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(54) **Title:** A METHOD AND AN APPARATUS TO DISAMBIGUATE REQUESTS

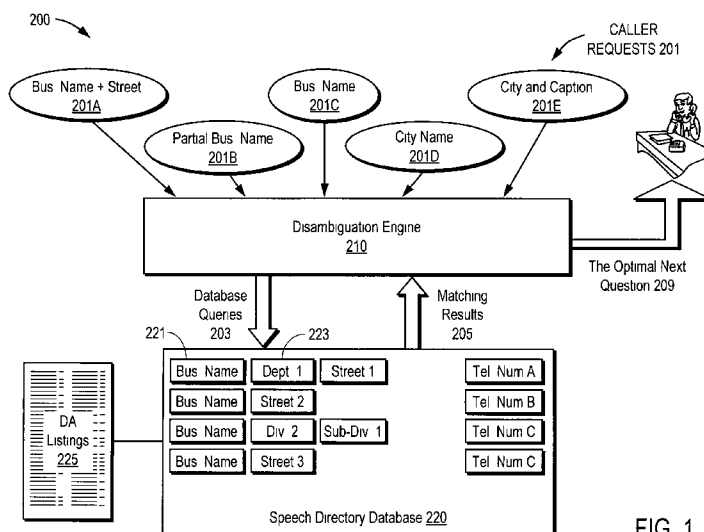


FIG. 1

(57) **Abstract:** A method and an apparatus to disambiguate requests are presented. In one embodiment, the method includes receiving a request for information from a user. Then data is retrieved from a back-end database in response to the request. Based on a predetermined configuration of a disambiguation system and the data retrieved, the ambiguity within the request is dynamically resolved.

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C DOCUMENTS CONSIDERED TO BE RELEVANT		
Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No
X -- Y	US 2006/0143007 A1 (KOH et al) 29 June 2006 (29 06 2006), abstract and para [0005], [0007] [001 0]-[001 3], [0015], [0023], [0026], [0029], [0031]-[0033], [0035], [0037], [0040]-[0043], [0057], [0060]-[0064], [0073], [0075], [0079], [0081], [0109], [011 1], [0126], [0168], [0170]-[0173]	1-4, 6-8 and 10-29 ----- 5 and 9
Y	US 2005/0131892 A1 (KNOTT et al) 16 June 2005 (16 06 2005), abstract and para [0020]- [0021], [0029], [0033]	5
Y	US 2006/0026122 A1 (HURWOOD et al) 02 February 2006 (02 02 2006) abstract and para [0048], [0054]	9
A	US 2003/0191625 A1 (GORIN et al) 09 October 2003 (09 10 2003), entire document, especially abstract and para [0005], [0014]-[0015], [0024]-[0038], [0040]-[0042], [0056], [0061]- [0073], [0085]-[0098], [0105]-[01 16], [0141], [0194], [0197], [0201]	1-29
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