CLAIMS

[Claim 1]

A customer service assistance method,

(a) wherein the method includes the steps of:

(i) providing a storage device that stores, for each output screen region in a business system as a target of an inquiry from a customer terminal, an address of an automated response device accumulating knowledge of a provided business in the output screen region according to a region ID for each predetermined region in each output screen region; and

(ii) providing a processor that, when the inquiry specifying the address is received from the customer terminal, executes the steps of:

(1) checking identification information of the region ID in the output screen region; and

(2) checking an inquiry sentence indicated by the inquiry against questions-and-answers information held for each output screen region of the provided business in the automated response device associated with the address;

(3) estimating a matching question,

(A) wherein the matching question matches an intention of the inquiry out of questions in the questions-and-answers information according to whether a screen region associated

with each question included in the questions-and-answers information matches the output screen region and a degree of similarity between a sentence of each question included in the questions-and-answers information and the inquiry sentence; and

(B) wherein the region ID of a screen associated with each question included in the questions-and-answers information matches the region ID of the output screen region, a screen matching point value, and an error code matching point value; and

(4) extracting an answer to the matching question from the questions-and-answers information and returning the answer to the customer terminal;

(b) wherein in estimating the matching question, the processor obtains the latest operation history of the customer terminal from the business system; and

(c) wherein, when the operation history includes a first error code, the processor:

(i) checks the first error code against the questions-and-answers information; and

(ii) further estimates the matching question according to whether the first error code matches a second error code associated with each question included in the questions-and-answers information.

[Claim 2]

The customer service assistance system according to claim 1, wherein each output screen region is a predetermined region in an output screen

[Claim 3]

A customer service assistance system configured to execute the method of claim 1 or 2 employing the processor.