

Title (en)

METHOD, SERVER, COMPUTER PROGRAM AND COMPUTER PROGRAM PRODUCT FOR FACILITATING ASSISTANCE

Title (de)

VERFAHREN, SERVER, COMPUTERPROGRAMM UND COMPUTERPROGRAMMPRODUKT ZUR UNTERSTÜTZUNG

Title (fr)

PROCÉDÉ, SERVEUR, PROGRAMME INFORMATIQUE ET PRODUIT DE PROGRAMME INFORMATIQUE SERVANT À FACILITER L'ASSISTANCE

Publication

EP 3590082 A4 20200722 (EN)

Application

EP 18760278 A 20180228

Priority

- SE 1750233 A 20170303
- SE 2018050189 W 20180228

Abstract (en)

[origin: WO2018160123A1] It is presented a method for facilitating assistance of a user. The method is performed in a server and comprises the steps of: receiving an assistance request message from an electronic user device of the user; determining an allocated agent, from a plurality of agents, to provide assistance for the user; transmitting an assistance order message to an electronic agent device of the allocated agent, the assistance order message comprising a location of the user; receiving a confirmation message from the electronic agent device; and tracking a position of the electronic agent device until the electronic agent device reaches the location of the user.

IPC 8 full level

G06Q 10/06 (2023.01); **G06Q 50/00** (2012.01); **G06Q 50/22** (2018.01)

CPC (source: EP)

G06Q 10/06 (2013.01); **G06Q 30/016** (2013.01); **G06Q 50/22** (2013.01); **G16H 15/00** (2017.12); **G16H 40/67** (2017.12); **G16H 50/20** (2017.12); **G16H 50/30** (2017.12); **G16H 80/00** (2017.12)

Citation (search report)

- [X1] US 8645014 B1 20140204 - KOZLOWSKI TARA CAVALLARO [US], et al
- [I1] US 2002077876 A1 20020620 - O'MEARA CIAN E [IE], et al
- See references of WO 2018160123A1

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

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DOCDB simple family (application)

SE 2018050189 W 20180228; EP 18760278 A 20180228