CLAIMS

[Claim 1]

A retrieval processing apparatus which retrieves working hours and a workplace of an employee who can address a request of a user and is configured to be able to communicate with a user terminal used by the user through a network, the apparatus comprising:

a human resource information storage unit that stores human resource information related to an attribute or capability of an employee;

a work schedule information storage unit that stores work schedule information of an employee;

a clock-in/out information storage unit that stores clock-in/out information of the employee;

a retrieval request reception unit that receives, from the user terminal, a retrieval condition for an employee who can address the request of the user and a retrieval request to retrieve an employee matching the retrieval condition;

an identification processing unit that identifies the employee matching the retrieval condition by referring to one or a plurality of storage units including at least the human resource information storage unit among the human resource information storage unit, the work schedule information storage unit and the clock-in/out information storage unit according to the retrieval condition;

a determination processing unit that refers to the work schedule information storage unit and the clock-in/out information storage unit and determines whether or not the identified employee works according to a work schedule on the basis of the work schedule information and the clock-in/out information of the identified

employee;

an extraction processing unit extracts, as a retrieval result, a piece of information based on the human resource information storage unit, the work schedule information storage unit and the clock-in/out information storage unit pertaining only to an employee working according to the work schedule out of the identified employee, on the basis of a determination on whether or not the identified employee works according to the work schedule; and

a result transmission unit that transmits the extracted retrieval result to the user terminal.

[Claim 2]

The retrieval processing apparatus according to claim 1, wherein

the retrieval processing apparatus is configured to be able to further communicate with a time recorder acquiring the clock-in/out information of the employee through the network, and

further includes a clock-in/out information reception unit that receives the clock-in/out information of the employee from the time recorder.

[Claim 3]

The retrieval processing apparatus according to claim 1 or 2,

wherein the extraction processing unit extracts, as a retrieval result, a piece of information based on the human resource information storage unit, the work schedule information storage unit and the clock-in/out information storage unit pertaining only to an employee working according to the work schedule out of the identified

employee, on the basis of a determination on whether or not the identified employee works according to the work schedule, and further;

the extraction processing unit extracts, as a retrieval result, a piece of information based on the human resource information storage unit and the clock-in/out information storage unit pertaining to an employee not working according to the work schedule.

[Claim 4]

A retrieval processing method employed to retrieve working hours and a workplace of an employee who can address a request of a user, wherein a computer configured to be able to communicate with a user terminal used by the user through a network includes:

a human resource information storage unit that stores human resource information related to an attribute or capability of an employee;

a work schedule information storage unit that stores work schedule information of an employee; and

a clock-in/out information storage unit that stores clock-in/out information of the employee, and executes:

processing that receives, from the user terminal, a retrieval condition for an employee who can address the request of the user and a retrieval request to retrieve an employee matching the retrieval condition;

processing that identifies the employee matching the retrieval condition by referring to one or a plurality of storage units including at least the human resource information storage unit among the human resource information storage unit, the work schedule

information storage unit and the clock-in/out information storage unit according to the retrieval condition;

processing that refers to the work schedule information storage unit and the clock-in/out information storage unit and determines whether or not the identified employee works according to a work schedule on the basis of the work schedule information and the clock-in/out information of the identified employee;

processing that extracts, as a retrieval result, a piece of information based on the human resource information storage unit, the work schedule information storage unit and the clock-in/out information storage unit pertaining only to an employee working according to the work schedule out of the identified employee, on the basis of a determination on whether or not the identified employee works according to the work schedule; and

processing that transmits the extracted retrieval result to the user terminal.

[Claim 5]

A computer program retrieving working hours and a workplace of an employee who can address a request of a user, wherein a computer configured to be able to communicate with a user terminal used by the user through a network includes:

a human resource information storage unit that stores human resource information related to an attribute or capability of an employee;

a work schedule information storage unit that stores work schedule information of an employee; and

a clock-in/out information storage unit that stores

clock-in/out information of the employee, and the computer program causes the computer to execute:

processing that receives, from the user terminal, a retrieval condition for an employee who can address the request of the user and a retrieval request to retrieve an employee matching the retrieval condition;

processing that identifies the employee matching the retrieval condition by referring to one or a plurality of storage units including at least the human resource information storage unit among the human resource information storage unit, the work schedule information storage unit and the clock-in/out information storage unit according to the retrieval condition;

processing that refers to the work schedule information storage unit and the clock-in/out information storage unit and determines whether or not the identified employee works according to a work schedule on the basis of the work schedule information and the clock-in/out information of the identified employee;

processing that extracts, as a retrieval result, a piece of information based on the human resource information storage unit, the work schedule information storage unit and the clock-in/out information storage unit pertaining only to an employee working according to the work schedule out of the identified employee, on the basis of a determination on whether or not the identified employee works according to the work schedule; and

processing that transmits the extracted retrieval result to the user terminal.