

Title (en)
RECEIVING AND REPORTING PAGE-SPECIFIC USER FEEDBACK CONCERNING ONE OR MORE PARTICULAR WEB PAGES OF A WEBSITE

Title (de)
EMPFANGEN UND MELDEN VON SEITENSPEZIFISCHEN BENUTZERR CKMELDUNGEN BEZ GLICH EINER ODER MEHRERER
BESTIMMTER WEBSEITEN EINER WEBSITE

Title (fr)
RECEPTION ET TRANSMISSION D'UNE REACTION D'UTILISATEUR SPECIFIQUE CONCERNANT UNE OU PLUSIEURS PAGES WEB
PARTICULIERES D'UN SITE WEB

Publication
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Application
EP 03771825 A 20030725

Priority
• US 0323250 W 20030725
• US 21025602 A 20020731
• US 23819102 A 20020909

Abstract (en)
[origin: WO2004012044A2] A method for receiving page-specific user feedback concerning a particular web page of a website includes using a comment icon viewable on the page to solicit one or more page-specific open-ended comments concerning the page from a user. In one embodiment, the method includes using software associated with the comment icon to automatically communicate a request for a comment window to a remote computer system that is separate from a computer system hosting the website in response to the user selecting the comment icon, receive the comment window from the remote computer system, present the comment window to the user, and receive one or more or more page-specific open-ended comments concerning the page from the user provided using the comment window for reporting to a website owner. In another embodiment, the method includes using software associated with the icon and incorporated into a computer system of the user for purposes of research concerning one or more particular web pages to determine a page identifier of the page in response to the user accessing the page and receive the page-specific user feedback concerning the page from the user for reporting in association with the determined page identifier of the page to an entity sponsoring the research.

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G09G 5/00

IPC 8 full level
G06F 17/30 (2006.01); **G06Q 30/00** (2006.01)

CPC (source: EP)
G06F 16/958 (2018.12); **G06Q 30/06** (2013.01)

Citation (search report)
• [Y] WO 9959096 A1 19991118 - CUSTOMER CAST INC [US]
• [X] JEFFREY GRAHAM: "Alternatives to Testing User Experience", 31 July 2000, CLICKZ.COM, XP002382095
• [X] "The OnlineOpinion System - Different From Other Feedback Techniques", 23 July 2002, OPINIONLAB, XP002382096
• [Y] ANONYMOUS: "OpinionLab", 8 May 2001, DIARIST.NET, XP002382097
• See references of WO 2004012044A2

Citation (examination)
MCDONALD M J ET AL: "MULTIMEDIA FEEDBACK SYSTEMS FOR ENGINEERING", PROCEEDINGS OF THE ANS TOPICAL MEETING ON
ROBOTICS AND REMOTE SYSTEMS, XX, XX, no. ED. 8, 25 April 1999 (1999-04-25), pages 1 - 7, XP003035563

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