

Title (en)
A LOCATION-BASED SERVICE PROTOCOL

Title (de)
ORTSABHÄNGIGES DIENSTPROTOKOLL

Title (fr)
PROTOCOLE DE SERVICE FONDE SUR LA POSITION

Publication
EP 1310112 A2 20030514 (EN)

Application
EP 01958314 A 20010723

Priority
• IL 0100679 W 20010723
• IL 13748300 A 20000725

Abstract (en)
[origin: WO0209337A2] A location based service data-communications protocol, the protocol including the steps: receiving a call from a communications device; discerning location-relevant information about a present location-cell of the communications device; by interrogating a database facility, finding at least one authorized support authority for the present location-cell; and routing the call to a support authority selected from the at least one support authority. The caller may presently be in a fixed location or may be mobile. For a fixed location caller, a preferred embodiment relates to customer services. For a mobile caller, a preferred embodiment relates to a cellular accompaniment service transaction model, to a mobile data-communications device initiated call for the service; wherein a combination of voice and digital accompaniment is provided to the caller in conjunction with caller location-based data - according to a respective degree of location based accuracy feasible for determining the caller location.
[origin: WO0209337A2] A location based service data-communications protocol (100), the protocol (100) including the steps of: receiving a call from a communications device (120); discerning location-relevant information about a present location-cell of the communications device (130); by interrogating a database facility, finding at least one authorized support authority for the present location-cell (140); and routing the call to a support authority selected from the at least one support authority (150). The caller may presently be in a fixed location or may be mobile. For a fixed location caller, a preferred embodiment relates to customer services. For a mobile caller, a preferred embodiment relates to a cellular accompaniment service transaction model, to a mobile data-communications device initiated call for the service; wherein a combination of voice and digital accompaniment is provided to the caller in conjunction with caller location-based data according to a respective degree of location based accuracy feasible for determining the caller location.

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