

**INFORMATION PROCESSING APPARATUS HAVING REPLY PRIORITY
AND METHOD THEREOF**

ABSTRACT OF THE DISCLOSURE

5 An information processing apparatus for replying to an inquiry from a customer in accordance with a reply priority and method therefore. In this information processing apparatus, the reply to the inquiry from the customer is done in accordance with the reply priority assigned to each of the inquiry. The reply priority is determined based on customer priority, contents of the inquiry and the repeated number of the inquiry remained unsolved.

Fig. 4