

(19) World Intellectual Property Organization
International Bureau



(43) International Publication Date
16 August 2001 (16.08.2001)

PCT

(10) International Publication Number
WO 01/59562 A3

- (51) International Patent Classification⁷: **G06F 9/44**
- (21) International Application Number: PCT/GB01/00397
- (22) International Filing Date: 31 January 2001 (31.01.2001)
- (25) Filing Language: English
- (26) Publication Language: English
- (30) Priority Data:
0002875.3 8 February 2000 (08.02.2000) GB
- (71) Applicant (*for all designated States except US*): **HELP-MAGIC.COM LTD** [GB/GB]; Brookfield House, Green Lane, Ivinghoe, Leighton Buzzard, Bedfordshire LU7 9ES (GB).
- (72) Inventors; and
- (75) Inventors/Applicants (*for US only*): **MEARS, John, William** [GB/GB]; 65 Station Road, Bow Brickhill, Buckinghamshire MK17 9JU (GB). **PATTERSON, Richard, John** [GB/GB]; 18 Burleigh Piece, Linden Village, Buckingham MK18 7BB (GB).
- (74) Agent: **VENNER, SHIPLEY & CO**; 20 Little Britain, London EC1A 7DH (GB).
- (81) Designated States (*national*): AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG, BR, BY, CA, CH, CN, CR, CU, CZ, DE, DK, DM, DZ, EE, ES, FI, GB, GD, GE, GH, GM, HR, HU, ID, IL, IN, IS, JP, KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT, LU, LV, MA, MD, MG, MK, MN, MW, MX, NO, NZ, PL, PT, RO, RU, SD, SE, SG, SI, SK, SL, TJ, TM, TR, TT, TZ, UA, UG, US, UZ, VN, YU, ZA, ZW.
- (84) Designated States (*regional*): ARIPO patent (GH, GM, KE, LS, MW, MZ, SD, SL, SZ, TZ, UG, ZW), Eurasian patent (AM, AZ, BY, KG, KZ, MD, RU, TJ, TM), European patent (AT, BE, CH, CY, DE, DK, ES, FI, FR, GB, GR, IE, IT, LU, MC, NL, PT, SE, TR), OAPI patent (BF, BJ, CF, CG, CI, CM, GA, GN, GW, ML, MR, NE, SN, TD, TG).
- Published:
— with international search report
- (88) Date of publication of the international search report:
27 December 2001
- 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.*



WO 01/59562 A3

(54) Title: INFORMATION SERVICE FOR PROVIDING HELP CONTENTS

(57) Abstract: A web page provides users with a number of options for accessing help information over the internet relating to the use of desktop software. The options include help by e-mail, via an internet chat session, via voice-over-IP, via a conventional telephone line and through searching a knowledge database. Users can choose the type of help they feel will be most appropriate to their particular problem by clicking on the icon which represents their preferred option. The user request is passed to an intelligent router which treats all internet requests in the same way and routes the request to the most appropriate person to deal with the particular request, based on a predetermined set of rules.

INTERNATIONAL SEARCH REPORT

International Application No

PCT/GB 01/00397

A. CLASSIFICATION OF SUBJECT MATTER
IPC 7 G06F9/44

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)

IPC 7 G06F

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, PAJ, INSPEC, WPI Data

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category °	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X Y A	GB 2 329 046 A (MITEL CORP) 10 March 1999 (1999-03-10) abstract page 2, line 15 - last line page 4, line 3 - line 11 page 6, line 4 -page 8, line 14 page 9, line 17 -page 11, line 11 ---	1-6,8,9, 11-16 7 10
X A	US 5 367 667 A (MATSON MARK S ET AL) 22 November 1994 (1994-11-22) abstract column 2, line 7 - line 64 column 3, line 39 -column 10, line 23 --- -/--	1,3,9, 13,15,16 2,8,12, 14

☒ Further documents are listed in the continuation of box C.

☒ Patent family members are listed in annex.

° Special categories of cited documents :

A document defining the general state of the art which is not considered to be of particular relevance

E earlier document but published on or after the international filing date

L document which may throw doubts on priority claim(s) or which is cited to establish the publication date of another citation or other special reason (as specified)

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

T later document published after the international filing date or priority date and not in conflict with the application but cited to understand the principle or theory underlying the invention

X document of particular relevance; the claimed invention cannot be considered novel or cannot be considered to involve an inventive step when the document is taken alone

Y document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art.

& document member of the same patent family

Date of the actual completion of the international search

2 August 2001

Date of mailing of the international search report

17/08/2001

Name and mailing address of the ISA

European Patent Office, P.B. 5818 Patentlaan 2
NL - 2280 HV Rijswijk
Tel. (+31-70) 340-2040, Tx. 31 651 epo nl,
Fax: (+31-70) 340-3016

Authorized officer

Archontopoulos, E

INTERNATIONAL SEARCH REPORT

International Application No

PCT/GB 01/00397

C.(Continuation) DOCUMENTS CONSIDERED TO BE RELEVANT

Category	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X,P	MOON Y. S., LEUNG C. C., YUEN K. N., HO H. C., YU X.: "A CRM MODEL BASER ON VOICE OVER IP" 2000 CANADIAN CONFERENCE ON ELECTRICAL AND COMPUTER ENGINEERING, NAVIGATING TO A NEW ERA, 'Online! vol. 1, 7 - 10 March 2000, pages 464-468, XP002170948 2000, IEEE, PISCATAWAY, NJ, USA ISBN: 0-7803-5957-7 Retrieved from the Internet: <URL:http://ieeexplore.ieee.org/iel5/6844/18407/00849752.pdf> 'retrieved on 2001-07-02!	1,3,6,7, 9,11-13, 15,16
A	abstract page 464, left-hand column, line 32 -right-hand column, line 8 page 466, left-hand column, line 43 -page 467, left-hand column, line 10 page 437, left-hand column, line 34 -right-hand column, line 11 ---	2,4,5,8, 10,14
Y	US 5 103 498 A (WOLF RICHARD J ET AL) 7 April 1992 (1992-04-07)	7
A	abstract column 1, line 54 -column 2, line 5 column 3, line 12 - line 27 column 4, line 18 - line 25 column 7, line 6 - line 19 column 7, line 56 -column 8, line 30 ---	1,3,6,13
A	PATENT ABSTRACTS OF JAPAN vol. 1999, no. 04, 30 April 1999 (1999-04-30) -& JP 11 025174 A (NEC CORP), 29 January 1999 (1999-01-29) abstract -----	1,13

INTERNATIONAL SEARCH REPORT

Information on patent family members

International Application No

PCT/GB 01/00397

Patent document cited in search report	Publication date	Patent family member(s)	Publication date
GB 2329046 A	10-03-1999	CA 2246130 A US 6230287 B	04-03-1999 08-05-2001
US 5367667 A	22-11-1994	NONE	
US 5103498 A	07-04-1992	AU 8401991 A DE 69130766 D DE 69130766 T EP 0541712 A HK 1012102 A SG 48223 A WO 9202880 A	02-03-1992 25-02-1999 02-09-1999 19-05-1993 05-05-2000 17-04-1998 20-02-1992
JP 11025174 A	29-01-1999	NONE	