).

62. The examiner maintains the rejections of claims 1-21 as presented in this Office Action.

Conclusion

63. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure:

64. Thurlow et al., U.S. patent No. 6057841 discloses users creating rules for handling email using Microsoft Outlook;

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65. Liu et al., U.S. patent No. 6449615 discloses managing link tracking activities for a client;

66. Shuman, U.S. Patent No. 6424995 discloses set of if-then rules to handle emails;

67. Billmers, U.S. Patent No. 6226630 discloses modifying emails filtering rules for creating folders to receive messages;

68. Geiger et al., U.S. Patent No. 6073142 discloses applying business rules to handle messages (copy, delete, forward, return messages).

THIS ACTION IS MADE FINAL. Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of this final action.

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Any inquiry concerning this communication or earlier communications from the examiner should be directed to CATHERINE THIAW whose telephone number is (571)270-1138. The examiner can normally be reached on 8:30-5.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, JOSEPH AVELLINO can be reached on 571-272-3905. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

/C. T./
Examiner, Art Unit 2458

03/01/2010

/Joseph E. Avellino/
Supervisory Patent Examiner, Art Unit 2458