

Title (en)
CUSTOMER SURVEY SYSTEM AND METHOD

Title (de)
KUNDENERHEBUNGSSYSTEM UND VERFAHREN

Title (fr)
SYSTEME DE SONDAGE AUPRES DE LA CLIENTELE ET PROCEDE CORRESPONDANT

Publication
EP 0995163 A1 20000426 (EN)

Application
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Priority
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Abstract (en)
[origin: WO9959096A1] A customer survey system and method (10) including a web page survey server (20) and an e-mail survey server (18) coupled to the Internet (12) to provide surveys written in extended HTML to a number of customers. An analysis system (16) is included for receiving customer survey data and for creating at least one report web page with at least one graphical depiction of customer data (24a-d) that is hosted by a reporting server (26). Preferably, the reporting server is coupled to a corporate Intranet (14) providing firewall security for the reported data. Surveys provided through the web page survey server are converted into an e-mail format for receipt by the corporate Intranet. Additionally, a digital signature is inserted into each of the surveys for authentication purposes. Java Applets are provided to the user to permit tabulated survey result data to be displayed in multiple graphical formats.

IPC 1-7
G06F 17/60

IPC 8 full level
G06Q 10/00 (2006.01); **G06Q 30/00** (2006.01); **G06Q 50/00** (2006.01); **H04L 29/06** (2006.01)

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