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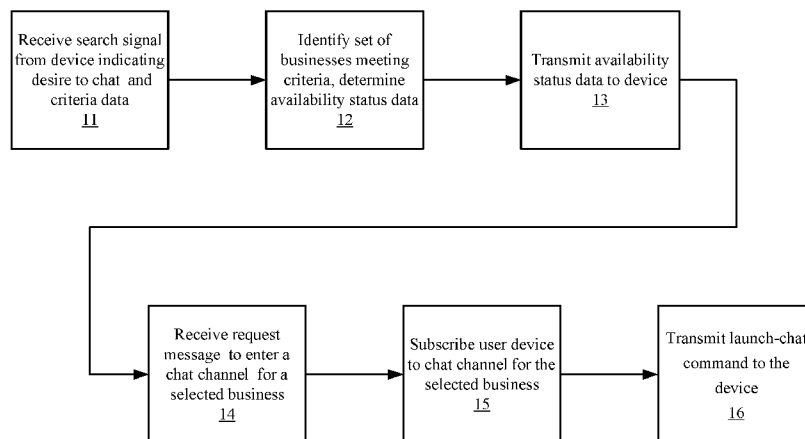
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(54) **Title:** APPARATUS AND METHOD FOR MANAGING USER CHAT EXPERIENCES WITH BUSINESSES



(57) **Abstract:** A computer-implemented method of managing a chat experience of a user desiring to chat with a selected one of a plurality of businesses or chat hosts utilizes in various aspects a chat management server running computer processes for communicating with user devices. In another aspect, a computer-implemented method of providing a chat experience to a user having a user device and desiring to chat with a selected one of a plurality of businesses utilizes computer processes running on the user device. Corresponding embodiments similarly provide an apparatus performing any of the foregoing methods. Other corresponding embodiments similarly provide a computer readable medium storing instructions, which when loaded into a computer, perform processes corresponding to any of the foregoing methods.

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INTERNATIONAL SEARCH REPORT		International application No. PCT/US13/34598															
A. CLASSIFICATION OF SUBJECT MATTER IPC: H04L 12/58(2006.01) USPC: 709/206 According to International Patent Classification (IPC) or to both national classification and IPC																	
B. FIELDS SEARCHED																	
Minimum documentation searched (classification system followed by classification symbols) U.S. : 709/206, 204; 705/319, 346																	
Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched																	
Electronic data base consulted during the international search (name of data base and, where practicable, search terms used) Please See Continuation Sheet																	
C. DOCUMENTS CONSIDERED TO BE RELEVANT																	
Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.															
X, P --- Y, P	US 8,271,509 B2 (DAUGINAS et al.) 18 September 2012 (18.09.2012), entire document.	1, 19, 21-23, 28-30 ----- 2-11, 13, 14, 20, 24-27															
Y	US 2001/0032244 A1 (NEUSTEL) 18 October 2001 (18.10.2001), entire document.	2-9, 13, 14, 25 and 26															
Y	US 2001/0054064 A1 (KANNAN) 20 December 2001 (20.12.2001), entire document.	7, 10, 11, 13, 14, 20 and 27															
Y	US 7,305,350 B1 (BRUECKEN) 04 December 2007 (04.12.2007), entire document.	24															
A	US 2009/0234926 A1 (STERN et al.) 17 September 2009 (17.09.2009), entire document.	12 and 15-18															
A	US 2012/0036245 A1 (DARE et al.) 09 February 2012 (09.02.2012), entire document.	12 and 15-18															
<input checked="" type="checkbox"/> Further documents are listed in the continuation of Box C. <input type="checkbox"/> See patent family annex.																	
* Special categories of cited documents: <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none;">"A" document defining the general state of the art which is not considered to be of particular relevance</td> <td style="width: 5%; border: none;">"T"</td> <td style="width: 45%; border: none;">later document published after the international filing date or priority date and not in conflict with the application but cited to understand the principle or theory underlying the invention</td> </tr> <tr> <td style="border: none;">"E" earlier application or patent published on or after the international filing date</td> <td style="border: none;">"X"</td> <td style="border: none;">document of particular relevance; the claimed invention cannot be considered novel or cannot be considered to involve an inventive step when the document is taken alone</td> </tr> <tr> <td style="border: none;">"L" document which may throw doubts on priority claim(s) or which is cited to establish the publication date of another citation or other special reason (as specified)</td> <td style="border: none;">"Y"</td> <td style="border: none;">document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art</td> </tr> <tr> <td style="border: none;">"O" document referring to an oral disclosure, use, exhibition or other means</td> <td style="border: none;"></td> <td style="border: none;"></td> </tr> <tr> <td style="border: none;">"P" document published prior to the international filing date but later than the priority date claimed</td> <td style="border: none;">"&"</td> <td style="border: none;">document member of the same patent family</td> </tr> </table>			"A" document defining the general state of the art which is not considered to be of particular relevance	"T"	later document published after the international filing date or priority date and not in conflict with the application but cited to understand the principle or theory underlying the invention	"E" earlier application or patent published on or after the international filing date	"X"	document of particular relevance; the claimed invention cannot be considered novel or cannot be considered to involve an inventive step when the document is taken alone	"L" document which may throw doubts on priority claim(s) or which is cited to establish the publication date of another citation or other special reason (as specified)	"Y"	document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art	"O" document referring to an oral disclosure, use, exhibition or other means			"P" document published prior to the international filing date but later than the priority date claimed	"&"	document member of the same patent family
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INTERNATIONAL SEARCH REPORT		International application No. PCT/US13/34598
C (Continuation). DOCUMENTS CONSIDERED TO BE RELEVANT		
Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
A, P	US 8,335,495 B1 (HALEEM et al.) 18 December 2012 (18.12.2012), entire document.	12 and 15-18

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Continuation of B. FIELDS SEARCHED Item 3:

EAST: US-PGPUB; USPAT; USOCR

Search Terms: business\$3, chat, text, director\$3, search\$3, directory, service, search, businesses, session, chatroom, business, duration, timeout, forward, device, length, maximum