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(54) Title: METHOD FOR IDENTIFYING RELEVANT INDIVIDUALS BY CROSS-SEARCHING SOCIAL DATA STREAMS

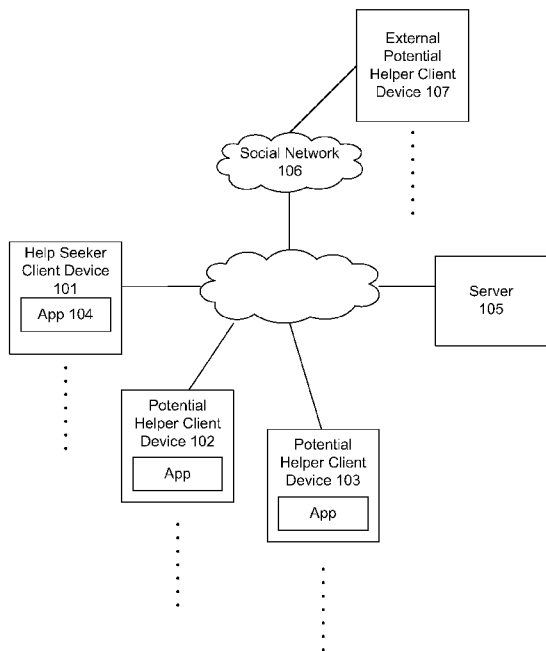


FIG. 1

(57) Abstract: In providing a help service, a server: receives a help request from a help seeker; matches the help request to potential helpers using a scoring model; sends a list of potential helpers to the help seeker; receives selections of potential helpers; sends the help request to each selected potential helper; receives from potential helper indication of willingness to respond to the help request; and sends to the help seeker information on the potential helpers. The server may further: search an external platform for posts seeking help; import the post to the help service; and send a response from potential helpers to post on the platform. The server may further: analyze keywords in the help request; determine it a candidate for sponsored answers; routes the help request to specialists; receives answers from specialists; and sends the answers to the help seeker. The server may further provide a safety net strength score.

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— *before the expiration of the time limit for amending the claims and to be republished in the event of receipt of amendments (Rule 48.2(h))*

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INTERNATIONAL SEARCH REPORT

International application No.

PCT/US 14/36465

A. CLASSIFICATION OF SUBJECT MATTER

IPC(8) - G06F 15/16 (2014.01)

CPC - G06Q 10/107

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)
USPC: 709/206; ICP(8): G06F 15/16 (2014.01); CPC: G06Q10/107

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched
USPC: 707/999.003, 707/999.004, 707/999.006, 707/999.104, 709/228, 709/204, 709/226, 709/203 (keyword limited; terms below)
CPC: Y10S707/99934, Y10S707/99933, G06F17/30424, G06F17/30542, G06Q10/107 (keyword limited; terms below)

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

PatBase; Google Patents; Google Scholar

Keywords searched: personal help, personal assistance, help service, personal assistance service, personal help service, personal service, social help, help request, external, import, sponsored answer, specialist, healthcare location, etc.

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X — Y	US 2011/0238763 A1 (Shin et al.) 29 Sep 2011 (29.09.2011), entire document, especially abstract and para. [0024], [0032] - [0035], [0037] - [0042], [0097], [0100], [0101], [0110] and [0116].	1-6, 10-15, 19-21 <hr/> 7, 16, 22
Y	US 2009/0299853 A1 (Jones et al.) 3 Dec 2009 (03.12.2009), entire document, especially abstract and para. [0092] and [0126].	7, 16, 22
Y	MAHMUD, Nasim, et al. "Geo-social interaction: context-aware help in large scale public spaces." Ambient Intelligence, 2010, pp. 107-116 [online], [retrieved on 2014-08-20]. Retrieved from the Internet: <URL: http://davy.preuveneers.be/publications/ami10.pdf >.	8, 9, 17, 18, 23
Y	US 2012/0253831 A1 (John et al.) 4 Oct 2012 (07.10.2012), entire document, especially abstract and para. [0006], [0007] and [0090].	8, 9, 17, 18, 23

Further documents are listed in the continuation of Box C.

* 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 application or patent 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

27 October 2014 (27.10.2014)

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24 NOV 2014

Name and mailing address of the ISA/US

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INTERNATIONAL SEARCH REPORT

International application No.

PCT/US 14/36465

Box No. II Observations where certain claims were found unsearchable (Continuation of item 2 of first sheet)

This international search report has not been established in respect of certain claims under Article 17(2)(a) for the following reasons:

- 1. Claims Nos.:
because they relate to subject matter not required to be searched by this Authority, namely:

- 2. Claims Nos.:
because they relate to parts of the international application that do not comply with the prescribed requirements to such an extent that no meaningful international search can be carried out, specifically:

- 3. Claims Nos.:
because they are dependent claims and are not drafted in accordance with the second and third sentences of Rule 6.4(a).

Box No. III Observations where unity of invention is lacking (Continuation of item 3 of first sheet)

This International Searching Authority found multiple inventions in this international application, as follows:

-- see extra sheet --

- 1. As all required additional search fees were timely paid by the applicant, this international search report covers all searchable claims.
- 2. As all searchable claims could be searched without effort justifying additional fees, this Authority did not invite payment of additional fees.
- 3. As only some of the required additional search fees were timely paid by the applicant, this international search report covers only those claims for which fees were paid, specifically claims Nos.:

- 4. No required additional search fees were timely paid by the applicant. Consequently, this international search report is restricted to the invention first mentioned in the claims; it is covered by claims Nos.:

Remark on Protest

- The additional search fees were accompanied by the applicant's protest and, where applicable, the payment of a protest fee.
- The additional search fees were accompanied by the applicant's protest but the applicable protest fee was not paid within the time limit specified in the invitation.
- No protest accompanied the payment of additional search fees.

INTERNATIONAL SEARCH REPORT

International application No.

PCT/US 14/36465

Continuation of Box No. III - Observations where unity of invention is lacking:

This application contains the following inventions or groups of inventions which are not so linked as to form a single general inventive concept under PCT Rule 13.1.

Group I: Claims 1-7, 10-16 and 19-22, directed to a method for providing a help service

Group II: Claims 8, 9, 17, 18 and 23, directed to a method for providing a safety net strength

The groups of inventions listed above do not relate to a single general inventive concept under PCT Rule 13.1 because, under PCT Rule 13.2, they lack the same or corresponding special technical features for the following reasons:

The special technical feature of the Group I claims is a method for providing a help service comprising receiving a help request from a help seeker, matching the help request to one or more potential helpers, sending the help request to each potential helper, receiving an indication of willingness to respond to the help request, and sending information for connecting the help seeker to the one or more potential helpers, not required by the claims of Group II.

The special technical feature of the Group II claims is a method for providing a safety net strength comprising obtaining a current location of a client device, identifying one or more healthcare related resources within a predetermined distance of the current location, calculating an availability score, a helpfulness score, and a cost score of each resource, combining the scores to determine a safety net strength score and displaying the safety net strength score, not required by the claims of Group I.

The only technical features shared between Groups I and II are a method, computer readable medium, and a system comprising a processor and a computer readable medium for executing a method between a server and a client device using a scoring model to send information to the client device. However, these shared technical features were well-known in the prior art as exemplified by US 2011/0238763 A1 (Shin et al.) which discloses a method, computer readable medium, and a system comprising a processor and a computer readable medium (para [0142]) for executing a method between a server and a client device (Fig. 1; para [0024]) using a scoring model to send information to the client device (para [0035]-[0040]; [0097]-[0110]).

Therefore, the inventions of Groups I and II lack unity under PCT Rule 13 because they do not share a same or corresponding special technical feature providing a contribution over prior art.