Title (en)

A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR EFFECTIVELY INTERACTING WITH A NETWORK USER

Title (de)

SYSTEM, VERFAHREN UND HERGESTELLTER GEGENSTAND ZUR EFFEKTIVEN INTERAKTION MIT EINEM NETZWERKBENUTZER

Title (fr)

SYSTEME, PROCEDE ET ARTICLE MANUFACTURE PERMETTANT D'INTERAGIR EFFICACEMENT AVEC UN USAGER DE RESEAU

Publication

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Application

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Priority

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Abstract (en)

[origin: WO0031656A2] A system is disclosed that facilitates a web-based active knowledge management system is utilized to facilitate an intelligent agent coordinator. The architecture facilitates delivery of information whenever and wherever a user requires the information in an appropriate format based on charateristics of the user at that instant. Personalization of information is also afforded by taking into account the history of user interactions with various applications and current real-time situations including "who is the current user, where the user is currently, and when the user is logged onto the system." A fast and scalable information prioritization subsystem is also utilized to incorporate intelligent agents coordinator opinion, user preferences, and history of user interactions. This processing removes much of the normal processing from an agent which allows the agents to be much more sophisticated and precise without compromising the system scalability. In addition, speech recognition and speech synthesis in combination with intelligent agent animated representation and tactile input provides for efficient, intuitive, and emotionally rewarding interaction with the system.

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G06F 17/30

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