

Title (en)
HELP SYSTEM FOR A COMPUTER RELATED APPLICATION

Title (de)
HILFSYSTEM EINER RECHNERRELATIERTEN APPLIKATION

Title (fr)
SYSTEME D'AIDE POUR APPLICATION INFORMATIQUE

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Application
EP 00937998 A 20000601

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Abstract (en)
[origin: WO0073900A1] The subject invention is a help program or system (Fig. 1) having a number of user databases (Fig. 1) and a knowledge database (Fig. 1). The help program may be used in computer related application (Fig. 2), such as a software program or an E-commerce web site. The help program includes a natural language simulator (Fig. 1) which parses sentences submitted by user or customer (Fig. 1). The natural language simulator also converts a formulated response into natural language, e.g. complete sentences. A trainer (Fig. 1) is provided to prepare, update, and maintain the knowledge database by interacting with the help software program or by otherwise editing the knowledge database. Input to the help program from the trainer takes the form of lessons that result in a change to the knowledge database and queries that test the knowledge database.

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