Title (en)
A CUSTOMER CARE AND BILLING SYSTEM SEPARATING IDENTITY AND RELATIONSHIP CHARACTERISTICS

Title (de)
SYSTEM FÜR DEN KUNDENDIENST UND DIE FAKTURIERUNG MIT GETRENNTEN IDENTITÄTS- UND VERBINDUNGSDATEN

Title (fr)
SYSTEME DE GESTION ET DE FACTURATION DE CLIENTS SEPARANT LES CARACTERISTIQUES D'IDENTITE ET DE RELATION

Publication
EP 1151400 A1 20011107 (EN)

Application
EP 99937433 A 19990726

Priority
• US 9916767 W 19990726
• US 35359099 A 19990715

Abstract (en)
[origin: WO0106411A1] A customer care and billing system that separates identity information from customer information. A customer entity object maintains relationships of the customer to system features, such as a customer account. A separate identity entity object provides identity information, such as, name for the customer, and other person-type objects. The entity object can be linked to plural objects which represents persons or organizations allowing a single entity object to store the identity information for a number of objects. The entity object and for example, a customer object are linked allowing the relationships of an individual with the system to be identified through the links. The entity object can also be linked to an entity role object that identifies the roles, such as, bill recipient, an individual or organization has in the system.

IPC 1-7
G06F 17/30

IPC 8 full level
G06Q 30/00 (2012.01)

CPC (source: EP)
G06Q 30/04 (2013.01)

Citation (search report)
See references of WO 0106411A1

Designated contracting state (EPC)
AT BE CH CY DE DK ES FI FR GB GR IE IT LI LU MC NL PT SE

DOCDB simple family (publication)
WO 0106411 A1 20010125; AU 5227299 A 20010205; CA 2302327 A1 20010115; EP 1151400 A1 20011107

DOCDB simple family (application)
US 9916767 W 19990726; AU 5227299 A 19990726; CA 2302327 A 19990726; EP 99937433 A 19990726