

Title (en)

SYSTEM AND METHOD FOR MANAGING CUSTOMER RELATIONSHIPS OVER A DISTRIBUTED COMPUTER NETWORK

Title (de)

SYSTEM UND VERFAHREN ZUM VERWALTEN VON KUNDENBEZIEHUNGEN ÜBER EIN VERTEILTES NETZWERK

Title (fr)

SYSTEME ET PROCEDE DE GESTION DES RELATIONS ENTRE CLIENTS SUR UN RESEAU INFORMATIQUE DISTRIBUE

Publication

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Application

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Priority

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- US 17539700 P 20000111

Abstract (en)

[origin: WO0152089A2] A system and method of managing customer relationships throughout a real estate transaction cycle over a distributed computer network. The method includes the steps of receiving and storing data relating to a plurality of customers including buyers and sellers of real estate in a computerized database. The data includes active order data describing real estate related services ordered during the real estate transaction cycle, completed order data describing real estate related services completed during the real estate transaction cycle and scheduling data describing real estate related services scheduled during the real estate transaction cycle. The method further includes the steps of updating the active order data, the completed order data and the scheduling data upon the performance of a real estate related service ordered during the real estate transaction cycle and providing customers with secure access to the computerized database to facilitate monitoring of the active order data, the completed order data and the scheduling data.

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