

Title (en)  
IDENTIFYING CASES OF DIGITAL ILLITERACY

Title (de)  
IDENTIFIZIERUNG VON FÄLLEN DIGITALER ILLITERALITÄT

Title (fr)  
DETECTION DE SITUATIONS D'INHABILITE NUMERIQUE

Publication  
**EP 4151050 A1 20230322 (FR)**

Application  
**EP 21731555 A 20210511**

Priority  
• FR 2004734 A 20200514  
• FR 2021050810 W 20210511

Abstract (en)  
[origin: WO2021229174A1] The object of the invention is to identify a user as suffering from digital illiteracy, the user having at least one terminal and requiring adapted assistance to use at least one digital service from the terminal. There is provision for: - interrogating a database which stores requests which originate from the terminal to access the service, - among the requests, identifying at least failed requests in relation to failed attempts by the user to access the service, - estimating a frequency of the failed requests in order to evaluate a digital illiteracy score of the user, - comparing the evaluated score with a predetermined threshold and, - if the evaluated score exceeds the threshold, identifying the user as suffering from digital illiteracy in order to propose at least one specific service adapted to the user.

IPC 8 full level  
**H04W 92/08** (2009.01); **G06F 9/451** (2018.01); **H04M 1/724** (2021.01)

CPC (source: EP US)  
**G06F 9/453** (2018.02 - EP); **H04M 1/72454** (2021.01 - EP US); **H04W 92/08** (2013.01 - EP); **H04M 2250/56** (2013.01 - EP US)

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

Designated validation state (EPC)  
KH MA MD TN

DOCDB simple family (publication)  
**FR 3110320 A1 20211119**; EP 4151050 A1 20230322; US 2023239392 A1 20230727; WO 2021229174 A1 20211118

DOCDB simple family (application)  
**FR 2004734 A 20200514**; EP 21731555 A 20210511; FR 2021050810 W 20210511; US 202117925306 A 20210511