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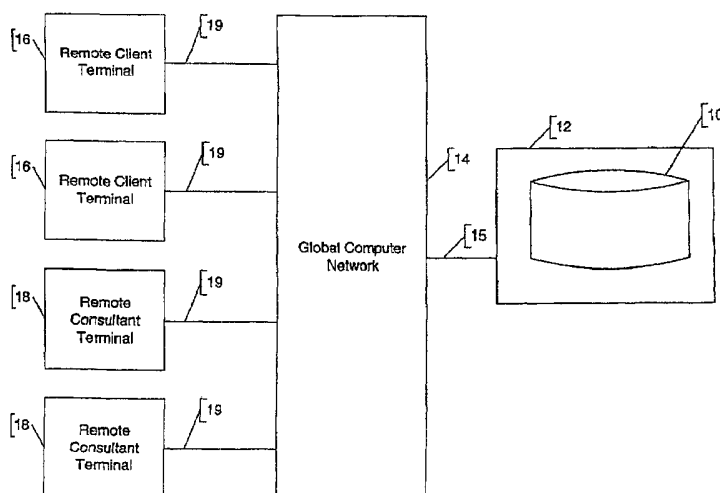
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For two-letter codes and other abbreviations, refer to the "Guidance Notes on Codes and Abbreviations" appearing at the beginning of each regular issue of the PCT Gazette.

(54) Title: REMOTE ONLINE CONSULTING SYSTEM



(57) Abstract: An online remote consulting system (10) for receiving and processing consulting requests from registered clients and client users (50). The system (10) allows for the registration of a client or an individual user who has one or more consulting requests regarding certain software applications and programs currently in use by the client. The system (10) receives the requests (85), and determines the business area concerned in each request (88), and assigns the requests to consultants registered with the system that have expertise in the indicated business area (90). The consultant then processes the request (110) and provides the client user with feedback (112) through the system (10) that includes any solution or recommendations for the request, along with any necessary documentation and/or background information (111). The consultant also completes an electronic timesheet (115) provided by the system (10) that is processed and forwarded by the system (10) to the client user upon completion of the request.



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INTERNATIONAL SEARCH REPORT

International application No.

PCT/US02/21554

A. CLASSIFICATION OF SUBJECT MATTER

IPC(7) :G06F 17/60

US CL :705/40, 89

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. : 705/40, 89

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched
NONE

Electronic data base consulted during the international search (name of data base and, where practicable, search terms used)

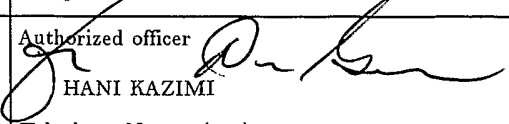
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C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	US 6,256,613 B1 (FALCHUK et al) 03 July 2001, col. 3, line 10 thru col. 7, line 65.	1-33
X	US 5,724,580 A (LEVIN et al) 03 March 1998, entire document.	1-33
A	US 5,862,223 A (WALKER et al) 19 January 1999, entire document.	1-33
A	US 5,517,405 A (MCANDREW et al) 14 May 1996, entire document.	1-33

☐ Further documents are listed in the continuation of Box C.
 ☐ See patent family annex.

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"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		

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