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## ADDENDUM

### SELECTED PATENTS

Author/coauthor of 37 US patents and applications ([11 issued](#), [26 pending](#)) some of them were also submitted in Europe, Japan, and China.

- "System and Methods for Integrating Short Message Service Messaging with Contact Center Applications", (With Yevgeniy Petrovykh, Sergey B. Belov, Mark Scott) Patent application, Serial No.12/482,745. Filed: June 11, 2009.
- "Method for Assembling a Business Process and for Orchestrating the Process Based on Process Beneficiary Information". (with Vladimir Mezhibovsky, Brian Galvin) [Patent Application No.: 20090171729](#). Serial No.11/965,608. Filed: December 27, 2007.
- "Method and Apparatus for Integrating Agent Status on Integration Between Customer Relation Management Systems and a Multiple Channel Communications Centers". (with Petr Makagon, Herbert Ristock, Andrey Ryabchun) [US Patent No. 7,376,227](#).
- "Method for Implementing and Executing Communication Center Routing Strategies Represented in Extensible Markup Language". (With David Anderson, Colin Leonard, Yi Zhang, Herbert Ristock, Petr Makagon, Vitaliy Teryoshin) [US Patent application No. 20060209797](#). Serial No. 11/317,105. Filed: December 22, 2005.
- "System for Distributing VXML Capabilities for Execution on Client Devices". (with Petr Makagon, Herbert Ristock, Andrey Ryabchun, Michael Perlmutter, Dan Kikinis) [US Patent Application No. 20060083362](#). Serial No. 11/003,723. Filed: December 02, 2004
- "Method and apparatus enabling voice-based management of state and interaction of a remote knowledge worker in a contact center environment". (with Petr Makagon, Andrey Ryabchun) [US Patent No. 7,222,301](#), [US Patent App. No. 20060095568](#)
- "Method and Apparatus for Extended Management of State and Interaction of a Remote Knowledge Worker from a Contact Center". (With Vladimir Deryugin, Patric Giacomini, Petr Makagon, Andrey Ryabchun) US Patent No. [6,985,943](#), [7,373,405](#), [7,565,428](#), [Patent Application No.: 20080222240](#), [EP1408678](#).
- "Using XML Expressed Primitives for Platform and System-Independent Call Modeling ", (with Gregory Pogossyants, Dan Kikinis) [US Patent No. 6,985,478](#), [US Patent App. 20060034262](#).
- "Method for Predicting and Managing Call Load by Determining the Optimum Frequency of Outbound Call Generation During an Out-Bound Calling Campaign From a Call Center" (with Konstantin Kishinsky, Nikolay Korolev, Gregory Pogossyants, Yuri Shtivelman, Vadim Zyarko), US Patent No. [6,449,358](#), [US Pat. App. 20030043832](#).
- "Method and Apparatus for Distributing Computer Integrated Telephony (CTI) Scripts using Extensible Mark-up Language (XML) for Mixed Platform Distribution and Third Party Manipulation" (with Konstantin Kishinski, Gregory Pogossyants, Pavel Postupalski), US Patent No. [6,286,033](#).
- "Method for estimating telephony system-queue waiting time in an agent level routing environment". (with Yuri Shtivelman, Gregory Pogossyants, Vladimir N. Deryugin, Dmytro G. Balkin, Luben Gueorguiev Stoilov) US patent No.: [6,157,655](#), [6,898,190](#), [Patent. App. 20050207559](#).
- "Telephony Call-Center Scripting by Petri Net Principles and Techniques", (with Konstantin Kishinsky) [US Patent No. 6,067,357](#), [US Patent No. 6,178,239](#), [EP1066581](#).

SELECTED PUBLICATIONS

Author / coauthor of more than 90 publications.

- Nikolay Korolev, Herbert Ristock, Nikolay Anisimov.  
[Modeling and Simulation of a Pacing Engine for Proactive Campaigns in Contact Center Environment](#).  
In Proceedings of the 2008 ACM Spring Simulation Multiconference (SpringSim'08). 2008 Business and Industry Symposium (BIS'08). April 14 -17, 2008, Ottawa, Canada, pp. 249-255, ACM Press (New York, NY, USA), ISBN: 1-56555-319-5.
- Nikolay Anisimov, Brian Galvin, Herbert Ristock. [XML-Based Multimodal Interaction Framework for Contact Center Applications](#).  
In Proceedings of the 16th International World Wide Web Conference ([WWW 2007](#)), Banff, Alberta, Canada, May 8-12, 2007, pp. 1349-1350. ACM Press, ISBN: 978-1-59593-654-7. [[pdf](#), [html](#) on onference site]
- Nikolay Anisimov, Brian Galvin, Herbert Ristock.  
[XML based Framework for Contact Center Applications](#).  
In: Filipe J. *et al* (Eds). Proceedings of [3rd International Conference on Web Information Systems and Technologies \(WEBIST 2007\)](#), Barcelona, Spain, March 3-6, 2007. Vol. 1, pp.443-450. ISBN: 978-972-8865-77-1.
- A.Miloslavsky, V.Antonov, L.Yegoshin, S.Shkrabov, J.Boyle, G.Pogoyants, N.Anisimov.  
[Third-party Call Control in H.323 Networks – A Case Study](#).  
In: P. Lorenz (Ed.) Networking -- ICN 2001. Lecture Notes in Computer Science, Vol.2094, Springer Verlag, pp.559-569. ISBN 3-540-42303-6
- Anisimov N.A., Golenkov E.A., Kharitonov D.P.  
[Compositional Petri Net Approach to the Development of Concurrent and Distributed Systems](#),  
Programming and Computer Software. 2001, Vol.27, No.6, pp.309-319. ISSN: 0361-7688.  
Also published in Russian in: [Programming Journal](#) (Russia), No.6, 2001, pp.30-43 [ [PDF](#) ]
- A.Miloslavsky, V.Antonov, L.Yegoshin, S.Shkrabov, J.Boyle, G.Pogoyants, N.Anisimov.  
[Third-party Call Control in VoIP Networks for Call Center Applications](#).  
In: Proceedings of IEEE Intelligent Network Workshop 2001 (IN'2001), May 6-9, 2001, Boston, MA, USA, pp.161-167. ISBN 0-7803-7047-3.
- Anisimov N.A, Kovalenko A.A., Postupalski P.A., Vuong S.T.  
[Application of Compositional Petri Nets and PN<sup>3</sup>-Tool to the Specification of Distributed Multimedia Objects](#).  
In: Advances in Distributed Multimedia Systems. Eds. S.K.Chang et al., 1999, World Scientific (Singapore), pp.99-116. ISBN 981-02-3560-7
- Anisimov N.A, Kishinski K.P., Miloslavski A.  
[Formal Model, Language and Tool for Design Agent's Scenarios in Call Center Systems](#).  
In: Proceedings of the 32<sup>nd</sup> Hawaii International Conference on System Sciences (HICSS-99), (Hawaii, USA, January 4-8, 1999). Volume: Track 8, IEEE Computer Press. ISBN: 0-7695-0001-3, 9 pp. [ [PDF - Conference site](#) ]
- Anisimov N.A, Miloslavski A., Pogoyants G.  
[Feature Interaction Problem in Computer Telephony Integration Systems](#).  
In: Feature Interactions in Telecommunications and Software systems V, K.Kimble, L.G.Bouma (Eds), IOS Press, 1998, pp.73-77, ISBN 90-5199-431-1
- Anisimov N.A, Kishinski K.P., Miloslavski A.  
**The Formal Representation of Call Processing in Call Canters Using a Petri Net Approach**,  
In: W.v.d.Aalst (Ed), Proceedings of the workshop on Workflow Management: Net-based Concepts, Models, Techniques, and Tools, Computer Science Report 98/07, Eindhoven University of Technology, 1998, pp.165-177.

- Anisimov N.A, Kishinski K.P., Miloslavski A, Postupalski P.A.  
[Macroplaces in High Level Petri Nets: Application for Design Inbound Call Center](#),  
In: Proceedings of the Int. Conference on Information Systems Analysis and Synthesis (ISAS'96), pp.153-160 (Orlando, Florida, USA, July 22-26, 1996).
- Anisimov N.A., Koutny M.  
[Compositional Petri Nets in Protocol Engineering](#).  
Technical Report No.575, Department of Computing Science, University of Newcastle upon Tyne, UK (February, 1997).
- Anisimov N.A., Koutny M.  
[On Compositionality and Petri Nets in Protocol Engineering](#).  
In: Protocol Specification, Testing and Verification, XV. Chapman & Hall, pp.71-86, 1996. ISBN 0-412-71630-8
- Anisimov N.A.  
[An Algebra of Regular Macronets for Formal Specification of Communication Protocols](#).  
Computers and Artificial Intelligence, Vol. 10, pp.541-560 (1991). ISSN 0232-0274
- Anisimov N.A.  
[Hierarchical Composition of Communication Protocols](#).  
Automation Control and Computer Science, Vol.24, No.1, pp.1-8, 1990 (Allerton Press Inc., N.Y., USA) ISSN: 0146-4116

#### **RECENT PRESENTATIONS**

- 3rd International Conference on Web Information Systems and Technologies (WEBIST 2007, Barcelona, Spain, March 3-6, 2007)
- IADIS International Conference WWW/Internet 2006 (Murcia, Spain, October 5 - 8, 2006),
- 32<sup>nd</sup> Hawaii International Conference on System Sciences, (Hawaii, USA, January 4-8, 1999).
- 1998 IEEE International Conference on Systems, Man, and Cybernetics, (San Diego, CA, October 11-14, 1998).
- 5<sup>th</sup> International Workshop "Feature Interactions in Telecommunications and Software Systems", (Lund, Sweden, September 29-30, 1998).
- International Workshop on Workflow Management: Net-based Concepts, Models, Techniques, and Tools, (Lisbon, Portugal, June 23, 1998),
- Fourth Pacific Workshop on Distributed Multimedia Systems (DMS'97), (Vancouver, Canada, July 23-25, 1997)
- International Conference on Information Systems Analysis and Synthesis (ISAS'96), (Orlando, Florida, USA, July 22-26, 1996)
- First IEEE Annual Conference on Emerging Technologies Applications in Communications (etaCOM'96), (Portland, OR, USA, May 6-10, 1996)
- First IEEE Aizu International Symposium on Parallel Algorithms / Architecture Synthesis (pAs-95), (Aizu-Wakamatsu, Japan, March 15-17, 1995).

#### **OTHER TITLES, DEGREES, AWARDS**

- 2005, Distinguished Member of Alcatel-Lucent Technical Academy (ALTA)
- 1995, Doctor of Applied Sciences (second doctoral degree equivalent to Habilitation in Europe), Computer Sciences, Russian Academy of Sciences, Russia
- 1991, The Young Scientist Award from the Russian Parallel Computer Association
- 1990, Senior Research Fellow in Computer Sciences from the Supreme Attestation Committee, Moscow, Russia
- 1981, Bronze medal from General Committee of the USSR Exhibition of Economic Achievements