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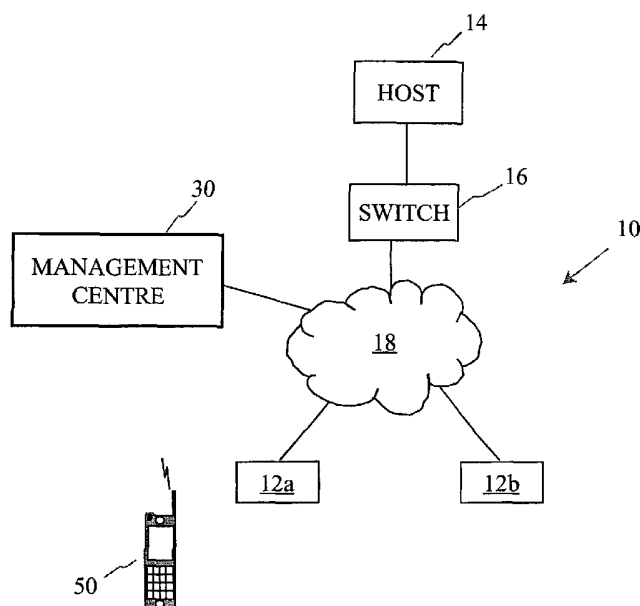
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(54) Title: METHOD OF PROVIDING INFORMATION



(57) Abstract: A method of providing information to a user at a remote terminal (12) is described. The method comprises the steps of: receiving from the remote terminal (12) status information relating to an irregularity in the remote terminal, determining from the status information what action may be required to resolve the irregularity; identifying an agent capable of performing the action; transmitting the status information to a portable device (50) associated with the agent to inform the agent of the irregularity; and allowing the portable device (50) to access a repository containing operational information for presentation to the agent.

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INTERNATIONAL SEARCH REPORT

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A. CLASSIFICATION OF SUBJECT MATTER
IPC 7 G07F19/00 G07F5/18

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)

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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 practical, search terms used)

EPO-Internal, WPI Data, INSPEC, IBM-TDB

C. DOCUMENTS CONSIDERED TO BE RELEVANT

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Y	MOBIC: "Nortel Networks Unveils Wireless eBusiness Solution for Field Service, Support" THE MOBILE INTERNET COMMUNITY, 'Online! - January 2001 (2001-01) XP002263114 Retrieved from the Internet: <URL:http://www.mobic.com/oldnews/2001/01/nortel_networks_unveils_wireless.htm> 'retrieved on 2003-11-26! the whole document	1-6

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Information on patent family members

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