

Title (en)

ISSUE DETECTION FOR ROUTING ASSISTANCE REQUESTS

Title (de)

PROBLEMERKENNUNG ZUM ROUTEN VON UNTERSTÜTZUNGSANFORDERUNGEN

Title (fr)

DÉTECTION DE PROBLÈME PERMETTANT DE ROUTER DES DEMANDES D'ASSISTANCE

Publication

EP 3403222 A1 20181121 (EN)

Application

EP 17701626 A 20170109

Priority

- US 201614995596 A 20160114
- US 201615052271 A 20160224
- US 2017012659 W 20170109

Abstract (en)

[origin: WO2017123481A1] An issue is identified based on corresponding information indicative of steps taken in an on-boarding process and a velocity of transition through the steps. The issue is matched against an agent based on agent capabilities exposed by the agent. The issue and corresponding information are routed to the agent.

IPC 8 full level

G06Q 10/06 (2012.01)

CPC (source: EP)

G06Q 10/06 (2013.01); **G06Q 10/063112** (2013.01)

Citation (search report)

See references of WO 2017123481A1

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 2017123481 A1 20170720; CN 108369684 A 20180803; CN 108369684 B 20220624; EP 3403222 A1 20181121

DOCDB simple family (application)

US 2017012659 W 20170109; CN 201780004782 A 20170109; EP 17701626 A 20170109