

Title (en)
SYSTEMS AND METHODS FOR CUSTOMER CONTACT

Title (de)
SYSTEME UND VERFAHREN FÜR KUNDENKONTAKTE

Title (fr)
SYSTÈMES ET PROCÉDÉS PERMETTANT UN CONTACT CLIENT

Publication
EP 2471249 A4 20140101 (EN)

Application
EP 10812583 A 20100825

Priority

- US 54738709 A 20090825
- US 54737009 A 20090825
- US 2010046647 W 20100825

Abstract (en)
[origin: WO2011025824A1] A user of a personal computing device may identify an item of interest displayed in a user interface provided by a network-based service and would like to obtain more information. The user may submit one or more electronic contact requests to a contact service in communication with a contact distribution system in order to obtain more information. The contact distribution system determines accurate, real-time availability of service agents and enables communications between the customer and an agent to be established in accordance with user contact information provided by the user.

IPC 8 full level
H04M 3/00 (2006.01); **H04M 3/42** (2006.01); **H04M 3/523** (2006.01); **H04M 7/00** (2006.01)

CPC (source: CN EP KR)
G06Q 30/0603 (2013.01 - CN EP KR); **H04M 3/42195** (2013.01 - KR); **H04M 3/42365** (2013.01 - CN EP KR); **H04M 3/5191** (2013.01 - CN EP KR); **H04M 3/5231** (2013.01 - KR); **H04M 7/003** (2013.01 - CN EP KR); **H04M 3/42195** (2013.01 - CN EP); **H04M 3/5231** (2013.01 - CN EP)

Citation (search report)
[X] US 6826194 B1 20041130 - VERED NIMROD ITZHAK [IL], et al

Citation (examination)

- US 2008260135 A1 20081023 - SIEGRIST JOSEPH [US]
- US 6493447 B1 20021210 - GOSS RAYMOND G [US], et al
- US 2003002651 A1 20030102 - SHIRES GLEN E [US]
- See also references of WO 2011025824A1

Designated contracting state (EPC)
AL AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HR HU IE IS IT LI LT LU LV MC MK MT NL NO PL PT RO SE SI SK SM TR

DOCDB simple family (publication)
WO 2011025824 A1 20110303; CA 2771704 A1 20110303; CA 2771704 C 20171107; CA 2980067 A1 20110303; CN 102498707 A 20120613; CN 102498707 B 20160120; CN 105590247 A 20160518; EP 2471249 A1 20120704; EP 2471249 A4 20140101; IN 2399DEN2012 A 20150821; JP 2013503568 A 20130131; JP 2016201854 A 20161201; JP 6099396 B2 20170322; JP 6415505 B2 20181031; KR 101781056 B1 20171023; KR 101848845 B1 20180416; KR 20120056847 A 20120604; KR 20170109075 A 20170927

DOCDB simple family (application)
US 2010046647 W 20100825; CA 2771704 A 20100825; CA 2980067 A 20100825; CN 201080037683 A 20100825; CN 201510863834 A 20100825; EP 10812583 A 20100825; IN 2399DEN2012 A 20120320; JP 2012526941 A 20100825; JP 2016173952 A 20160906; KR 20127006958 A 20100825; KR 20177026204 A 20100825