

Title (en)

CONTENT FEEDBACK IN A MULTIPLE-OWNER CONTENT MANAGEMENT SYSTEM

Title (de)

INHALTSBEZOGENE RÜCKANTWORT IN EINEM INHALTSVERWALTUNGSSYSTEM MIT MEHREREN ANBIETERN

Title (fr)

RETOUR D'INFORMATION DE CONTENU DANS UN SYSTEME DE GESTION DE CONTENUS A PROPRIETAIRES MULTIPLES

Publication

EP 1570401 A2 20050907 (EN)

Application

EP 03808332 A 20031126

Priority

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- US 30602502 A 20021127
- US 30583502 A 20021127
- US 30638602 A 20021127

Abstract (en)

[origin: WO2004049097A2] A computer system may include a contact center interface and a presentation interface. The contact center interface may provide a user with access to a contact center application, which manages and renders information pertaining to customercentric problems. The presentation interface may provide the user with access to a content management system (or knowledge management system) for information regarding goods, services and associated support. The computer system may display two simultaneously visible content regions, where the operations in one content region are independent of operations in the second content region. One of the content regions may reflect the contact center interface while the other content region may reflect the information application interface. The two content regions may be dynamic such that while the regions are independent, the content displayed within one content region is context-appropriate to the other content region. Such a system may also include a display region for an instant messaging tool. The content management system may include a database having a set of content items stored in a taxonomy, where the taxonomy has at least two primary categories. The categories may associate items that represent products, items that represent services, items that represent information for campaigns, items that represent information for user procedures, and/or items that represent user intentions (customer needs). Each content item in the database may be associated to one or more contentowners. A user may submit feedback for one of the content items. That feedback may be routed to the content-owner associated to the content item without requiring the user to know or to determine who the content-owner is. The content owner may be: a content author, a content manager, an advocate for the content owner, or a team of people. The feedback may be a comment explaining any errors in the content item, a rating of the usefulness of the content item, or a comment for content improvement.

IPC 1-7

G06F 17/60; **G06F 17/30**

IPC 8 full level

G06F 3/048 (2013.01); **G06F 3/0482** (2013.01); **G06F 3/0484** (2013.01); **G06Q 30/00** (2006.01)

CPC (source: EP)

G06Q 30/02 (2013.01)

Citation (search report)

See references of WO 2004049097A2

Citation (examination)

- US 6025844 A 20000215 - PARSONS PAIGE K [US]
- KENNETH COX ET AL: "A Multi-Modal Natural Language Interface to an Information Visualization Environment", INTERNATIONAL JOURNAL OF SPEECH TECHNOLOGY, 1 July 2001 (2001-07-01), Boston, pages 297 - 314, XP055144203, Retrieved from the Internet <URL:http://download.springer.com/static/pdf/902/art%3A10.1023%2FA%3A1011368926479.pdf?auth66=1412432568_09cb21c451c99ff11c20c3f8cad65fa8&ext=.pdf> DOI: 10.1023/A:1011368926479

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