

EXHIBIT Q



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ROGITZ & ASSOCIATES Jeanne Gahagan 4420 Hotel Circle Court SUITE 230 SAN DIEGO, CA 92108			CHAMPAGNE, LUNA	
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			3627	
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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.

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Notice of Pre-AIA or AIA Status

The present application is being examined under the pre-AIA first to invent provisions.

Election/Restrictions

Applicant's election without traverse of claims 2, 9-12 in the reply filed on 9/23/21 is acknowledged. Claims 1, 3-8, 13-16 are withdrawn. Claims 2, 9-12 are presented for examination.

Information Disclosure Statement

The information disclosure statement (IDS) submitted on 3/29/21 has been considered by the examiner.

Claim Rejections - 35 USC § 112

The following is a quotation of 35 U.S.C. 112(b):

(b) CONCLUSION.—The specification shall conclude with one or more claims particularly pointing out and distinctly claiming the subject matter which the inventor or a joint inventor regards as the invention.

The following is a quotation of 35 U.S.C. 112 (pre-AIA), second paragraph:

The specification shall conclude with one or more claims particularly pointing out and distinctly claiming the subject matter which the applicant regards as his invention.

Claim 1 recites the limitation "said web server computer" line 3. There is insufficient antecedent basis for this limitation in the claim. Furthermore, it is unclear if the web server computer is the "intelligent web server".

Claim Rejections - 35 USC § 103

The following is a quotation of pre-AIA 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, 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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Claims 2, 9-12 rejected under pre-AIA 35 U.S.C. 103(a) as being unpatentable over Turcan et al. (2004/0125940 A1), in view of BUTTERLY et al. (2002/0123913 A1), in view of Gardner et al. (2002/0178034 A1).

Re-claim 2, Turcan et al. disclose An intelligent web server with multi-modes of contact, multi-communications protocols, multi-user and parallel operational capabilities for use in a hospitality market comprising;

--at least one said web server computer; at least one hospitality software application, stored and integrated with at least one web server computer; (see e.g. paragraphs [0016] - *an application program installed in the agent station. --[0040] The DHCC Application 110 may be downloaded from telecommunications network 204, data network 230, or provided on a storage media (e.g., diskette, CD-ROM, or installed by the computer system manufacturer) to install on the agent workstation 100 to enable, disable, and further control a variety of DHCC Services).*

--a master database comprising data and parameters of the at least one hospitality software application stored with the at least one web server computer and with a usable file structure dictated prior to execution

--and with predefined formats stored within it and which intelligently learns, updates and stores multiple communication modes of contact and related operational parameters with hospitality entities and for hospitality users along with their prior preferences, if any; (see e.g. paragraphs [0012]-*a memory device for storing the data, a processor communicating with the memory device, and a call center application for managing a communications profile. --The processor selects data stored in the memory device based upon the communications profile, and typically includes information about (1) guest data associated with the incoming communication, (2) data associated with the designated party, (3) data associated with at least one of services, products, and business operations affiliated with the hospitality call center, (4) data associated with network configuration, (5) data associated with a configuration profile of the communications device, and (6) data associated with communications systems of the hospitality call center.*

[0045]- *For example, the data stored on file server 216 may need to be converted from a data format compatible with the agent station 100 (and/or for storage on the file server 216) to another data format compatible with the communications device. The data formats may include printed text formats, a voice data formats, a video data formats, a dual tone multi-frequency data formats, and a digital data format (e.g., ASCII).*

[0038]- *(5) customizing the communications profile associated with DHCC DataServer 42 including an access agent, a messaging agent, and a hospitality center requirements agent; --DHCC Application 110 allows the agent to control how*

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