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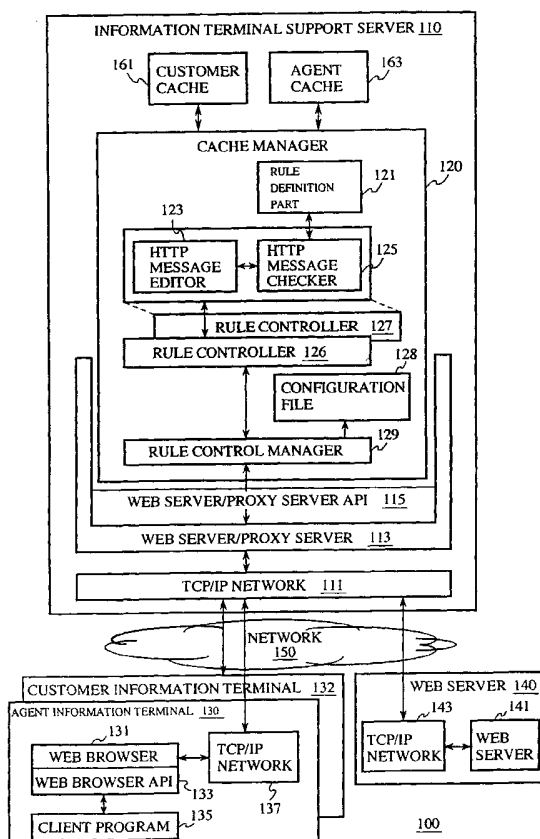
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(54) Title: INFORMATION PROCESSING METHOD, INFORMATION TERMINAL SUPPORT SERVER, COLLABORATION SYSTEM, AND STORAGE MEDIUM STORING AN INFORMATION PROCESSING PROGRAM



(57) Abstract: Provided are methods, software and system to change the behaviour of a collaboration client according to context while collaborating on an internet. An HTTP request from a customer-side browser is sent to a web server 140 via an information terminal support server 110. The web server 140 then sends context in response to the request to the customer-side web browser 131 via the information terminal support server 110. At this time, the information terminal support server 110 checks the contents of the context, and when it is determined that there is agreement with a predetermined condition, a command is inserted into the context, context without the command inserted is sent to the customer-side web browser 131, and context with the command inserted is sent to the agent-side web browser 131.



IT, LU, MC, NL, PT, SE), OAPI patent (BF, BJ, CF, CG, CI, CM, GA, GN, GW, ML, MR, NE, SN, TD, TG).

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## INTERNATIONAL SEARCH REPORT

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## A. CLASSIFICATION OF SUBJECT MATTER

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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, INSPEC, WPI Data, PAJ

## C. DOCUMENTS CONSIDERED TO BE RELEVANT

| Category * | Citation of document, with indication, where appropriate, of the relevant passages                                                                                                                         | Relevant to claim No. |
|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|
| X          | WO 98 49635 A (SABRE GROUP INC)<br>5 November 1998 (1998-11-05)<br>abstract<br>page 4, line 16 -page 5, line 10<br>page 6, line 3 - line 10<br>page 7, line 5 -page 10, line 4<br>figure 1<br>---<br>-/--- | 1-15                  |

☒ Further documents are listed in the continuation of box C.☒ Patent family members are listed in annex.

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- \*G\* document member of the same patent family

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## C.(Continuation) DOCUMENTS CONSIDERED TO BE RELEVANT

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| X          | <p>CABRI G ET AL: "Supporting cooperative WWW browsing: a proxy-based approach" PARALLEL AND DISTRIBUTED PROCESSING, 1999. PDP '99. PROCEEDINGS OF THE SEVENTH EUROMICRO WORKSHOP ON FUNCHAL, PORTUGAL 3-5 FEB. 1999, LOS ALAMITOS, CA, USA, IEEE COMPUT. SOC, US, 3 February 1999 (1999-02-03), pages 138-145, XP010321800 ISBN: 0-7695-0059-5 page 138, right-hand column, line 1 - line 21 page 139, right-hand column, line 41 -page 141, left-hand column, line 3 page 142, left-hand column, line 35 -right-hand column, line 26 page 143, right-hand column, line 1 - line 48 figures 1,2</p> | 1-15                  |
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| A          | <p>EP 0 875 844 A (LUCENT TECHNOLOGIES INC) 4 November 1998 (1998-11-04) abstract column 1, line 44 -column 2, line 15 column 8, line 17 - line 36 figure 1</p>                                                                                                                                                                                                                                                                                                                                                                                                                                      | 1-15                  |

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