

Title (en)

Device and method for automatically processing service orders

Title (de)

Vorrichtung und Verfahren zur automatischen Bearbeitung von Serviceaufträgen

Title (fr)

Dispositif et procédé de traitement automatique de commandes de service

Publication

EP 0881602 A3 20010919 (DE)

Application

EP 98106947 A 19980416

Priority

DE 19722084 A 19970527

Abstract (en)

[origin: EP0881602A2] The apparatus is used for automatic processing of service tasks. It has an input unit (1,2,3), an output unit (1,6,7) and a memory unit (5) each having at least one associated control unit (4). The input, output, control and memory units are formed such that a dialog for detecting task relevant data is possible between a user and the electronic system. An activation of the tasks distributed in the dialog can be set with the output unit (1,6,7). The method for automatic processing involves activating the input unit to change the apparatus from a standby to a dialog mode. Identity characteristics are conveyed through the output unit. The identity characteristics and a task type from several possible standard types are input and displayed. The inputs are stored in the memory unit by means of the control unit (4). A protocol is output to execute the input tasks.

IPC 1-7

G07C 5/08

IPC 8 full level

G07C 5/08 (2006.01)

CPC (source: EP)

G07C 5/0858 (2013.01)

Citation (search report)

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