

Title (en)
PROACTIVE KNOWLEDGE OFFERING SYSTEM AND METHOD

Title (de)
PROAKTIVES WISSENSANGEBOTSSYSTEM UND VERFAHREN

Title (fr)
SYSTÈME ET PROCÉDÉ D'OFFRE DE CONNAISSANCES PROACTIVES

Publication
EP 3262589 A1 20180103 (EN)

Application
EP 16756132 A 20160222

Priority

- US 201514629481 A 20150223
- US 201514629474 A 20150223
- US 2016018983 W 20160222

Abstract (en)
[origin: WO2016137903A1] A system and method for proactively making knowledge offers. A processor is configured to gather information on interactions by a user with resources provided by an enterprise having a customer contact center. The processor anticipates need of the user based on the gathered information, and generates a query based on the anticipated need. Prior to the user expressly requesting knowledge relating to a particular topic, the processor proactively identifies and suggests the knowledge to the user based on the generated query. The processor receives feedback relating to the suggested knowledge and outputs based on the feedback, a relevance score for the suggested knowledge.

IPC 8 full level
G06Q 30/00 (2012.01); **G06Q 10/00** (2012.01); **G06Q 10/04** (2012.01); **G06Q 10/06** (2012.01); **G06Q 50/10** (2012.01)

CPC (source: EP)
G06Q 10/20 (2013.01); **G06Q 30/01** (2013.01); **G06Q 30/016** (2013.01)

Cited by
US10127321B2; US10373171B2

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 2016137903 A1 20160901; AU 2016223022 A1 20171012; AU 2019101812 A4 20210909; AU 2019226153 A1 20190926; CA 2979818 A1 20160901; CA 2979818 C 20210817; CA 3122785 A1 20160901; CA 3122785 C 20231121; EP 3262589 A1 20180103; EP 3262589 A4 20180103

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US 2016018983 W 20160222; AU 2016223022 A 20160222; AU 2019101812 A 20190903; AU 2019226153 A 20190903; CA 2979818 A 20160222; CA 3122785 A 20160222; EP 16756132 A 20160222