

(19) World Intellectual Property Organization
International Bureau



(43) International Publication Date
12 April 2007 (12.04.2007)

PCT

(10) International Publication Number
WO 2007/041019 A2

- (51) International Patent Classification:
G06F 15/02 (2006.01)
- (21) International Application Number:
PCT/US2006/036929
- (22) International Filing Date:
21 September 2006 (21.09.2006)
- (25) Filing Language: English
- (26) Publication Language: English
- (30) Priority Data:
11/240,268 29 September 2005 (29.09.2005) US
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- (81) Designated States (unless otherwise indicated, for every kind of national protection available): AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG, BR, BW, BY, BZ, CA, CH, CN, CO, CR, CU, CZ, DE, DK, DM, DZ, EC, EE, EG, ES, FI, GB, GD, GE, GH, GM, HN, HR, HU, ID, IL, IN, IS, JP, KE, KG, KM, KN, KP, KR, KZ, LA, LC, LK, LR, LS, LT, LU, LV, LY, MA, MD, MG, MK, MN, MW, MX, MY, MZ, NA, NG, NI, NO, NZ, OM, PG, PH, PL, PT, RO, RS, RU, SC, SD, SE, SG, SK, SL, SM, SV, SY, TJ, TM, TN, TR, TT, TZ, UA, UG, US, UZ, VC, VN, ZA, ZM, ZW.
- (84) Designated States (unless otherwise indicated, for every kind of regional protection available): ARIPO (BW, GH, GM, KE, LS, MW, MZ, NA, SD, SL, SZ, TZ, UG, ZM, ZW), Eurasian (AM, AZ, BY, KG, KZ, MD, RU, TJ, TM), European (AT, BE, BG, CH, CY, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HU, IE, IS, IT, LT, LU, LV, MC, NL, PL, PT, RO, SE, SI, SK, TR), OAPI (BF, BJ, CF, CG, CI, CM, GA, GN, GQ, GW, ML, MR, NE, SN, TD, TG).
- Published:**
— without international search report and to be republished upon receipt of that report
- 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 2007/041019 A2

(54) Title: SYSTEM AND METHOD FOR A HOUSEHOLD SERVICES MARKETPLACE

(57) Abstract: A system and method are disclosed for the operation of an In-home Assistant Service. The service provides a marketplace to connect households with assistants for frequent and specialized jobs. The service collects profile data of potential assistants including multiple skills the assistant can provide. It also enables the household to provide detailed request criteria. A locate process is then performed to determine, which assistants best meet the identified criteria.

SYSTEM AND METHOD FOR A HOUSEHOLD SERVICES MARKETPLACE

5 This application claims priority of US application serial no. 11/240,268, filed September 29, 2005.

FIELD

[0001] The present invention is directed generally to apparatuses, methods, and systems for a household services marketplace, and more particularly, to an apparatus, method and system for requesting household services and identifying personnel to fulfill the requests.

10

BACKGROUND

[0002] In order to balance a family's increasingly limited free time with necessary chores and responsibilities many people need frequent and specialized outside help in their households. Typically, a household might require assistance with duties, such as, cooking, cleaning, pet care, babysitting, shopping, errands, eldercare, lawn and garden maintenance or
15 handyman duties. For many households, however, the need for such services is often not large enough to require regular full-time help. Thus, when such a need arises, members of the household are faced with the difficult problem of both locating and scheduling competent individuals to perform the required service.

[0003] The problems faced by households requiring part-time work are mirrored by
20 personnel seeking to provide these services. The irregular needs of household clientele make it difficult for a service provider to connect with individuals requiring these part-time and specific services. Moreover, there exists a group of individuals, such as people with regular full or part-time jobs, that would be willing to perform these services if they could fit them within their schedule, but for whom the logistical issues raised in establishing clients make
25 performing this type of extra work impractical.

SUMMARY

[0004] This disclosure details the implementation of apparatuses, methods, and systems for an In-home Assistant Service. The In-home Assistant Service enables household clientele to connect with appropriate service personnel and arrange for work to be performed.

5 The disclosed systems and methods allow for fine-grained criteria to be considered in matching clientele and service providers. Certain embodiments of the disclosed systems and methods further provide electronic confirmation and booking of service requests, thereby enabling productive and efficient fulfillment of work requests.

[0005] A method is disclosed for providing households with service assistants. The
10 method includes collecting information about many assistants, which would include, for example, the assistant's job skills and their level of ability for each skill. This information is stored for each of the assistants. A job request is received from a household, which includes a number of job details. The job request is divided into essential and secondary criteria. Potential assistants are screened to determine which assistants meet the essential criteria.
15 The assistants meeting the essential criteria are then searched based on the secondary criteria to find an assistant to fill the job. The job can then be automatically booked and confirmed. After the service is completed the household is billed and they are offered the opportunity to rate the quality of the service provided.

[0006] A system is disclosed in which an In-house Assistant Service connects
20 households with assistants. The service collects information from assistants describing details about their skills, locations and availability. This information is stored. Households can submit detailed job requests. Criteria from the job requests are used to search the collected assistant information and determine a match for the job request. The search process

involves separating the job criteria in to essential and secondary criteria. Once limited to assistants meeting the essential criteria, the secondary criteria are used to narrow the assistant search.

BRIEF DESCRIPTION OF THE DRAWINGS

5 [0007] The accompanying drawings illustrate various non-limiting, example, inventive aspects in accordance with the present disclosure:

[0008] FIGURE 1 illustrates inventive aspects of a simplified example of an In-home Assistant Service in a data flow diagram;

[0009] FIGURE 2 illustrates inventive aspects of an In-home Assistant Service in a
10 data flow diagram;

[0010] FIGURE 3 illustrates inventive aspects of assistant service in a data flow diagram;

[0011] FIGURE 4 illustrates inventive aspects of household request in a data flow diagram;

15 [0012] FIGURES 5, 5A, 5B and 5C illustrate an exemplary logic flow diagram of the locate process.

[0013] FIGURE 6 of the present disclosure illustrates inventive aspects of a In-home Assistant Service controller in a block diagram.

DETAILED DESCRIPTION

20 [0014] FIGURE 1 illustrates aspects of a simplified example of an In-home Assistant Service. An In-home Assistant Service provider **101** provides the core infrastructure for the

operation and maintenance of the system. Specifically, the In-home Assistant Service provider **101** provides the interface for both assistants **105a-105n** to connect and establish their work availability and households **110a-110n** to connect and establish their assistance needs.

5 **[0015]** An exemplary scenario might begin with a particular assistant **105a** contacting the In-home Assistant Service **101** to communicate details about the assistant's skill set and availability **107**. The assistant, for example, might be a stay-at-home mother who is an excellent chef. When first contacting the In-home Assistant Service, she would provide a detailed disclosure of her capabilities and availability. If her circumstances change, for
10 example her child goes to camp in summer, she can communicate with the In-home Assistant Service to identify her new availability. The In-home Assistant Service, **101** stores the information provided by assistant **105a**, along with comparable information supplied by other assistants.

[0016] Continuing with the exemplary scenario, a particular household **110a** contacts
15 the In-home Assistant Service **101** to communicate their requirements for assistance **112**. The household's primary care giver, Mom for example, might be starting her own business. Upon receipt of the request from household **105a**, the In-home Assistant Service provider **101** algorithmically searches its stored records for assistants matching the criteria contained in the household's request. Upon finding a match the In-home Assistant Service provider **101**
20 communicates a booking confirmation **120** to the matched assistant and household. To fully service the needs of potential clientele, it would be advantageous to employ a database of at least 20 assistants.

[0017] FIGURE 2 illustrates an advantageous exemplary embodiment of an In-home Assistant Service in a data flow diagram. The In-home Assistant Service provider is embodied by an In-home Assistant Service server **201** connected to a communications network **230**, e.g., the internet. The server **201** can be embodied by one or more computer systems as know in the art and would be capable of conducting data communications over the network. The server **201** would also contain software to enable user devices to connect and interact with it, e.g., a web server.

[0018] An assistant **205** uses an assistant networked device **206** to connect over the communications network **230** and interact with the server **201**. A particularly advantageous embodiment of the assistant networked device **206** would be a mobile network device with software to connect to and communicate with the server **201**, e.g., a web browser. For example, the server **201** can provide a web server that the assistant networked device **206** can connect to. The assistant **205** could view web pages provided by server **201** and use them as a mechanism to provide skill and availability information via the networked device **206** to the server **201**.

[0019] A member of household **210** uses a networked device **211** to connect over the communications network **230** and interact with the server **201**. A particularly advantageous embodiment of the networked device **211** would be a personal computer with software to connect to and communicate with the server **201**, e.g., a web browser. For example, the server **201** can provide a web server that the client networked device **211** can connect to. The household **210** could view web pages provided by server **201** and use them as a mechanism to submit requests for assistance via networked device **211** to the server **201**.

[0020] FIGURE 3 illustrates a data flow diagram detailing exemplary interactions between an assistant and the In-home Assistant Service. The assistant 305 communicates with the In-home Assistant Service 301 for a variety of transactions.

[0021] One transaction that the assistant will undertake with the In-home Assistant Service is manage assistant profile 350. In this mode, assistants can provide and edit the information about themselves required by the In-home Assistant Service. This can be accomplished, for example, through a web page or a series of web pages. Assistants would perform a manage assistant profile 350 communication whenever they need to change their profile data, such as when they develop a new skill or must adjust their availability schedule. In the alternative, people at the In-home Assistant Service can interview the assistants to attain and enter the profile data. This interview process can also include background and references checks. The background check can be conducted by personnel of the In-home Assistant Service or could merely be ordered by the In-home Assistant Service. The In-home Assistant Service could also include a feature where an assistant is not made available for jobs until receipt and review of the background check is confirmed. The reference checks can include quality determinations that are used to determine the assistant's skill level.

[0022] The In-house Assistant Service can collect data, such as, the assistant's name 351, location 352, skill set 353 and scheduled availability 354. With regard to the assistant's location 352, the system might optionally also collect information regarding the distance the assistant is willing to travel for a job. As an alternative, the travel distance field could be eliminated by using the assistant's billing rate could be to determine the distance. The assumption being that higher paid workers are willing to travel farther for a job. In a typical suburban area, a 25 mile travel distance has been found to be advantageous. With regard to

the assistant's skill set 353, it would be particularly advantageous to allow the assistant to identify multiple skills, e.g., SK1, SK2...SKn. In one embodiment, system will be able to record at least three skills for each assistant. Moreover, for each identified skill it would be also be particularly advantageous to allow the assistant to identify further details about the skill, such as, their proficiency, specialties, and billing rates for the work.

[0023] For certain fields, such as skill or proficiency, the In-house Assistant Service 301 would most likely have a selection of predefined choices. Predefined choices would enable more efficient searches because the system would be assured that each assistant would be using the same categorization system. For example, the system might provide a predefined list of skills and the level of proficiency might be on a scale of 1 to 10. In contrast, other fields like "specialty" might be open ended to allow assistants to articulate their unique individual capabilities.

[0024] Although the various database tables will be described in greater detail in Figure 6, an XML example of a assistant profile data structure follows:

```
15      <assistant>
          <name>Erin Smith</name>
          <location>Springfield</location>
          <skill>Chef
              <proficiency>8</proficiency >
20          <specialties>Italian</specialties>
          <rate>25.00</rate>
          </skill>
          <skill>Homemaking
```



```

5      <proficiency>5</proficiency >
      <specialties>Errands</specialties>
      <rate>14.00</rate>
      </skill>
      <skill>Pet Care
      <proficiency>7</proficiency >
      <specialties> Pet Sit</specialties>
      <rate>14.00</rate>
      </skill>
10     <availability>
      02202006(13:00-22:30),
      0212006(14:00-00:00),...
      12052006(08:15-23:00)
      </availability>
15     </assistant>

```

[0025] In this example, the assistant Erin Smith lives in Springfield and is willing to perform chef services at of \$25.00/hour, homemaking services for \$14.00/hour, or Pet Care services for \$14.00/hour. Her assessed skills in these fields are, on a scale of 1 to 10, 8, 5 and 7, respectively. As a chef, she specializes in Italian cooking and as a Homemaker she is best at running errands. Her availability is identified in a comma delimited date and time code. As noted above these entries would have been populated in response to the assistant's interaction with the user interface presented during the manage profile 350 transaction.

[0026] Another transaction between the assistant and the In-home Assistant Service is the booking procedure 360. This transaction takes place after the In-home Assistant Service

has identified a particular assistant as suitable for a particular job. The transaction begins with the In-home Assistant Service **301** sending a booking request notification **361** to the assistant **305**. The booking request **361** could be advantageously transmitted over any number of communications channels, such as, an instant message, an SMS message, an email, a phone call, a pager message or a fax. In response, the assistant **305** can then send a confirmation message **362** back to the In-home Home Assistant Service **301**, which could travel over the same communications channel as the booking request **361** or it could be sent over a different communications channel. One advantageous approach would be to provide the booking request through a system that allows a link to be included in the request that when selected sends the confirmation message. Once the assistant's confirmation is received, a client confirmation is sent to the household **363**.

[0027] The booking procedure **360** could be embodied by any number of additional systems. For example, the confirmation message **362** could be eliminated and the assistant could be assumed to have confirmed by virtue of the particular time being listed as available in his profile. Alternately, the booking request message **362** could be sent to multiple assistants, with the first to respond receiving the job. In another embodiment, a bidding system could be implemented in which multiple assistants receiving the job requests can bid on the job with the lowest bid receiving the work. The system would require an additional message to go out to whichever of the assistants received the booking.

20 [0028] FIGURE 4 illustrates a data flow diagram detailing exemplary interactions between a household and the In-home Assistant Service. The household **410** communicates with the In-home Assistant Service **401** for a variety of transactions.

[0029] The household 410 will provide account information in a manage household profile transaction 450. In this transaction the household can provide the information about itself required by the In-home Assistant Service 401. Like the assistant information, the household information can be advantageously provided through interaction with one or more
5 web pages. The household profile information could include, name 451, location 452, billing information 453 and preferences 454. The preferences 453 could include any type of information that might be relevant to the household's particular needs, such as, specific assistants the household prefers or particular ways in which jobs should be performed.

[0030] The household 410 will also interact with the In-home Assistant Service 401
10 in a job request transaction 460. The job request transaction 460 is initiated by the household 410, who provides the time or a range of time of the job 461, the skills required 465, some details of work to be done 466 and specialties requested 467.

[0031] This request data, along with relevant data from the household's profile 460, is algorithmically processed by the In-home Assistant Service by performing a locate process
15 470, which identifies available assistants. An exemplary implementation of this process is discussed in detail with regard to FIGURES 5A, 5B and 5C, below.

[0032] With potential assistants identified by the locate process 470, the transaction could continue in at least one of two ways. The list of potential assistants can be used to notify all the assistants as discussed above as an alternative to the booking request disclosed
20 with regard to FIGURE 3. In the alternative, the list of potential assistants can be provided to the household in a selection process 473 where the household is provided with profile information about each of the available assistants is allowed to choose the one who is offered job, for example the user might choose based on the specialties, skill level or rate of the

offered assistants. This secondary screening process might also be passed to a person at the In-house Assistant Service rather than the client. Once the potential assistants are narrowed down by this process, their information will be passed to the booking request disclosed with regard to FIGURE 3.

5 [0033] Upon confirmation of an assistant who will take the job, the household is sent a confirmation notification 475. This confirmation can be via any communications channel, not necessarily the same channel used to place the request. The confirmation might also include a confirmation that the In-home Assistant Service has confirmed performance of a background check of the assistant.

10 [0034] The client 410 might also engage in billing processes 480 with the In-home Assistant Service 401. The billing process could include the household reporting that the work was done. Alternatively, the billing process might include contacting the assistant to gather a report of the time worked and jobs done.

[0035] The household might also be provided with a means for rating the
15 performance of the Assistant. This information could then be used to adjust the Assistant's skill level. For example, the skill levels reported by the households could be averaged to arrive at a composite skill ranking.

[0036] FIGURES 5A, 5B and 5C illustrate an exemplary logic flow diagram for the
locate process. The input for the locate process is the client job request 560, which provides
20 some of the criteria for the job search. Additional criteria for the job search can be derived by adding information from the household profile 561, such as the household's location or other static preferences that would apply to all job requests.

- [0037] Next an iterative screening search of the assistant database is performed. The database queries discussed can be performed via any method known in the art or later developed. The iterative screening search begins with an essential criteria screening search 562 of the assistant database to obtain a pool of potential candidates. The essential criteria screening search 562 uses search criteria that are essential to the fulfillment of the household's request, such as, availability and/or location. Availability and location are somewhat fundamental criteria and provide an easy basis for narrowing down the list of assistants, i.e., at the very least there must be people available at the requested time in the requested place.
- 10 [0038] The household can also optionally be allowed to indicate deal breaking criteria. For example, if a household is requesting an assistant with ideally three skill sets, e.g., cooking, fluent in English and ironing, the household might assign fluent in English as a required skill. Any such identified vital criteria would be added to the essential criteria screening search 562.
- 15 [0039] The results of the essential criteria screening search 562 are passed to a decision block 563 where a check is made to determine if any available assistants were located. Thus, if available assistant list is empty a "no assistants available" error 564 is generated. This information could either be communicated to the household or the search could be placed on hold to be re-run at a later date when the availability information may
- 20 have changed. If the available assistant list has only one entry, the information for that assistant is output 565 to the booking and notification processes described above. If the list has more than one entry, the process continues on to the secondary criteria screening.

[0040] A search of the remaining candidates is performed to determine which candidates meet one or more of the secondary criteria 566. The results of this screening are passed to a decision block 567. If none of the assistants meet any of the secondary criteria, the list of the assistants meeting the essential criteria are output 568 to the booking and notification processes. If only one assistant meets any of the secondary criteria, the information for that assistant is output 569 to the booking and notification processes. If multiple assistants meet one or more of the secondary criteria further refinement of the search can be performed as follows.

[0041] In one exemplary embodiment, the list of all assistants meeting one or more secondary criteria can then be presented to the household for final assistant selection. This approach works particularly well when the secondary criteria are not ordered in terms of importance. In other words, if the household lists a number of secondary criteria without indicating that some of those criteria are more preferred than others, it might be best to give the household a chart showing all the assistants that meet their essential criteria plus one or more of their secondary criteria. The household can then review the chart to see how the assistants meet their secondary criteria and choose whomever they feel is the best match.

[0042] This approach could be refined, as shown in FIGURE 5B, by iterating over the list of assistants meeting one or more criteria to find the assistants meeting the most categories of secondary criteria. This approach begins with the list of candidates meeting one or more of the household's secondary criteria 570. To determine if any of the candidates meet more than one criteria the value n , which begins at one, is incremented by adding one to itself 571. The list of candidates 570 is screened for candidates that meet n criteria 572, i.e. 2 during the first iteration of the process. The number of candidates remaining after this

screening is checked **573**. If no candidates remain, the list of assistants meeting **n-1** criteria is output **574**. If only one candidate remains on the list, that assistant's information is output **575**. If more than one candidate remains, a determination is made to decide whether there are still more secondary household criteria to check **576**. If there are not, the list of assistants meeting **n** criteria is output **577**. If there are secondary criteria remaining, the process increments **n** again **571** and the filtering process continues.

[0043] The process as described above will result in a list of the assistants that meet the highest number of the household's criteria. In other words, if ten assistants meet any four of the household's criteria, but none of the assistants meet five of the criteria, this locate process will identify those ten assistants. This procedure, however, does not value any of the secondary criteria more than the rest. Accordingly, if some of the household's secondary criteria are more important than others a different algorithm might be advisable.

[0044] FIGURE 5C discloses an exemplary algorithm for screening candidates such that they are identified according to the importance of the secondary criteria. This algorithm requires the secondary criteria to ordered as to their importance, with the most important criteria listed first, the second most important second and so on. This ordering can either be identified by the household, the In-house Assistant Service or it can inherently be programmed into the system.

[0045] The process begins with a list of candidates meeting one or more of the secondary criteria **580**. This list is screened for candidates matching the (**n**)th most important secondary criteria **581**, i.e., the first most important criteria in the first iteration of the process, etc. The results derived from the screening are checked to determine the number of matching candidates **582**. If only one candidate remains after the screening, that assistant's

information is output **583**. If no candidates remain after the screening, a determination is made to discover whether there are other criteria to check **584**. If not, the assistants found after search for matches for the **(n-1)**th criteria are output **585**. If other criteria remain to be searched, the value of **n** is incremented **586**. The candidates remaining after the previous
5 screening are now screened again at **581** to determine if any of those candidates match the new **(n)**th criteria and the iterative process continues. If multiple candidates are found to meet the **(n)**th criteria at decision **582**, a determination **587** is made to find whether there are any criteria remaining to be searched. If no criteria remain, a list of assistants meeting the **(n)**th criteria is output **588**. If other criteria remain to be searched, the value of **n** is
10 incremented **589**. The candidates remaining after the previous screening are now screened again at **581** to determine if any of those candidates match the new **(n)**th criteria and the iterative process continues.

[**0046**] Alternatively, the search systems disclosed in Figures 5B and 5C could be combined. For example, a hybrid approach might use the 5B approach to narrow the field of
15 candidates to Assistants meeting at least three secondary criteria and then use the 5C approach test for secondary criteria in a preferred order.

[**0047**] Another approach might reuse an essential criteria as secondary criteria. For example, it might be advisable to use location as an essential criteria to exclude assistants outside the household's area. Then after narrowing down assistants based upon a number of
20 secondary criteria it might be beneficial to reuse the location data to offer the job to the closest available assistant.

[**0048**] FIGURE 6 of the present disclosure illustrates inventive aspects of an In-home assistant service controller **601** in a block diagram. In this embodiment, the In-home

assistant service controller **601** may serve to process, store, search, serve, identify, instruct, generate, match, and/or update assistant profiles, client profiles, job requests and/or other related data. It should be noted that the client networked device and the assistant networked device may be comprised similarly to the In-home Assistant Service **601**.

5 **[0049]** Typically, users, which may be people and/or other systems, engage information technology systems (e.g., commonly computers) to facilitate information processing. In turn, computers employ processors to process information; such processors are often referred to as central processing units (CPU). A common form of processor is referred to as a microprocessor. A computer operating system, which, typically, is software executed
10 by CPU on a computer, enables and facilitates users to access and operate computer information technology and resources. Common resources employed in information technology systems include: input and output mechanisms through which data may pass into and out of a computer; memory storage into which data may be saved; and processors by which information may be processed. Often information technology systems are used to
15 collect data for later retrieval, analysis, and manipulation, commonly, which is facilitated through database software. Information technology systems provide interfaces that allow users to access and operate various system components.

[0050] In one embodiment, the In-home Assistant Service controller **601** may be connected to and/or communicate with entities such as, but not limited to: one or more users
20 from user input devices **611**; peripheral devices **612**; a cryptographic processor device **628**; and/or a communications network **613**.

[0051] Networks are commonly thought to comprise the interconnection and interoperation of clients, servers, and intermediary nodes in a graph topology. It should be

noted that the term “server” as used throughout this disclosure refers generally to a computer, other device, software, or combination thereof that processes and responds to the requests of remote users across a communications network. Servers serve their information to requesting “clients.” The term “client” as used herein refers generally to a computer, other device,
5 software, or combination thereof that is capable of processing and making requests and obtaining and processing any responses from servers across a communications network. A computer, other device, software, or combination thereof that facilitates, processes information and requests, and/or furthers the passage of information from a source user to a destination user is commonly referred to as a “node.” Networks are generally thought to
10 facilitate the transfer of information from source points to destinations. A node specifically tasked with furthering the passage of information from a source to a destination is commonly called a “router.” There are many forms of networks such as Local Area Networks (LANs), Pico networks, Wide Area Networks (WANs), Wireless Networks (WLANs), etc. For example, the Internet is generally accepted as being an interconnection of a multitude of
15 networks whereby remote clients and servers may access and interoperate with one another..

[0052] A the In-home Assistant Service controller 601 may be based on common computer systems that may comprise, but are not limited to, components such as: a computer systemization 602 connected to memory 629.

Computer Systemization

20 [0053] A computer systemization 602 may comprise a clock 630, central processing unit (CPU) 603, a read only memory (ROM) 606, a random access memory (RAM) 605, and/or an interface bus 607, and most frequently, although not necessarily, are all interconnected and/or communicating through a system bus 604. Optionally, the computer

systemization may be connected to an internal power source 686. Optionally, a cryptographic processor 626 may be connected to the system bus. The system clock typically has a crystal oscillator and provides a base signal. The clock is typically coupled to the system bus and various clock multipliers that will increase or decrease the base operating frequency for other components interconnected in the computer systemization. The clock and various components in a computer systemization drive signals embodying information throughout the system. Such transmission and reception of signals embodying information throughout a computer systemization may be commonly referred to as communications. These communicative signals may further be transmitted, received, and the cause of return and/or reply signal communications beyond the instant computer systemization to: communications networks, input devices, other computer systemizations, peripheral devices, and/or the like. Of course, any of the above components may be connected directly to one another, connected to the CPU, and/or organized in numerous variations employed as exemplified by various computer systems.

15 [0054] The CPU comprises at least one high-speed data processor adequate to execute program modules for executing user and/or system-generated requests. The CPU may be a microprocessor such as AMD's Athlon, Duron and/or Opteron; IBM and/or Motorola's PowerPC; Intel's Celeron, Itanium, Pentium, Xeon, and/or XScale; and/or the like processor(s). The CPU interacts with memory through signal passing through conductive conduits to execute stored program code according to conventional data processing techniques. Such signal passing facilitates communication within the In-home Assistant Service controller and beyond through various interfaces. Should processing requirements dictate a greater amount speed, parallel, mainframe and/or super-computer architectures may

20

similarly be employed. Alternatively, should deployment requirements dictate greater portability, smaller Personal Digital Assistants (PDAs) may be employed.

Power Source

[0055] The power source 686 may be of any standard form for powering small
5 electronic circuit board devices such as the following power cells: alkaline, lithium hydride,
lithium ion, nickel cadmium, solar cells, and/or the like. Other types of AC or DC power
sources may be used as well. In the case of solar cells, in one embodiment, the case provides
an aperture through which the solar cell may capture photonic energy. The power cell 686 is
connected to at least one of the interconnected subsequent components of the In-home
10 Assistant Service thereby providing an electric current to all subsequent components. In one
example, the power source 686 is connected to the system bus component 604. In an
alternative embodiment, an outside power source 686 is provided through a connection
across the I/O 608 interface. For example, a USB and/or IEEE 1394 connection carries both
data and power across the connection and is therefore a suitable source of power.

15 Interface Adapters

[0056] Interface bus(es) 607 may accept, connect, and/or communicate to a number
of interface adapters, conventionally although not necessarily in the form of adapter cards,
such as but not limited to: input output interfaces (I/O) 608, storage interfaces 609, network
interfaces 610, and/or the like. Optionally, cryptographic processor interfaces 627 similarly
20 may be connected to the interface bus. The interface bus provides for the communications of
interface adapters with one another as well as with other components of the computer
systemization. Interface adapters are adapted for a compatible interface bus. Interface
adapters conventionally connect to the interface bus via a slot architecture. Conventional slot

architectures may be employed, such as, but not limited to: Accelerated Graphics Port (AGP), Card Bus, (Extended) Industry Standard Architecture ((E)ISA), Micro Channel Architecture (MCA), NuBus, Peripheral Component Interconnect (Extended) (PCI(X)), PCI Express, Personal Computer Memory Card International Association (PCMCIA), and/or the
5 like.

[0057] Storage interfaces 609 may accept, communicate, and/or connect to a number of storage devices such as, but not limited to: storage devices 614, removable disc devices, and/or the like. Storage interfaces may employ connection protocols such as, but not limited to: (Ultra) (Serial) Advanced Technology Attachment (Packet Interface) ((Ultra) (Serial)
10 ATA(P)), (Enhanced) Integrated Drive Electronics ((E)IDE), Institute of Electrical and Electronics Engineers (IEEE) 1394, fiber channel, Small Computer Systems Interface (SCSI), Universal Serial Bus (USB), and/or the like.

[0058] Network interfaces 610 may accept, communicate, and/or connect to a communications network 613. Through a communications network 613, the In-home
15 Assistant Service controller is accessible through remote clients 633b (e.g., computers with web browsers) by users 633. Network interfaces may employ connection protocols such as, but not limited to: direct connect, Ethernet (thick, thin, twisted pair 10/100/1000 Base T, and/or the like), Token Ring, wireless connection such as IEEE 802.11a-x, and/or the like. A communications network may be any one and/or the combination of the following: a direct
20 interconnection; the Internet; a Local Area Network (LAN); a Metropolitan Area Network (MAN); an Operating Missions as Nodes on the Internet (OMNI); a secured custom connection; a Wide Area Network (WAN); a wireless network (e.g., employing protocols such as, but not limited to a Wireless Application Protocol (WAP), I-mode, and/or the like);

and/or the like. A network interface may be regarded as a specialized form of an input output interface. Further, multiple network interfaces **610** may be used to engage with various communications network types **613**. For example, multiple network interfaces may be employed to allow for the communication over broadcast, multicast, and/or unicast networks.

5 [0059] Input Output interfaces (I/O) **608** may accept, communicate, and/or connect to user input devices **611**, peripheral devices **612**, cryptographic processor devices **628**, and/or the like. I/O may employ connection protocols such as, but not limited to: Apple Desktop Bus (ADB); Apple Desktop Connector (ADC); audio: analog, digital, monaural, RCA, stereo, and/or the like; IEEE 1394a-b; infrared; joystick; keyboard; midi; optical; PC AT;
10 PS/2; parallel; radio; serial; USB; video interface: BNC, coaxial, composite, digital, Digital Visual Interface (DVI), RCA, RF antennae, S-Video, VGA, and/or the like; wireless; and/or the like. A common output device is a television set 145, which accepts signals from a video interface. Also, a video display, which typically comprises a Cathode Ray Tube (CRT) or Liquid Crystal Display (LCD) based monitor with an interface (e.g., DVI circuitry and cable)
15 that accepts signals from a video interface, may be used. The video interface composites information generated by a computer systemization and generates video signals based on the composited information in a video memory frame. Typically, the video interface provides the composited video information through a video connection interface that accepts a video display interface (e.g., an RCA composite video connector accepting an RCA composite
20 video cable; a DVI connector accepting a DVI display cable, etc.).

[0060] User input devices **611** may be card readers, dongles, finger print readers, gloves, graphics tablets, joysticks, keyboards, mouse (mice), remote controls, retina readers, trackballs, trackpads, and/or the like.

[0061] Peripheral devices 612 may be connected and/or communicate to I/O and/or other facilities of the like such as network interfaces, storage interfaces, and/or the like. Peripheral devices may be audio devices, cameras, dongles (e.g., for copy protection, ensuring secure transactions with a digital signature, and/or the like), external processors (for
5 added functionality), goggles, microphones, monitors, network interfaces, printers, scanners, storage devices, video devices, video sources, visors, and/or the like.

[0062] It should be noted that although user input devices and peripheral devices may be employed, the In-home Assistant Service controller may be embodied as an embedded, dedicated, and/or monitor-less (i.e., headless) device, wherein access would be provided over
10 a network interface connection.

[0063] Cryptographic units such as, but not limited to, microcontrollers, processors 626, interfaces 627, and/or devices 628 may be attached, and/or communicate with the In-home Assistant Service controller. A MC68HC16 microcontroller, commonly manufactured by Motorola Inc., may be used for and/or within cryptographic units. Equivalent
15 microcontrollers and/or processors may also be used. The MC68HC16 microcontroller utilizes a 16-bit multiply-and-accumulate instruction in the 16 MHz configuration and requires less than one second to perform a 512-bit RSA private key operation. Cryptographic units support the authentication of communications from interacting agents, as well as allowing for anonymous transactions. Cryptographic units may also be configured as part of
20 CPU. Other commercially available specialized cryptographic processors include VLSI Technology's 33 MHz 6868 or Semaphore Communications' 40 MHz Roadrunner 184.

Memory

[0064] Generally, any mechanization and/or embodiment allowing a processor to affect the storage and/or retrieval of information is regarded as memory 629. However, memory is a fungible technology and resource, thus, any number of memory embodiments
5 may be employed in lieu of or in concert with one another. It is to be understood that a the In-home Assistant Service controller and/or a computer systemization may employ various forms of memory 629. For example, a computer systemization may be configured wherein the functionality of on-chip CPU memory (e.g., registers), RAM, ROM, and any other storage devices are provided by a paper punch tape or paper punch card mechanism; of
10 course such an embodiment would result in an extremely slow rate of operation. In a typical configuration, memory 629 will include ROM 606, RAM 605, and a storage device 614. A storage device 614 may be any conventional computer system storage. Storage devices may include a drum; a (fixed and/or removable) magnetic disk drive; a magneto-optical drive; an optical drive (i.e., CD ROM/RAM/Recordable (R), ReWritable (RW), DVD R/RW, etc.);
15 and/or other devices of the like. Thus, a computer systemization generally requires and makes use of memory.

Module Collection

[0065] The memory 629 may contain a collection of program and/or database modules and/or data such as, but not limited to: operating system module(s) 615 (operating
20 system); information server module(s) 616 (information server); user interface module(s) 617 (user interface); Web browser module(s) 618 (Web browser); database(s) 619; cryptographic server module(s) 620 (cryptographic server); the In-home Assistant Service module(s) 635; and/or the like (i.e., collectively a module collection). These modules may be stored and

accessed from the storage devices and/or from storage devices accessible through an interface bus. Although non-conventional software modules such as those in the module collection, typically, are stored in a local storage device 614, they may also be loaded and/or stored in memory such as: peripheral devices, RAM, remote storage facilities through a communications network, ROM, various forms of memory, and/or the like.

Operating System

[0066] The operating system module 615 is executable program code facilitating the operation of the In-home Assistant Service controller. Typically, the operating system facilitates access of I/O, network interfaces, peripheral devices, storage devices, and/or the like. The operating system may be a highly fault tolerant, scalable, and secure system such as Apple Macintosh OS X (Server), AT&T Plan 9, Be OS, Linux, Unix, and/or the like operating systems. However, more limited and/or less secure operating systems also may be employed such as Apple Macintosh OS, Microsoft DOS, Palm OS, Windows 2000/2003/3.1/95/98/CE/Millennium/NT/XP (Server), and/or the like. An operating system may communicate to and/or with other modules in a module collection, including itself, and/or the like. Most frequently, the operating system communicates with other program modules, user interfaces, and/or the like. For example, the operating system may contain, communicate, generate, obtain, and/or provide program module, system, user, and/or data communications, requests, and/or responses. The operating system, once executed by the CPU, may enable the interaction with communications networks, data, I/O, peripheral devices, program modules, memory, user input devices, and/or the like. The operating system may provide communications protocols that allow the In-home Assistant Service controller to communicate with other entities through a communications network 613. Various

communication protocols may be used by the In-home Assistant Service controller as a subcarrier transport mechanism for interaction, such as, but not limited to: multicast, TCP/IP, UDP, unicast, and/or the like.

Information Server

5 [0067] An information server module 616 is stored program code that is executed by the CPU. The information server may be a conventional Internet information server such as, but not limited to Apache Software Foundation's Apache, Microsoft's Internet Information Server, and/or the information server may allow for the execution of program modules through facilities such as Active Server Page (ASP), ActiveX, (ANSI) (Objective-) C (++),
10 C#, Common Gateway Interface (CGI) scripts, Java, JavaScript, Practical Extraction Report Language (PERL), Python, WebObjects, and/or the like. The information server may support secure communications protocols such as, but not limited to, File Transfer Protocol (FTP); HyperText Transfer Protocol (HTTP); Secure Hypertext Transfer Protocol (HTTPS), Secure Socket Layer (SSL), and/or the like. The information server provides results in the form of
15 Web pages to Web browsers, and allows for the manipulated generation of the Web pages through interaction with other program modules. After a Domain Name System (DNS) resolution portion of an HTTP request is resolved to a particular information server, the information server resolves requests for information at specified locations on the In-home Assistant Service controller based on the remainder of the HTTP request. For example, a
20 request such as `http://123.124.125.126/myInformation.html` might have the IP portion of the request "123.124.125.126" resolved by a DNS server to an information server at that IP address; that information server might in turn further parse the http request for the "/myInformation.html" portion of the request and resolve it to a location in memory

containing the information "myInformation.html." Additionally, other information serving protocols may be employed across various ports, e.g., FTP communications across port 21, and/or the like. An information server may communicate to and/or with other modules in a module collection, including itself, and/or facilities of the like. Most frequently, the information server communicates with the In-home Assistant Service database 619, operating systems, other program modules, user interfaces, Web browsers, and/or the like.

[0068] Access to the In-home Assistant Service database may be achieved through a number of database bridge mechanisms such as through scripting languages as enumerated below (e.g., CGI) and through inter-application communication channels as enumerated below (e.g., CORBA, WebObjects, etc.). Any data requests through a Web browser are parsed through the bridge mechanism into appropriate grammars as required by the In-home Assistant Service. In one embodiment, the information server would provide a Web form accessible by a Web browser. Entries made into supplied fields in the Web form are tagged as having been entered into the particular fields, and parsed as such. The entered terms are then passed along with the field tags, which act to instruct the parser to generate queries directed to appropriate tables and/or fields. In one embodiment, the parser may generate queries in standard SQL by instantiating a search string with the proper join/select commands based on the tagged text entries, wherein the resulting command is provided over the bridge mechanism to the In-home Assistant Service as a query. Upon generating query results from the query, the results are passed over the bridge mechanism, and may be parsed for formatting and generation of a new results Web page by the bridge mechanism. Such a new results Web page is then provided to the information server, which may supply it to the requesting Web browser.

[0069] Also, an information server may contain, communicate, generate, obtain, and/or provide program module, system, user, and/or data communications, requests, and/or responses.

User Interface

5 [0070] The function of computer interfaces in some respects is similar to automobile operation interfaces. Automobile operation interface elements such as steering wheels, gearshifts, and speedometers facilitate the access, operation, and display of automobile resources, functionality, and status. Computer interaction interface elements such as check boxes, cursors, menus, scrollers, and windows (collectively and commonly referred to as
10 widgets) similarly facilitate the access, operation, and display of data and computer hardware and operating system resources, functionality, and status. Operation interfaces are commonly called user interfaces. Graphical user interfaces (GUIs) such as the Apple Macintosh Operating System's Aqua, Microsoft's Windows XP, or Unix's X-Windows provide a baseline and means of accessing and displaying information graphically to users.

15 [0071] A user interface module 617 is stored program code that is executed by the CPU. The user interface may be a conventional graphic user interface as provided by, with, and/or atop operating systems and/or operating environments such as Apple Macintosh OS, e.g., Aqua, Microsoft Windows (NT/XP), Unix X Windows (KDE, Gnome, and/or the like), mythTV, and/or the like. The user interface may allow for the display, execution, interaction,
20 manipulation, and/or operation of program modules and/or system facilities through textual and/or graphical facilities. The user interface provides a facility through which users may affect, interact, and/or operate a computer system. A user interface may communicate to and/or with other modules in a module collection, including itself, and/or facilities of the

like. Most frequently, the user interface communicates with operating systems, other program modules, and/or the like. The user interface may contain, communicate, generate, obtain, and/or provide program module, system, user, and/or data communications, requests, and/or responses.

5 Web Browser

[0072] A Web browser module **618** is stored program code that is executed by the CPU. The Web browser may be a conventional hypertext viewing application such as Microsoft Internet Explorer or Netscape Navigator. Secure Web browsing may be supplied with 128bit (or greater) encryption by way of HTTPS, SSL, and/or the like. Some Web
10 browsers allow for the execution of program modules through facilities such as Java, JavaScript, ActiveX, and/or the like. Web browsers and like information access tools may be integrated into PDAs, cellular telephones, and/or other mobile devices. A Web browser may communicate to and/or with other modules in a module collection, including itself, and/or facilities of the like. Most frequently, the Web browser communicates with information
15 servers, operating systems, integrated program modules (e.g., plug-ins), and/or the like; e.g., it may contain, communicate, generate, obtain, and/or provide program module, system, user, and/or data communications, requests, and/or responses. Of course, in place of a Web browser and information server, a combined application may be developed to perform similar functions of both. The combined application would similarly affect the obtaining and the
20 provision of information to users, user agents, and/or the like from the In-home Assistant Service enabled nodes. The combined application may be nugatory on systems employing standard Web browsers.

Cryptographic Server

[0073] A cryptographic server module 620 is stored program code that is executed by the CPU 603, cryptographic processor 626, cryptographic processor interface 627, cryptographic processor device 628, and/or the like. Cryptographic processor interfaces will allow for expedition of encryption and/or decryption requests by the cryptographic module; however, the cryptographic module, alternatively, may run on a conventional CPU. The cryptographic module allows for the encryption and/or decryption of provided data. The cryptographic module allows for both symmetric and asymmetric (e.g., Pretty Good Protection (PGP)) encryption and/or decryption. The cryptographic module may employ cryptographic techniques such as, but not limited to: digital certificates (e.g., X.509 authentication framework), digital signatures, dual signatures, enveloping, password access protection, public key management, and/or the like. The cryptographic module will facilitate numerous (encryption and/or decryption) security protocols such as, but not limited to: checksum, Data Encryption Standard (DES), Elliptical Curve Encryption (ECC), International Data Encryption Algorithm (IDEA), Message Digest 5 (MD5, which is a one way hash function), passwords, Rivest Cipher (RC5), Rijndael, RSA (which is an Internet encryption and authentication system that uses an algorithm developed in 1977 by Ron Rivest, Adi Shamir, and Leonard Adleman), Secure Hash Algorithm (SHA), Secure Socket Layer (SSL), Secure Hypertext Transfer Protocol (HTTPS), and/or the like. Employing such encryption security protocols, the In-home Assistant Service may encrypt all incoming and/or outgoing communications and may serve as node within a virtual private network (VPN) with a wider communications network. The cryptographic module facilitates the process of “security authorization” whereby access to a resource is inhibited by a security protocol

wherein the cryptographic module effects authorized access to the secured resource. In addition, the cryptographic module may provide unique identifiers of content, e.g., employing and MD5 hash to obtain a unique signature for an digital audio file. A cryptographic module may communicate to and/or with other modules in a module collection, including itself, and/or facilities of the like. The cryptographic module supports encryption schemes allowing for the secure transmission of information across a communications network to enable the In-home Assistant Service module to engage in secure transactions if so desired. The cryptographic module facilitates the secure accessing of resources on the In-home Assistant Service and facilitates the access of secured resources on remote systems; i.e., it may act as a client and/or server of secured resources. Most frequently, the cryptographic module communicates with information servers, operating systems, other program modules, and/or the like. The cryptographic module may contain, communicate, generate, obtain, and/or provide program module, system, user, and/or data communications, requests, and/or responses.

15 The In-home Assistant Service Database

[0074] The In-home Assistant Service database module 619 may be embodied in a database and its stored data. The database is stored program code, which is executed by the CPU; the stored program code portion configuring the CPU to process the stored data. The database may be a conventional, fault tolerant, relational, scalable, secure database such as Oracle or Sybase. Relational databases are an extension of a flat file. Relational databases consist of a series of related tables. The tables are interconnected via a key field. Use of the key field allows the combination of the tables by indexing against the key field; i.e., the key fields act as dimensional pivot points for combining information from various tables.

Relationships generally identify links maintained between tables by matching primary keys. Primary keys represent fields that uniquely identify the rows of a table in a relational database. More precisely, they uniquely identify rows of a table on the “one” side of a one-to-many relationship.

5 [0075] Alternatively, the In-home Assistant Service database may be implemented using various standard data-structures, such as an array, hash, (linked) list, struct, structured text file (e.g., XML), table, and/or the like. Such data-structures may be stored in memory and/or in (structured) files. In another alternative, an object-oriented database may be used, such as Frontier, ObjectStore, Poet, Zope, and/or the like. Object databases can include a number of object collections that are grouped and/or linked together by common attributes; they may be related to other object collections by some common attributes. Object-oriented databases perform similarly to relational databases with the exception that objects are not just pieces of data but may have other types of functionality encapsulated within a given object. If the In-home Assistant Service database is implemented as a data-structure, the use of the In-home Assistant Service database 619 may be integrated into another module such as the In-home Assistant Service module 635. Also, the database may be implemented as a mix of data structures, objects, and relational structures. Databases may be consolidated and/or distributed in countless variations through standard data processing techniques. Portions of databases, e.g., tables, may be exported and/or imported and thus decentralized and/or
15
20 integrated.

[0076] In one embodiment, the database module 619 includes several tables 619a-e. An assistant table 619a includes fields such as, but not limited to: assistant name, assistant

address, assistant skills, assistant skill levels and/or the like. A household table **619b** includes fields such as, but not limited to: name, address, billing information.

[0077] In one embodiment, user programs may contain various user interface primitives, which may serve to update the In-home Assistant Service. Also, various accounts
5 may require custom database tables depending upon the environments and the types of clients the In-home Assistant Service may need to serve. It should be noted that any unique fields may be designated as a key field throughout. In an alternative embodiment, these tables have been decentralized into their own databases and their respective database controllers (i.e., individual database controllers for each of the above tables). Employing
10 standard data processing techniques, one may further distribute the databases over several computer systemizations and/or storage devices. Similarly, configurations of the decentralized database controllers may be varied by consolidating and/or distributing the various database modules **619a-e**. The In-home Assistant Service may be configured to keep track of various settings, inputs, and parameters via database controllers.

[0078] The In-home Assistant Service database may communicate to and/or with
15 other modules in a module collection, including itself, and/or facilities of the like. Most frequently, the In-home Assistant Service database communicates with a the In-home Assistant Service module, other program modules, and/or the like. The database may contain, retain, and provide information regarding other nodes and data.

20 The In-home Assistant Service

[0079] The In-home Assistant Service module **635** is stored program code that is executed by the CPU. The In-home Assistant Service affects accessing, obtaining and the

provision of information, services, transactions, and/or the like across various communications networks.

[0080] The In-home Assistant Service module enabling access of information between nodes may be developed by employing standard development tools such as, but not limited to: (ANSI) (Objective-) C (++), Apache modules, binary executables, database adapters, Java, JavaScript, mapping tools, procedural and object oriented development tools, PERL, Python, shell scripts, SQL commands, web application server extensions, WebObjects, and/or the like. In one embodiment, the In-home Assistant Service server employs a cryptographic server to encrypt and decrypt communications. The In-home Assistant Service module may communicate to and/or with other modules in a module collection, including itself, and/or facilities of the like. Most frequently, the In-home Assistant Service module communicates with a the In-home Assistant Service database, operating systems, other program modules, and/or the like. The In-home Assistant Service may contain, communicate, generate, obtain, and/or provide program module, system, user, and/or data communications, requests, and/or responses.

Distributed In-home Assistant Service

[0081] The structure and/or operation of any of the In-home Assistant Service controller components may be combined, consolidated, and/or distributed in any number of ways to facilitate development and/or deployment. Similarly, the module collection may be combined in any number of ways to facilitate deployment and/or development. To accomplish this, one may integrate the components into a common code base or in a facility that can dynamically load the components on demand in an integrated fashion.

[0082] The module collection may be consolidated and/or distributed in countless variations through standard data processing and/or development techniques. Multiple instances of any one of the program modules in the program module collection may be instantiated on a single node, and/or across numerous nodes to improve performance through
5 load-balancing and/or data-processing techniques. Furthermore, single instances may also be distributed across multiple controllers and/or storage devices; e.g., databases. All program module instances and controllers working in concert may do so through standard data processing communication techniques.

[0083] The configuration of the In-home Assistant Service controller will depend on
10 the context of system deployment. Factors such as, but not limited to, the budget, capacity, location, and/or use of the underlying hardware resources may affect deployment requirements and configuration. Regardless of if the configuration results in more consolidated and/or integrated program modules, results in a more distributed series of program modules, and/or results in some combination between a consolidated and distributed
15 configuration, data may be communicated, obtained, and/or provided. Instances of modules consolidated into a common code base from the program module collection may communicate, obtain, and/or provide data. This may be accomplished through intra-application data processing communication techniques such as, but not limited to: data referencing (e.g., pointers), internal messaging, object instance variable communication,
20 shared memory space, variable passing, and/or the like.

[0084] If module collection components are discrete, separate, and/or external to one another, then communicating, obtaining, and/or providing data with and/or to other module components may be accomplished through inter-application data processing communication

techniques such as, but not limited to: Application Program Interfaces (API) information passage; (distributed) Component Object Model ((D)COM), (Distributed) Object Linking and Embedding ((D)OLE), and/or the like), Common Object Request Broker Architecture (CORBA), process pipes, shared files, and/or the like. Messages sent between discrete
5 module components for inter-application communication or within memory spaces of a singular module for intra-application communication may be facilitated through the creation and parsing of a grammar. A grammar may be developed by using standard development tools such as lex, yacc, XML, and/or the like, which allow for grammar generation and parsing functionality, which in turn may form the basis of communication messages within
10 and between modules. Again, the configuration will depend upon the context of system deployment.

[0085] The entirety of this disclosure (including the Cover Page, Title, Headings, Field, Background, Summary, Brief Description of the Drawings, Detailed Description, Claims, Abstract, Figures, and otherwise) shows by way of illustration various embodiments
15 in which the claimed inventions may be practiced. The advantages and features of the disclosure are of a representative sample of embodiments only, and are not exhaustive and/or exclusive. They are presented only to assist in understanding and teach the claimed principles. It should be understood that they are not representative of all claimed inventions. As such, certain aspects of the disclosure have not been discussed herein. That alternate
20 embodiments may not have been presented for a specific portion of the invention or that further undescribed alternate embodiments may be available for a portion is not to be considered a disclaimer of those alternate embodiments. It will be appreciated that many of those undescribed embodiments incorporate the same principles of the invention and others

are equivalent. Thus, it is to be understood that other embodiments may be utilized and functional, logical, organizational, structural and/or topological modifications may be made without departing from the scope and/or spirit of the disclosure. As such, all examples and/or embodiments are deemed to be non-limiting throughout this disclosure. Also, no inference should be drawn regarding those embodiments discussed herein relative to those not discussed herein other than it is as such for purposes of reducing space and repetition. For instance, it is to be understood that the logical and/or topological structure of any combination of any program modules (a module collection), other components and/or any present feature sets as described in the figures and/or throughout are not limited to a fixed operating order and/or arrangement, but rather, any disclosed order is exemplary and all equivalents, regardless of order, are contemplated by the disclosure. Furthermore, it is to be understood that such features are not limited to serial execution, but rather, any number of threads, processes, services, servers, and/or the like that may execute asynchronously, concurrently, in parallel, simultaneously, synchronously, and/or the like are contemplated by the disclosure. As such, some of these features may be mutually contradictory, in that they cannot be simultaneously present in a single embodiment. Similarly, some features are applicable to one aspect of the invention, and inapplicable to others. In addition, the disclosure includes other inventions not presently claimed. Applicant reserves all rights in those presently unclaimed inventions including the right to claim such inventions, file additional applications, continuations, continuations in part, divisions, and/or the like thereof. As such, it should be understood that advantages, embodiments, examples, functional, features, logical, organizational, structural, topological, and/or other aspects of the disclosure

are not to be considered limitations on the disclosure as defined by the claims or limitations on equivalents to the claims.

CLAIMS

What is claimed is:

1. A method for providing households with part-time service assistants comprising:
 - collecting and storing a plurality of assistant profiles from at least 20 assistants, the assistant profiles each comprising a name, a location, availability, two or more skills, confirmation of a background check, and a rated ability level for each skill;
 - collecting and storing a household profile from a household, the household profile comprising a name and a location;
 - receiving a job request from the household, the job request comprising a requested time, one or more requested skills, a requested ability level for each requested skill and a requested preference criteria;
 - screening the stored plurality of assistant profiles based on a set of essential criteria comprising the location and requested time derived from the household profile and the job request;
 - screening the stored plurality of assistant profiles based on a set of secondary criteria comprising the requested ability level and the requested preference, derived from the client profile and the job request, wherein the screening based on secondary criteria comprises determining which of the plurality of assistant profiles meet the largest number of criteria.;
 - collecting assistant profiles present in both of the screenings;
 - selecting a chosen assistant from profiles present in both screenings;
 - notifying the chosen assistant about the job request;

- 22 receiving confirmation from the chosen assistant;
23 notifying the household;
24 billing the household; and
25 receiving a perceived ability level pertaining to the chosen assistant from the
26 household and adjusting the rated ability level in the chosen assistant's profile based on the
27 perceived ability level.
- 28 2. A method for providing households with part-time service assistants comprising:
29 collecting a plurality of criteria from at least 20 assistants;
30 storing the plurality of criteria for each assistant as an assistant profile;
31 receiving a job request from a household, the job request comprising a plurality of job
32 details;
33 screening the stored plurality of assistant profiles based on a set of essential criteria
34 derived from one or more of the plurality of job details;
35 screening the stored plurality of assistant profiles based on a set of secondary criteria
36 from one or more of the plurality of job details;
37 collecting assistant profiles present in both of the screenings; and
38 selecting a chosen assistant from profiles present in both screenings.
- 39 3. The method of claim 2 wherein the essential criteria comprises a location and a
40 requested skill.
- 41 4. The method of claim 2 wherein the secondary criteria comprises a location, a
42 requested time, and a requested preference.

43 5. The method of claim 2 wherein a location is both one of the essential criteria and
44 one of the secondary criteria

45 6. The method of claim 2 wherein the screening based on secondary criteria
46 comprises determining which of the plurality of assistant profiles meet the largest number of
47 criteria.

48 7. The method of claim 2 wherein the screening based on secondary criteria
49 comprises ordering the secondary criteria based on importance and discarding assistant
50 profiles that do not match the most important ordered secondary criteria, then from the
51 remaining assistant profiles discarding the assistant profiles that do not match the next most
52 important secondary, criteria and continuing to discard assistant profiles that do not meet
53 each successive secondary criteria until there are no remaining profiles or there are no
54 remaining ordered secondary criteria.

55 8. The method of claim 2 further comprising receiving a perceived performance
56 pertaining to the selected assistant from the household and adjusting the rated ability level in
57 the selected assistant's profile based on the perceived performance.

58 9. The method of claim 2 further comprising billing the household.

59 10. The method of claim 2 wherein the selecting step comprises transmitting
60 information identifying the assistant profiles present in both of the screenings and receiving a
61 communication from the household identifying the chosen assistant.

62 11. The method of claim 2 wherein the selecting step transmitting information
63 identifying the job described in the job request to assistants identified in the assistant profiles
64 present in both of the screenings, receiving a communication from the assistant's indicating
65 their rate for performing the job, and selecting the assistant with the lowest rate as the chosen
66 assistant.

67 12. A program product for providing households with service assistants comprising:
68 a computer readable media containing computer program logic comprising:

69 program logic for collecting a plurality of criteria from a plurality of
70 assistants;

71 program logic for storing the plurality of criteria for each assistant as an
72 assistant profile;

73 program logic for receiving a job request from a household, the job request
74 comprising a plurality of job details;

75 program logic for screening the stored plurality of assistant profiles based on a
76 set of essential criteria derived from one or more of the plurality of job details;

77 program logic for screening the stored plurality of assistant profiles based on a
78 set of secondary criteria from one or more of the plurality of job details;

79 program logic for collecting assistant profiles present in both of the
80 screenings; and

81 program logic for selecting an assistant profile.

82 13. The program product of claim 12 wherein the essential criteria comprises a
83 location and a requested time.

84 14. The program product of claim 12 wherein the secondary criteria comprises a
85 location, a requested ability level, and a requested preference.

86 15. The program product of claim 12 wherein a location is both one of the essential
87 criteria and one of the secondary criteria.

88 16. The program product of claim 12 wherein the program logic for screening based
89 on secondary criteria comprises determining which of the plurality of assistant profiles meet
90 the largest number of criteria.

91 17. The program product of claim 12 wherein the program logic for screening based
92 on secondary criteria comprises ordering the secondary criteria based on importance and
93 discarding assistant profiles that do not match the most important ordered secondary criteria,
94 then from the remaining assistant profiles discarding the assistant profiles that do not match
95 the next most important secondary, criteria and continuing to discard assistant profiles that do
96 not meet each successive secondary criteria until there are no remaining profiles or there are
97 no remaining ordered secondary criteria.

98 18. The program product of claim 12 further comprising program logic for receiving
99 a perceived ability level pertaining to the selected assistant from the household and adjusting
100 the rated ability level in the selected assistant's profile based on the perceived ability level.

101 19. The program product of claim 12 further comprising program logic for billing the
102 household.

103 20. The program product of claim 12 wherein the program logic for selecting
104 comprises transmitting information identifying the assistant profiles present in both of the
105 screenings and receiving a communication from the household identifying the chosen
106 assistant.

107

108 21. The program product of claim 12 wherein the program logic for selecting
109 transmitting information identifying the job described in the job request to assistants
110 identified in the assistant profiles present in both of the screenings, receiving a
111 communication from the assistant's indicating their rate for performing the job, and selecting
112 the assistant with the lowest rate as the chosen assistant.

113 22. An apparatus for providing households with service assistants comprising:

114 a processor;

115 a memory connected to and in communication with the processor and containing
116 program instructions;

117 a network interface connected to the processor to provide network access to the
118 processor;

119 wherein the processor executes program instructions contained in the memory and the
120 program instruction comprise:

121 collecting a plurality of criteria from a plurality of assistants;

122 storing the plurality of criteria for each assistant as an assistant profile;

123 receiving a job request from a household, the job request comprising a
124 plurality of job details;

125 screening the stored plurality of assistant profiles based on a set of essential
126 criteria derived from one or more of the plurality of job details;

127 screening the stored plurality of assistant profiles based on a set of secondary
128 criteria from one or more of the plurality of job details;

129 collecting assistant profiles present in both of the screenings; and
130 selecting an assistant profile.

131 23. The apparatus of claim 22 wherein the essential criteria comprises a location and
132 a requested time.

133 24. The apparatus of claim 22 wherein the secondary criteria comprises a location, a
134 requested ability level, and a requested preference.

135 25. The apparatus of claim 22 wherein a location is both an essential criteria and a
136 secondary criteria.

137 26. The apparatus of claim 22 wherein the program instruction for screening based
138 on secondary criteria comprises determining which of the plurality of assistant profiles meet
139 the largest number of criteria.

140 27. The apparatus of claim 22 wherein the program instruction for screening based
141 on secondary criteria comprises ordering the secondary criteria based on importance and
142 discarding assistant profiles that do not match the most important ordered secondary criteria,
143 then from the remaining assistant profiles discarding the assistant profiles that do not match
144 the next most important secondary, criteria and continuing to discard assistant profiles that do
145 not meet each successive secondary criteria until there are no remaining profiles or there are
146 no remaining ordered secondary criteria.

147 28. The apparatus of claim 22 further comprising program instruction for receiving a
148 perceived ability level pertaining to the selected assistant from the household and adjusting
149 the rated ability level in the selected assistant's profile based on the perceived ability level.

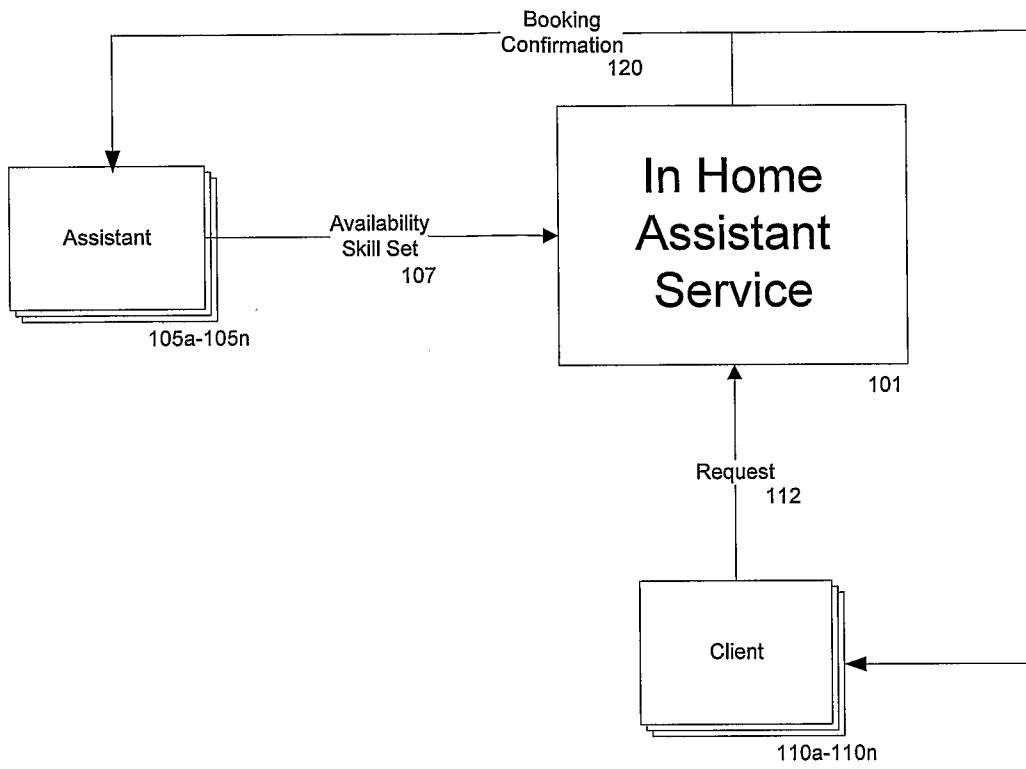
150 29. The apparatus of claim 22 further comprising program instruction for billing the
151 household.

152 30. The apparatus of claim 22 wherein the program instruction for selecting
153 comprises transmitting information identifying the assistant profiles present in both of the
154 screenings and receiving a communication from the household identifying the chosen
155 assistant.

156

157 31. The apparatus of claim 22 wherein the program instruction for selecting
158 transmitting information identifying the job described in the job request to assistants
159 identified in the assistant profiles present in both of the screenings, receiving a
160 communication from the assistant's indicating their rate for performing the job, and selecting
161 the assistant with the lowest rate as the chosen assistant.

Figure 1



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Figure 2

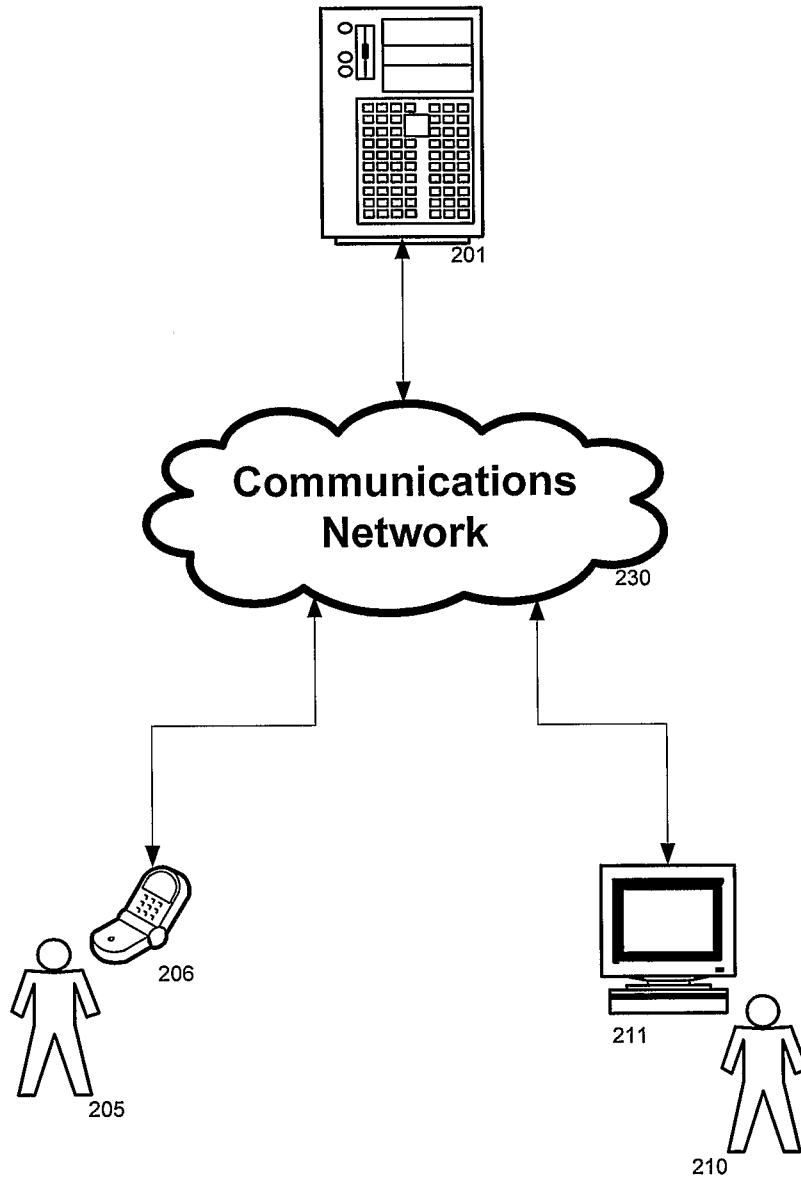


Figure 3

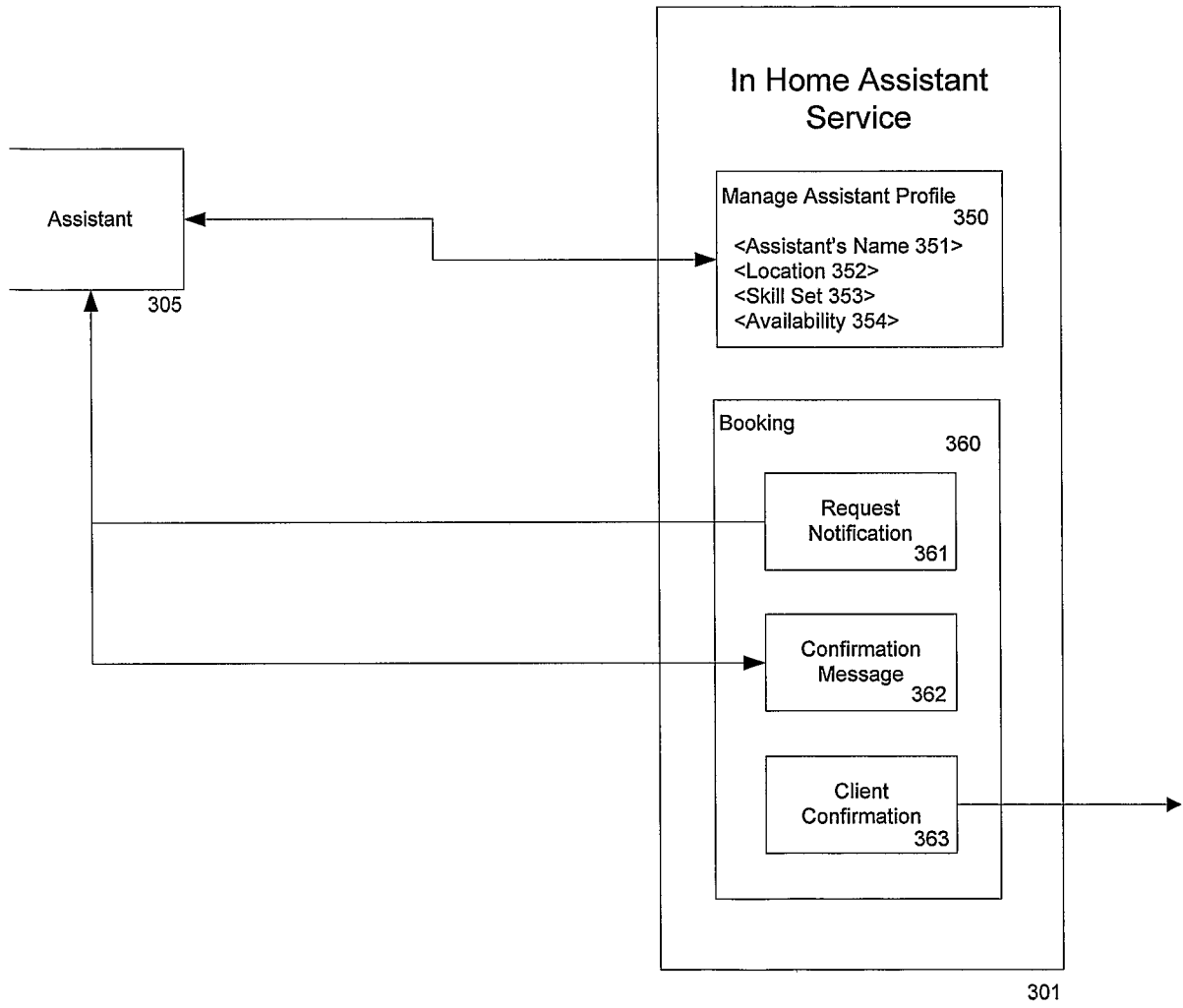


Figure 4

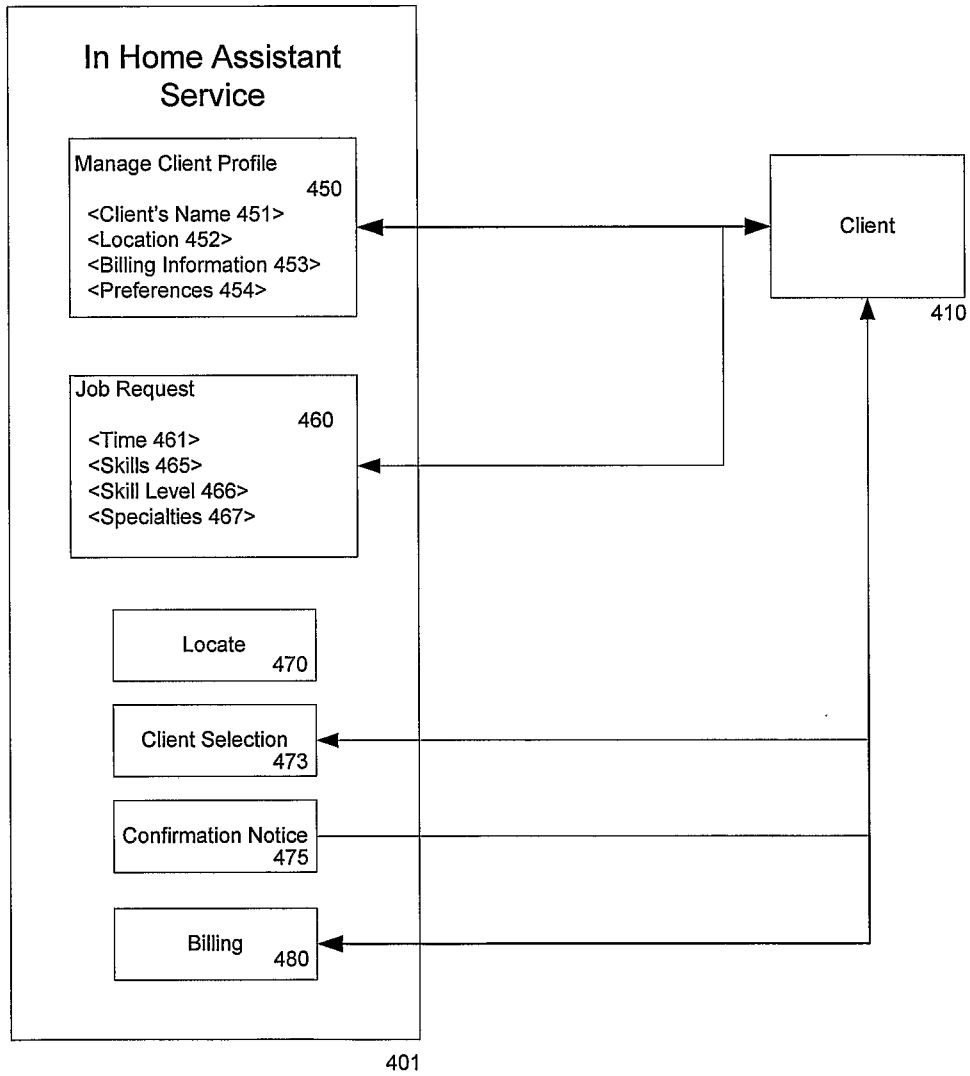


Figure 5A

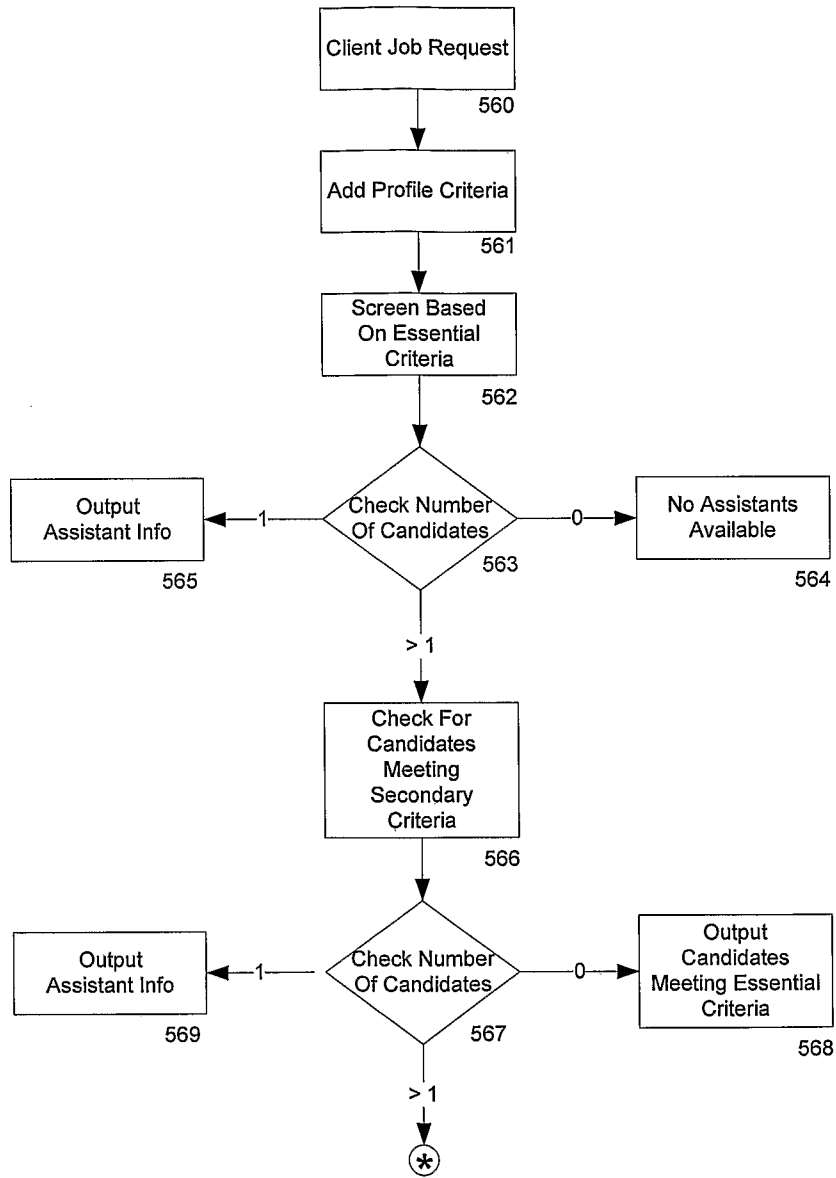


Figure 5B

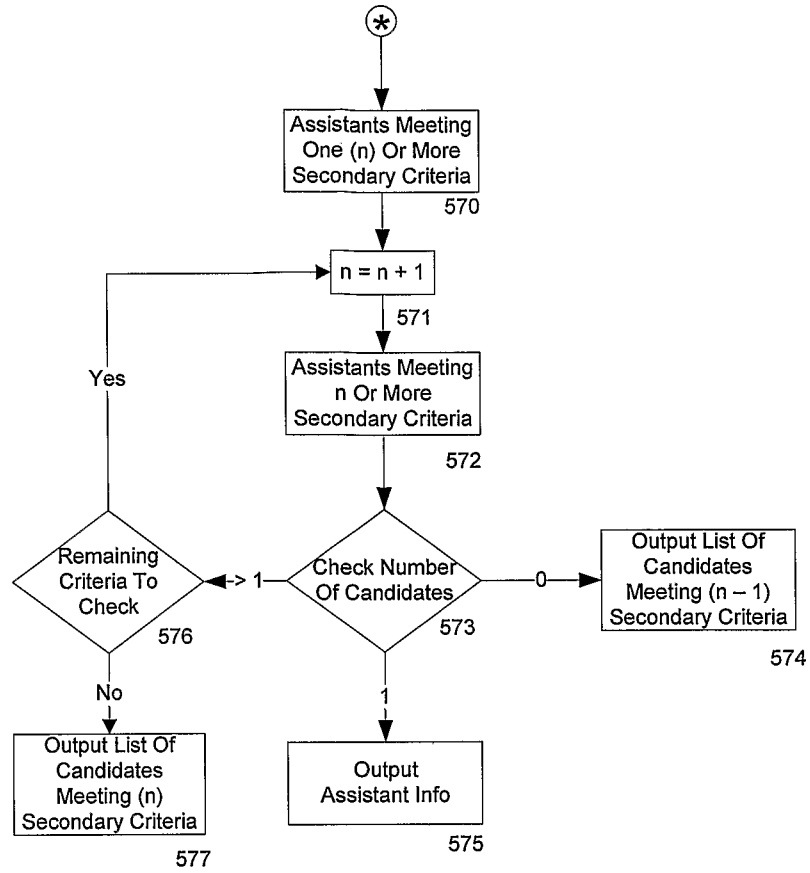
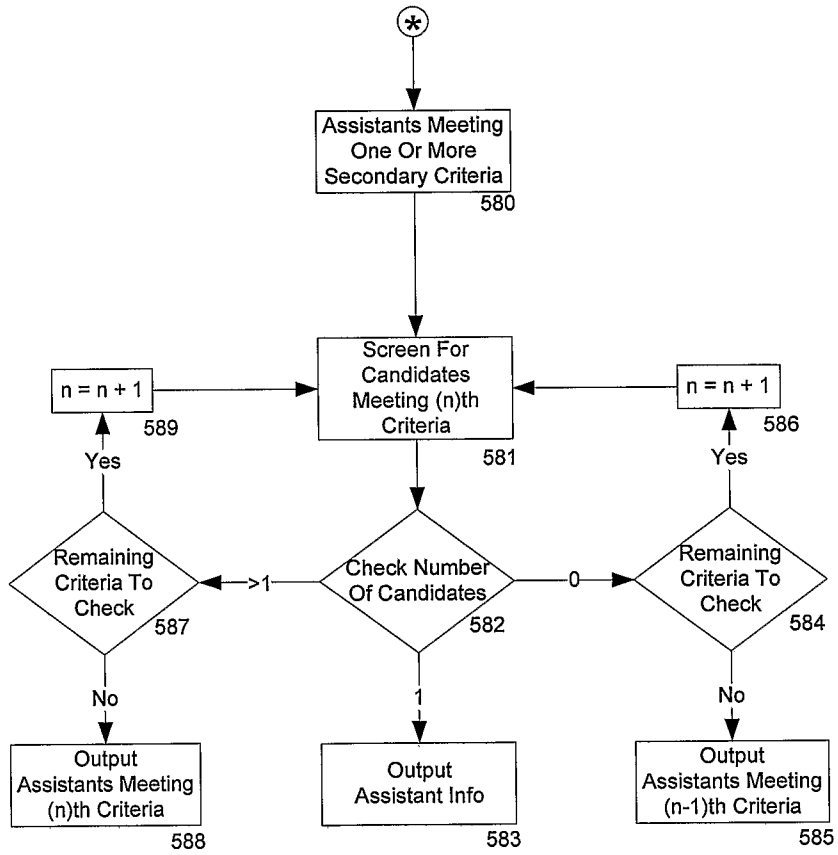


Figure 5C 7/8



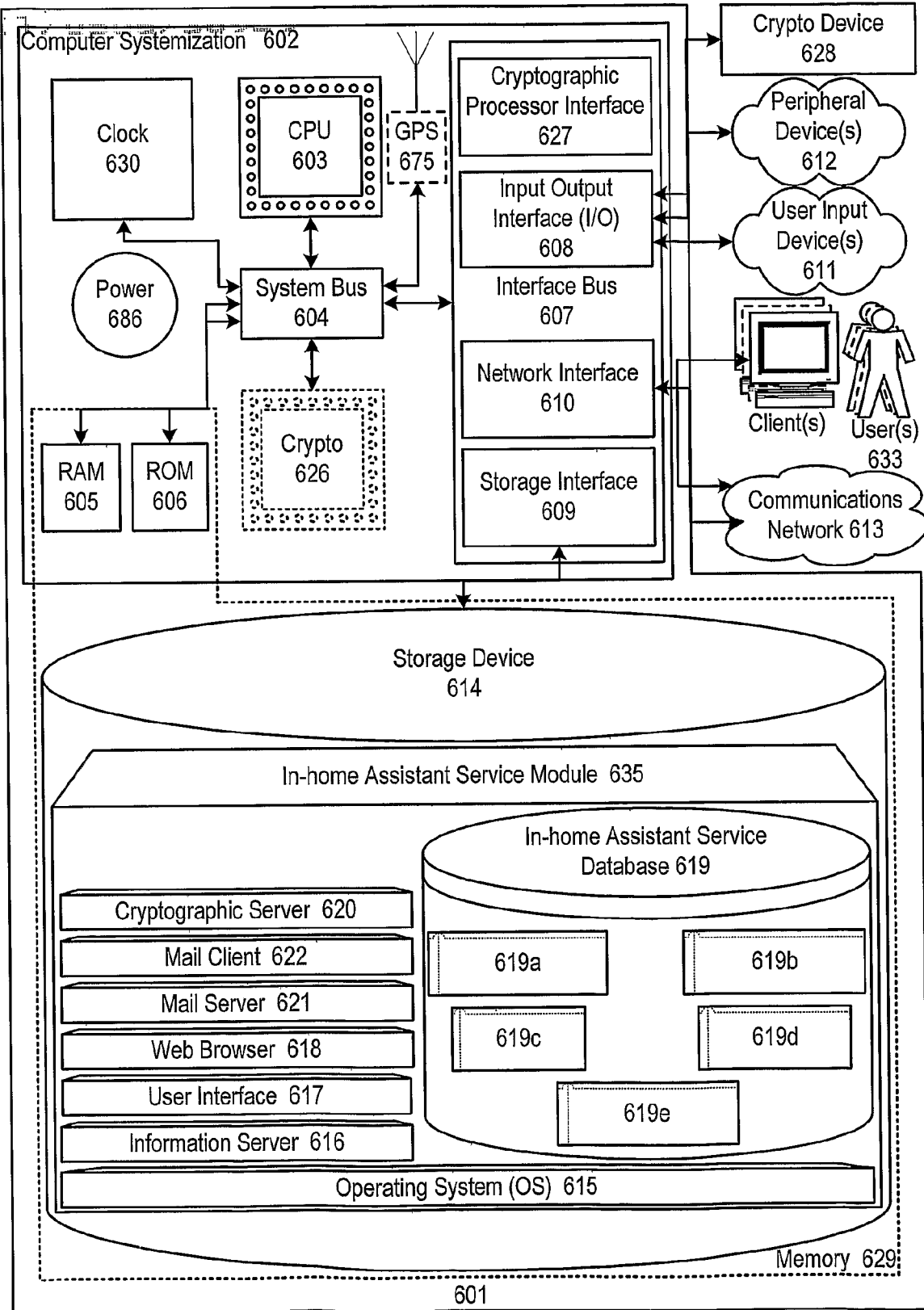


Figure 6