CLAIMS

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

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, 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, 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 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, via the services API, 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.

2. The method of claim 1, further comprising accessing the user profile associated with the user to retrieve the first list of communication channels preferred by the user.

3. The method of claim 1, further comprising accessing the vendor profile associated with the vendor to retrieve the second list of communication channels preferred by the vendor.

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

11. The system of claim 10, wherein the operations further comprise accessing the user profile containing user preferences that have been previously configured by the user.

12. The system of claim 10, wherein the operations further comprise accessing the vendor profile containing vendor preferences that have been previously configured by an administrator of the vendor.

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

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.

CLAIMS

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

receiving, at a services application programming interface (API) of a computer server associated with a support center, a first request from a user device of a user for registering a first list of one or more communication channels for support services;

storing the first list of communication channels in a user profile associated with the user in a user database associated with the computer server, 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 second request from a vendor device of a vendor for registering a second list of one or more communications;

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

retrieving information of one or more products from a user asset store associated with the user, wherein the one or more products have been previously registered by the user and stored in the user asset store;

generating by the computer server a personalized page listing the one or more products therein based on the information of one or more products retrieved from the user asset store;

transmitting by the computer server the personalized page from the computer server to the user device over a network to be displayed on the mobile device, including displaying one or more links on a first graphical user interface (GUI) page, each corresponding to one of the registered products;

receiving a first signal from the mobile device over the network, the first signal representing a user selection of a first link corresponding to a first of the products listed in the personalized page;

in response to the first signal, the computer server retrieving product information from a product information store, warranty information from a product intelligence store, and community information associated with the first product;

generating by the computer server product detailed information of the first product based on product information associated with the first product stored in an asset store of the user and warranty information retrieved from the product intelligence store maintained by the computer server;

transmitting the product detailed information to the user device to be displayed on the user device, causing the user device to display on a second GUI page of the user device,

a serial number of the first product,

information identifying a retailer from which the first product was purchased by the user,

information identifying a manufacturer of the first product, and

a one-touch button for obtaining a live technical support from the computer server;

receiving a third request from the user device of the user for obtaining support services of a product, wherein the third request was initiated from an activation of the one-touch button displayed on the second GUI page;

in response to the third request, accessing the user profile associated with the user to retrieve the first list of communication channels preferred by the user;

accessing the vendor profile associated with the vendor to retrieve the second list of communication channels preferred by the vendor to be used to support the first 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, via the services API, 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 third 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.

2. The method of claim 1, further comprising:

causing the user device to display a second link for accessing notifications associated with the first product on the second GUI page of the mobile device, including displaying a number of notifications that have been received concerning the first product;

receiving a second signal from the user device, the second signal representing an activation of the second link displayed on the second GUI page of the user device;

in response to the second signal, the computer server retrieving notification information of the first product from a product intelligence store maintained by the computer server; and

the computer server transmitting the notification information to the user device to be displayed on the display of the user device, wherein the notification information includes a notification of at least one of an offer to upgrade the first product, an offer of an discount, and a product recall associated with the first product.

3. The method of claim 2, further comprising:

causing the user device to display a third link for accessing a product specification document of the first product on the second GUI page of the mobile device;

receiving a third signal from the mobile device, the third signal representing an activation of the third link displayed on the second GUI page of the user device;

in response to the second signal, the computer server retrieving specification information of the first product from a product information store maintained by the computer server; and

the computer server transmitting the specification information of the first product to the mobile device to be displayed on the display of the user device.

4. The method of claim 3, further comprising:

causing the user device to display a fourth link for accessing a user manual of the first product on the second GUI page of the user device;

receiving a fourth signal from the user device, the fourth signal representing an activation of the fourth link displayed on the second GUI page of the user device;

in response to the fourth signal, the computer server retrieving a user manual of the first product from a product information store maintained by the computer server; and

the computer server transmitting the user manual of the first product to the mobile device to be displayed on the display of the user device.

5. The method of claim 4, further comprising:

causing the user device to display a fifth link for accessing an online community associated with the first product on the second GUI page of the user device;

receiving a fifth signal from the user device, the fifth signal representing an activation of the fifth link displayed on the second GUI page of the user device; and

in response to the fifth signal, the computer server transmitting information representing a community site to the user device to allow the user to access a discussion forum associated with the first product.

6. The method of claim 5, 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, wherein the product has been previously registered with the support center based on a machine-readable code that uniquely identifies the product, wherein the machine-readable code is 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 a method of any of claims 1 to 7.