

Title (en)

USER DISCUSSION ENVIRONMENT INTERACTION AND CURATION VIA SYSTEM-GENERATED RESPONSES

Title (de)

INTERAKTION UND PFLEGE EINER BENUTZERDISKUSSIONSUMGEBUNG ÜBER SYSTEMERZEUGTE ANTWORTEN

Title (fr)

INTERACTION ET ÉDITION D'ENVIRONNEMENT DE DISCUSSION D'UTILISATEUR PAR L'INTERMÉDIAIRE DE RÉPONSES GÉNÉRÉES PAR SYSTÈME

Publication

EP 4348450 A1 20240410 (EN)

Application

EP 22743953 A 20220527

Priority

- US 202163202240 P 20210602
- US 202117470179 A 20210909
- US 2022031415 W 20220527

Abstract (en)

[origin: WO2022256262A1] Techniques for interacting with users in a discussion environment are disclosed. Upon identifying a question in the discussion environment, a system determines: (a) whether a stored answer has already been associated with the question, (b) whether an answer can be generated by the system using existing information accessible to the system, or (c) whether to contact an expert to answer the question. The system updates the knowledge base by storing the questions and answers, along with user feedback to the questions and answers. Based on the user feedback, the system determines whether to modify existing answers to user-generated questions or to seek answers from additional human experts.

IPC 8 full level

G06F 16/332 (2019.01)

CPC (source: EP)

G06F 16/3329 (2019.01)

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)

WO 2022256262 A1 20221208; EP 4348450 A1 20240410

DOCDB simple family (application)

US 2022031415 W 20220527; EP 22743953 A 20220527