

Title (en)

APPARATUS AND METHOD FOR MANAGING USER CHAT EXPERIENCES WITH BUSINESSES

Title (de)

VORRICHTUNG UND VERFAHREN ZUR VERWALTUNG VON CHAT-ERFAHRUNGEN MIT UNTERNEHMEN

Title (fr)

APPAREIL ET PROCÉDÉ DE GESTION D'EXPÉRIENCES DE DIALOGUE EN LIGNE D'UTILISATEURS AVEC DES ENTREPRISES

Publication

EP 2859690 A2 20150415 (EN)

Application

EP 13717907 A 20130329

Priority

- US 201213434512 A 20120329
- US 201313799825 A 20130313
- US 2013034598 W 20130329

Abstract (en)

[origin: WO2013149137A2] A computer-implemented method of managing a chat experience of a user desiring to chat with a selected one of a plurality of businesses or chat hosts utilizes in various aspects a chat management server running computer processes for communicating with user devices. In another aspect, a computer-implemented method of providing a chat experience to a user having a user device and desiring to chat with a selected one of a plurality of businesses utilizes computer processes running on the user device. Corresponding embodiments similarly provide an apparatus performing any of the foregoing methods. Other corresponding embodiments similarly provide a computer readable medium storing instructions, which when loaded into a computer, perform processes corresponding to any of the foregoing methods.

IPC 8 full level

H04L 12/18 (2006.01)

CPC (source: EP)

H04L 12/1818 (2013.01)

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 RS SE SI SK SM TR

Designated extension state (EPC)

BA ME

DOCDB simple family (publication)

WO 2013149137 A2 20131003; WO 2013149137 A3 20141204; EP 2859690 A2 20150415; EP 2859690 A4 20160330

DOCDB simple family (application)

US 2013034598 W 20130329; EP 13717907 A 20130329