CLAIMS

~~What is claimed is:~~

1. A computer-implemented method for product support services, the method comprising:

~~receiving, at a services application programming interface (API) of~~ a server computer representing a support center, a request from a user device of a user for registering a first list of one or more communication channels for support services ~~of a product~~, wherein the support center provides support services for a plurality of products ~~provided by~~ on behalf of a plurality of vendors, wherein each vendor is a client of the support center representing one of a retailer, a manufacturer, and a distributor of one or more of the products;

storing the first list of communication channels in a user profile of the support center associated with the user, wherein the first list of communication channels is preferred by the user to obtain support services from the support center;

receiving, at the computer server, a request from a vendor device of a vendor for registering a second list of one or more communication channels;

storing the second list of communication channels in a vendor profile associated with the vendor, wherein the second list of communication channels is preferred by the vendor for providing support services of one or more products of the vendor;

in response to a request received from the user device of the user for obtaining support services of a product, generating a ~~first~~ third list of one or more communication channels that are available for the user to contact an agent of the support center based on ~~a second~~the first list of one or more communication channels preferred by the user and ~~a third~~the second list of one or more communication channels preferred by ~~a~~ the vendor associated with the product;

transmitting, via the services API, the ~~first~~ third list of one or more communication channels to the user to be displayed at the user device of the user; and

in response to a selection of a communication channel from the first list, establishing a communication session between the user and the agent via the selected communication channel ~~for providing~~to allow the agent to provide support services of the product on behalf of the vendor.

2. The method of claim 1, further comprising accessing ~~a~~ the user profile associated with the user to ~~determine the second~~retrieve the first list of communication channels preferred by the user~~, wherein the communication channels of the second list have been previously configured by the user and stored in the user profile maintained by the support center~~.

3. The method of claim 1, further comprising accessing ~~a~~ the vendor profile associated with the vendor to ~~determine the third~~retrieve the second list of communication channels preferred by the vendor~~, wherein the communication channels of the third list have been previously configured by an administrator of the vendor and stored in the vendor profile maintained by the support center~~.

4. The method of claim 1, wherein the ~~first~~ third list contains one or more communication channels that commonly exist in the ~~second~~ first list and the ~~third~~ second list.

5. The method of claim 1, wherein the request is originated from a one-touch application installed on a mobile device of the user, and wherein the user is identified based on a device identifier (ID) of the mobile device without having the user to specifically provide user information.

6. The method of claim 5, wherein the product has been previously registered with the support center based on a machine-readable code that uniquely identifies the product received from the one-touch application without having the user to specifically provide product information.

7. The method of claim 6, wherein the machine-readable code comprises one of a serial number and a universal product code (UPC) obtained by scanning the machine-readable code from the product using a scanner or camera of the mobile device.

8. A computer-readable storage medium having instructions stored therein, which when executed by a computer, cause the computer to perform a method of any of claims 1 to 7.

9. An apparatus comprising means for performing a method of any of claims 1 to 7.

10. A system for product support services provided by a support center, the system comprising:

a processor; and

a memory for storing instructions, which when executed from the memory, cause the processor to perform operations, the operations including:

receiving a request from a user device of a user for registering a first list of one or more communication channels for support services, wherein the support center provides support services for a plurality of products on behalf of a plurality of vendors, wherein each vendor is a client of the support center representing one of a retailer, a manufacturer, and a distributor of one or more of the products,

storing the first list of communication channels in a user profile of the support center associated with the user, wherein the first list of communication channels is preferred by the user to obtain support services from the support center,

receiving a request from a vendor device of a vendor for registering a second list of one or more communication channels;

storing the second list of communication channels in a vendor profile associated with the vendor, wherein the second list of communication channels is preferred by the vendor for providing support services of one or more products of the vendor,

in response to a request received from the user device of the user for obtaining support services of a product, generating a third list of one or more communication channels that are available for the user to contact an agent of the support center based on the first list of one or more communication channels preferred by the user and the second list of one or more communication channels preferred by the vendor associated with the product,

transmitting the third list of one or more communication channels to the user to be displayed at the user device of the user, and

in response to a selection of a communication channel from the first list, establishing a communication session between the user and the agent via the selected communication channel to allow the agent to provide support services of the product on behalf of the vendor.

~~a services application programming interface (API) to receive a request from a user for support services of a product, wherein the support center provides support services for a plurality of products provided by a plurality of vendors;~~

~~a case management module coupled to the services API to generate a first list of one or more communication channels that are available for the user to contact an agent of the support center based on a second list of one or more communication channels preferred by the user and a third list of one or more communication channels preferred by a vendor associated with the product, wherein the case management module is configured to transmit, via the services API, the first list of one or more communication channels to the user; and~~

~~a communication module, in response to a selection of a communication channel from the first list, configured to establish a communication session between the user and the agent via the selected communication channel for providing support services of the product on behalf of the vendor.~~

11. The system of claim 10, ~~further comprising a~~wherein the operations further comprise accessing the user profile containing user preferences that have been previously configured by the user~~, wherein the second list of communication channels is determined based on user preferences obtained from the user profile~~.

12. The system of claim 10, wherein the operations further comprise accessing the ~~further comprising a~~ vendor profile containing vendor preferences that have been previously configured by an administrator of the vendor~~, wherein the third list of communication channels is determined based on vendor preferences obtained from the vendor profile~~.

13. The system of claim 10, wherein the ~~first~~ third list contains one or more communication channels that commonly exist in the ~~second~~ first list and the ~~third~~ second list.

14. The system of claim 10, wherein the request is originated from a one-touch application installed on a mobile device of the user, and wherein the user is identified based on a device identifier (ID) of the mobile device without having the user to specifically provide user information.

15. The system of claim 14, wherein the product has been previously registered with the support center based on a machine-readable code that uniquely identifies the product received from the one-touch application without having the user to specifically provide product information.

16. The system of claim 15, wherein the machine-readable code comprises one of a serial number and a universal product code (UPC) obtained by scanning the machine-readable code from the product using a scanner or camera of the mobile device.

17. A computer-implemented method for product support services, the method comprising:

in response to an activation of a one-touch application installed on a mobile device of a user, transmitting a login request to a support services application programming interface (API) of a server running on a computer representing a support center over a network, wherein the support center provides support services for a plurality of products on behalf of a plurality of vendors, wherein

each of the vendors is a client of the support center representing one of a retailer, a manufacturer, and a distributor of one or more of the products;

upon having been successfully authenticated by the support center, receiving a list one or more products that have been previously registered with the support center by the user; ~~and~~

displaying the list of registered products on a display of the mobile device, each registered product being associated with a first list of one or more communication channels that are available to contact an agent of the support center, wherein the first list of communication channels is determined based on a second list of one or more communication channels preferred by the user and a third list of one or more communication channels preferred by a vendor associated with the corresponding registered product, wherein the second list of communication channels have been previously configured by the user and maintained by the support center, the second list specifying which of the communication channels that the user would like to user to contact a support agent of the support center, wherein the third list of communication channels have been previously configured by the vendor and maintained by the support center, the third list specifying which of the communication channels that can be used by a support agent of the support center to provide support services on the product, and wherein the first list is generated for the user to contact the agent of the support center based on the second list of one or more communication channels preferred by the user and the third list of one or more communication channels preferred by the vendor; and

for each of the available communication channels of each of the registered products, displaying an icon representing a corresponding available communication channel based on the first list of communication channels, without displaying an icon corresponding to an unavailable communication channel, wherein when a displayed icon is activated, a communication session is established with a support agent of the support center using the corresponding communication channel.

18. The method of claim 17, wherein the communication channels of the second list have been previously configured by the user and stored in a user profile of the user maintained by the support center.

19. The method of claim 17, wherein the communication channels of the third list have been previously configured by an administrator of the vendor and stored in a vendor profile maintained by the support center.

20. The method of claim 17, wherein the first list contains one or more communication channels that commonly exist in the second list and the third list.

21. A computer-readable storage medium having instructions stored therein, which when executed by a computer, cause the computer to perform a method of any of claims 17 to 20.

22. An apparatus comprising means for performing a method of any of claims 17 to 20.

23. A mobile device, comprising:
a processor; and
a memory coupled to the processor for storing instructions, which when executed from the memory, cause the processor to perform operations, including
in response to an activation of a one-touch application installed on a mobile device of a user, transmitting a login request to a support services application programming interface (API) of a server running on a computer representing a support center over a network, wherein the support center provides support services for a plurality of products on behalf of a plurality of vendors, wherein each of the vendors is a client of the support center representing one of a retailer, a manufacturer, and a distributor of one or more of the products,
upon having been successfully authenticated by the support center, receiving a list one or more products that have been previously registered with the support center by the user, and

displaying the list of registered products on a display of the mobile device, each registered product being associated with a first list of one or more communication channels that are available to contact an agent of the support center, wherein the first list of communication channels is determined based on a second list of one or more communication channels preferred by the user and a third list of one or more communication channels preferred by a vendor associated with the corresponding registered product, wherein the second list of communication channels have been previously configured by the user and maintained by the support center, the second list specifying which of the communication channels that the user would like to user to contact a support agent of the support center, wherein the third list of communication channels have been previously configured by the vendor and maintained by the support center, the third list specifying which of the communication channels that can be used by a support agent of the support center to provide support services on the product, and wherein the first list is generated for the user to contact the agent of the support center based on the second list of one or more communication channels preferred by the user and the third list of one or more communication channels preferred by the vendor; and

for each of the available communication channels of each of the registered products, displaying an icon representing a corresponding available communication channel based on the first list of communication channels, without displaying an icon corresponding to an unavailable communication channel, wherein when a displayed icon is activated, a communication session is established with a support agent of the support center using the corresponding communication channel.

24. The mobile device of claim 23, wherein the communication channels of the second list have been previously configured by the user and stored in a user profile of the user maintained by the support center.

25. The mobile device of claim 23, wherein the communication channels of the third list have been previously configured by an administrator of the vendor and stored in a vendor profile maintained by the support center.

26. The mobile device of claim 23, wherein the first list contains one or more communication channels that commonly exist in the second list and the third list.