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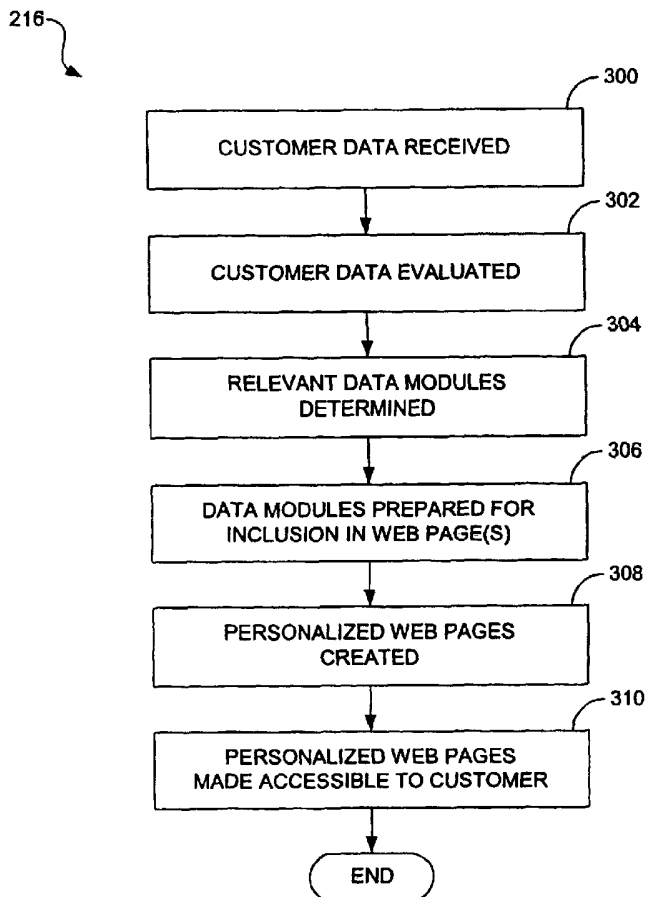
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[Continued on next page]

(54) Title: SYSTEM AND METHOD FOR PROVIDING PERSONALIZED CUSTOMER SUPPORT



(57) Abstract: The present disclosure relates to a system and method for providing personalized customer support. The method comprises receiving information (300) from a customer, evaluating the customer information (302), identifying customer support information relevant to the customer information (304), and presenting the relevant customer support information to the customer. In a preferred arrangement, the method comprises automatically generating a personalized web page (308) containing the customer support information particular to the customer and its business.



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A. CLASSIFICATION OF SUBJECT MATTER

IPC(7) : G06F 15/16

US CL : 709/219

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)

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Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

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

EAST, GOOGLE

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X,P ---	US 6,240,420B1 (LEE et al) 29 May 2001 (29.05.2001), column 5, lines 48-65	1, 11, 21, and 31
Y,P		-----
		2-10, 12-20, 22-30, and 32-35
A	US 2001/0018673 A1 (GOLDBAND et al) 30 August 2001 (30.08.2001)	1-35
Y,P	US 6,230,287 B1 (PINARD et al.) 8 May 2001 (8.05.2001), column 48-65	1-35

Further documents are listed in the continuation of Box C.

See patent family annex.

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"A"	document defining the general state of the art which is not considered to be of particular relevance	"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
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"O"	document referring to an oral disclosure, use, exhibition or other means	
"P"	document published prior to the international filing date but later than the priority date claimed	"&" document member of the same patent family

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