

Title (en)
MULTI-TENANT DISPUTE SERVICES

Title (de)
MULTI-TENANCY-DISPUTDIENSTE

Title (fr)
SERVICES POUR CONFLIT À LOCATAIRES MULTIPLES

Publication
EP 3903252 A4 20220223 (EN)

Application
EP 19903189 A 20191230

Priority
• US 201816235976 A 20181228
• US 2019068999 W 20191230

Abstract (en)
[origin: WO2020140126A1] A method for processing disputes in a multi-tenant architecture system includes receiving, at a first service provider, a dispute request from a second service provider that manages entity identities of a plurality of customers. The dispute request indicates a disputed transaction between a customer of the plurality of customers and another entity. The method includes accessing an identity manager to determine a customer representation, the identity manager previously onboarded the plurality of customers as a plurality of customer representations. The identity manager is hosted by the first service provider that manages customer representations corresponding to entity identities of the customers. The dispute request is propagated with the customer representation to a dispute management engine that determines an outcome for the dispute, the determination based on characteristics of the disputed transaction and on characteristics of the customer. The method also includes propagating the determination to the second service provider.

IPC 8 full level
G06Q 10/10 (2012.01); **G06Q 40/02** (2012.01); **G06Q 50/18** (2012.01)

CPC (source: EP)
G06Q 10/10 (2013.01); **G06Q 40/02** (2013.01); **G06Q 50/182** (2013.01)

Citation (search report)
• [I] US 2008154783 A1 20080626 - RULE COLIN [US], et al
• [I] US 2016087960 A1 20160324 - PLEAU JEFFREY [CA], et al
• [I] US 2018013763 A1 20180111 - WILSON GREGG [US], et al
• [A] ANONYMOUS: "Multitenancy - Wikipedia", 5 March 2014 (2014-03-05), XP055633641, Retrieved from the Internet <URL:https://en.wikipedia.org/w/index.php?title=Multitenancy&oldid=598245774> [retrieved on 20191018]
• See also references of WO 2020140126A1

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 2020140126 A1 20200702; AU 2019413708 A1 20210708; CN 113228091 A 20210806; CN 113228091 B 20240823;
EP 3903252 A1 20211103; EP 3903252 A4 20220223

DOCDB simple family (application)
US 2019068999 W 20191230; AU 2019413708 A 20191230; CN 201980087063 A 20191230; EP 19903189 A 20191230