

Title (en)

PROCESS AND SYSTEM FOR READING CONTENTS OF AN ELECTRONIC SHOPPING CART

Title (de)

VERFAHREN UND SYSTEM ZUM LESEN DES INHALTS EINES ELEKTRONISCHEN EINKAUFSWAGENS

Title (fr)

PROCEDE ET SYSTEME DE LECTURE DU CONTENU D'UN PANIER D'ACHAT ELECTRONIQUE

Publication

**EP 1080436 A2 20010307 (EN)**

Application

**EP 00901385 A 20000104**

Priority

- US 0000067 W 20000104
- US 11464499 P 19990104

Abstract (en)

[origin: WO041118A2] A system and method whereby a customer service representative of a company can initiate communications over an electronic network with a customer browsing an e-commerce web site of that company. A NetRep client application indicates the presence and status of each customer browsing an e-commerce web site, including a history of visited web pages and a shopping cart. Filters may be employed which differentiate certain customers for customer support. The NetRep client includes a dynamic knowledge base of selected pre-set messages to the customer depending on their status or history. Additionally, the NetRep can initiate a conversation or push a web page to the customer's browser and can interactively participate with the customer in the correct filling out of a form.

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**G06F 17/60**

IPC 8 full level

**G06Q 30/00** (2012.01)

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