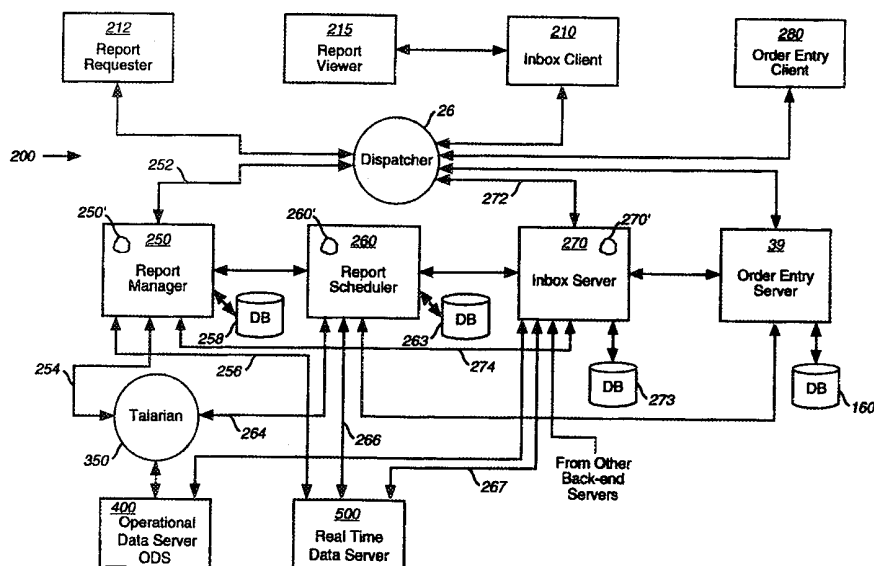




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(54) Title: INTEGRATED CUSTOMER INTERFACE FOR WEB-BASED DATA MANAGEMENT



(57) Abstract

A Web-based, integrated customer interface system (200) for data management. The customer interface system is provided with a graphical customer interface (79) for enabling a customer to interact with one or more products and services provided by remote servers located in an enterprise Intranet/Extranet, and utilizes a Web paradigm to allow easy and convenient access to all of the services from the customer's perspective. The products and services delivered to a client workstation having the integrated customer interface include: 1) report requestor (212), report viewer (215), and report management applications (250); 2) centralized inbox system (210, 270); 3) an operational data storage system (400); 4) a trouble ticket tool; 5) a Web-based invoice reporting system; 6) an Internet "online" order entry (280, 39) and administration service; and, 7) a system for handling security and authentication requests from both client and server side.

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INTERNATIONAL SEARCH REPORT

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PCT/US98/20136

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B. FIELDS SEARCHED Minimum documentation searched (classification system followed by classification symbols) U.S. : 395/500; 395/200.01; 395/200.32, 200.33, 200.36, 200.47, 200.48, 200.49, 200.79; 707/9; 705/40 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) APS internet, secure server, dispatch server, legacy host system, web based (customer OR user) interface		
C. DOCUMENTS CONSIDERED TO BE RELEVANT		
Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
A,P	US 5,754,830 (BUTTS et al.) 19 May 1998 col. 3, line 11 - col. 5, line 13	1-57
A,P	US 5,790,789 (SUAREZ) 04 August 1998 col. 15, line 50 - col. 18, line 5; col. 18, line 6 - col. 21, line 14	1-57
A,P	US 5,819,271 (MAHONEY et al.) 06 October 1998 see Abstract	1-57
A,P	US 5,845,267 (RONEN) 01 December 1998 see Abstract	1-57
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