

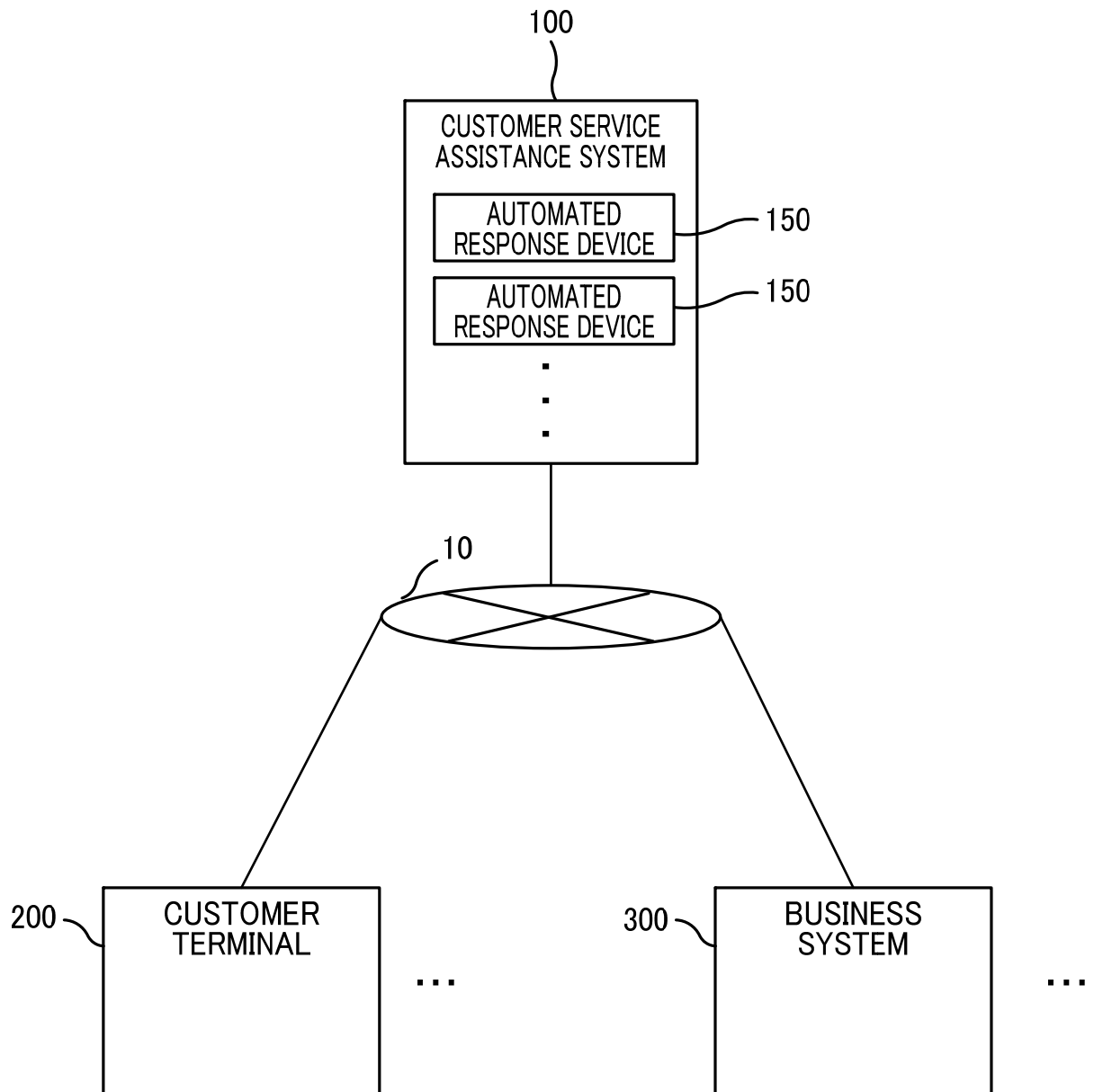


FIG. 1

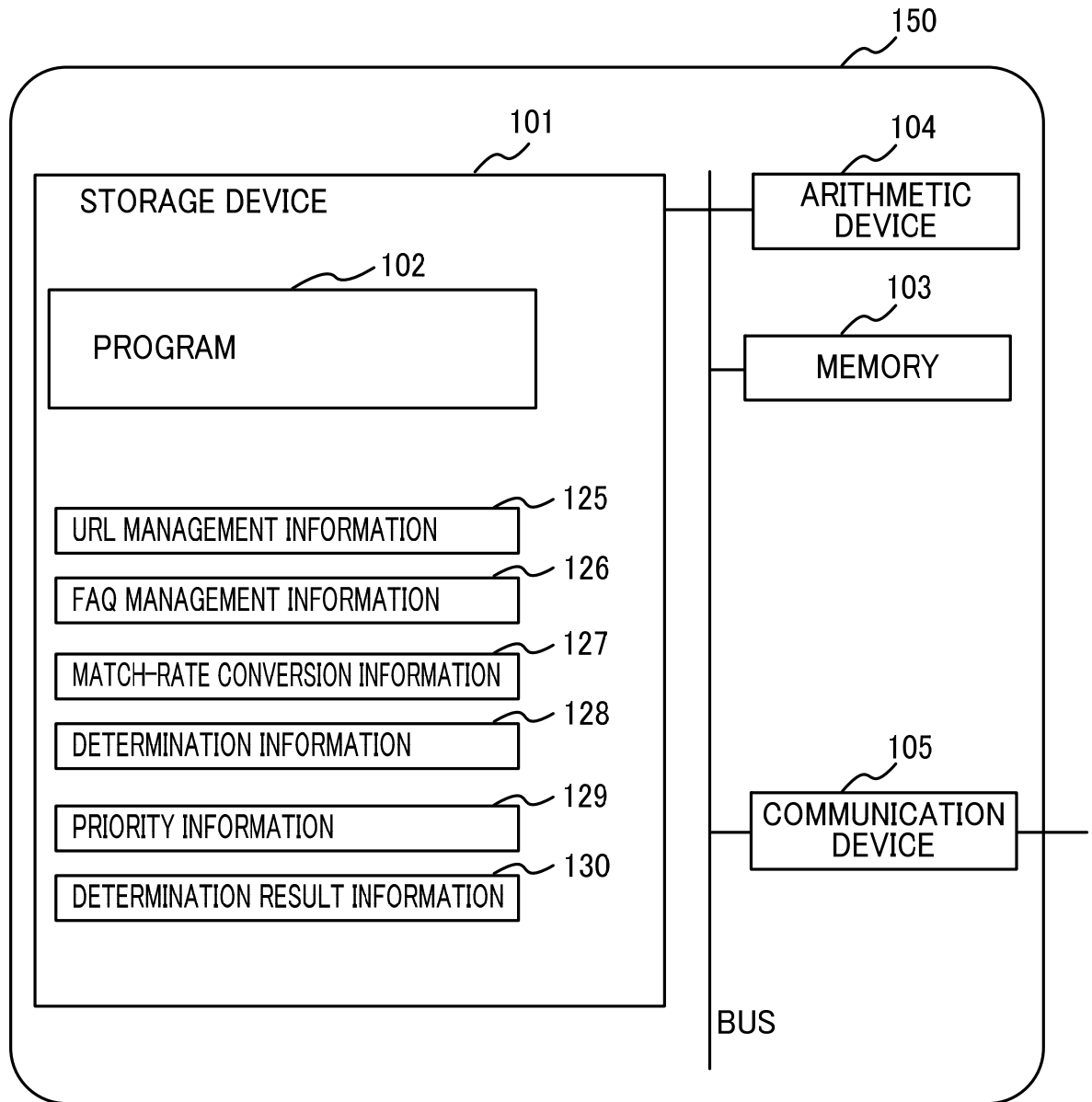


FIG. 2

URL MANAGEMENT INFORMATION

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URL	SCREEN ID	BUSINESS	SCREEN ID	REGION ID	LINK DESTINATION URL
https://xxxxxx.xx001	Axxx001	ACCOUNT ACTIVITY RECORD INQUIRY	Axxx001	—	https://xxxxx.001A
...	...	...	...	...	...
https://xxxxxx.xx003	Bxxx001	FUND TRANSFERS	Bxxx001	—	https://xxxxx.xx003A
https://xxxxxx.xx004	Bxxx002	FUND TRANSFERS	Bxxx001	—	https://xxxxx.xx004A
https://xxxxxx.xx005	Zxxx001	ID/PW AUTHENTICATION	Zxxx001	Z001A	https://xxxxx.xx005A
				Z001B	https://xxxxx.xx006B
...	...	...	...	...	...

FIG. 3

FAQ MANAGEMENT INFORMATION

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MANAGEMENT NUMBER	CLASSIFICATION	BUSINESS	SCREEN ID	REGION ID	ERROR CODE	QUESTION	ANSWER
001	AUTHENTICATION	ELECTRONIC CERTIFICATE	Uxxx005	—	—	FOR OBTAINING ELECTRONIC CERTIFICATE~	PLEASE CHECK OO.
002					—	EXPIRATION DATE OF CERTIFICATE IS~	EXPIRATION DATE OF CERTIFICATE IS~
003					—	OOO~	△△△△~
004	ONLINE	FUND TRANSFERS	Bxxx001	—	4301E	ACCOUNT NUMBER OF RECEIVER DURING TRANSFER IS~	PLEASE CHECK IF △△△ IS CORRECT.
005					—	◆◆~	◆◆◆~
006					—	□□~	□□□~
007	AUTHENTICATION	ID/PW AUTHENTICATION	Zxxx001	Z001A	—	I FORGOT ACCOUNT NUMBER~	PLEASE CONTACT OOO.
008				Z001B	5002E	THERE APPEARS OO ERROR~	PLEASE CHECK NUMBER OF DIGITS AND TYPE OF LETTERS INPUTTED.
009	ONLINE	ACCOUNT ACTIVITY RECORD INQUIRY	Axxx001	—	—	IN SPECIFYING OF REFERENCE REGION~	RECORDS OF PAST 31 DAYS CAN BE REFERRED.
010			Axxx002	—	—	WHEN SPECIFYING BY WEEKS~	IT IS POSSIBLE TO MAKE REFERENCE BY WEEK OF OO.
011			Axxx003	—	—	WHEN SPECIFYING BY DATE AND TIME~	IT IS POSSIBLE TO MAKE REFERENCE BY □□.
...	...	...	...	...	...	...	...

FIG. 4

MATCH-RATE CONVERSION INFORMATION

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QUESTION CONTENTS MATCH-RATE	MATCHING POINT
0.9 OR MORE AND 1.0 OR LESS	40P
0.8 OR MORE AND LESS THAN 0.9	30P
0.7 OR MORE AND LESS THAN 0.8	20P
0.6 OR MORE AND LESS THAN 0.7	10P
0.5 OR MORE AND LESS THAN 0.6	5P

FIG. 5

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DETERMINATION INFORMATION					ANSWERING AS ANSWER WITH HIGHEST POSSIBILITY
PRIORITY	MANAGEMENT NUMBER	DETERMINATION POINT	SCREEN MATCHING POINT	ERROR CODE MATCHING POINT	
1	0000021	90P	30P	30P	30P
2	0000015	50P	30P	0	20P
3	0000036	40P	30P	0	10P
4	0000004	30P	30P	0	0
5	0000029	30P	0	0	30P

POINT OF PRESENT
INVENTION

※PRIORITY CAN BE MADE BY MAKING
SCREEN MATCHING POINT PRIOR WHEN
DETERMINATION POINT TIES, FOR EXAMPLE

FIG. 6

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<u>PRIORITY INFORMATION</u>	
QUESTION CONTENTS MATCH-RATE	PRIORITY
SCREEN MATCHING POINT	1
ERROR CODE MATCHING POINT	2
QUESTION CONTENTS MATCHING POINT	3

FIG. 7

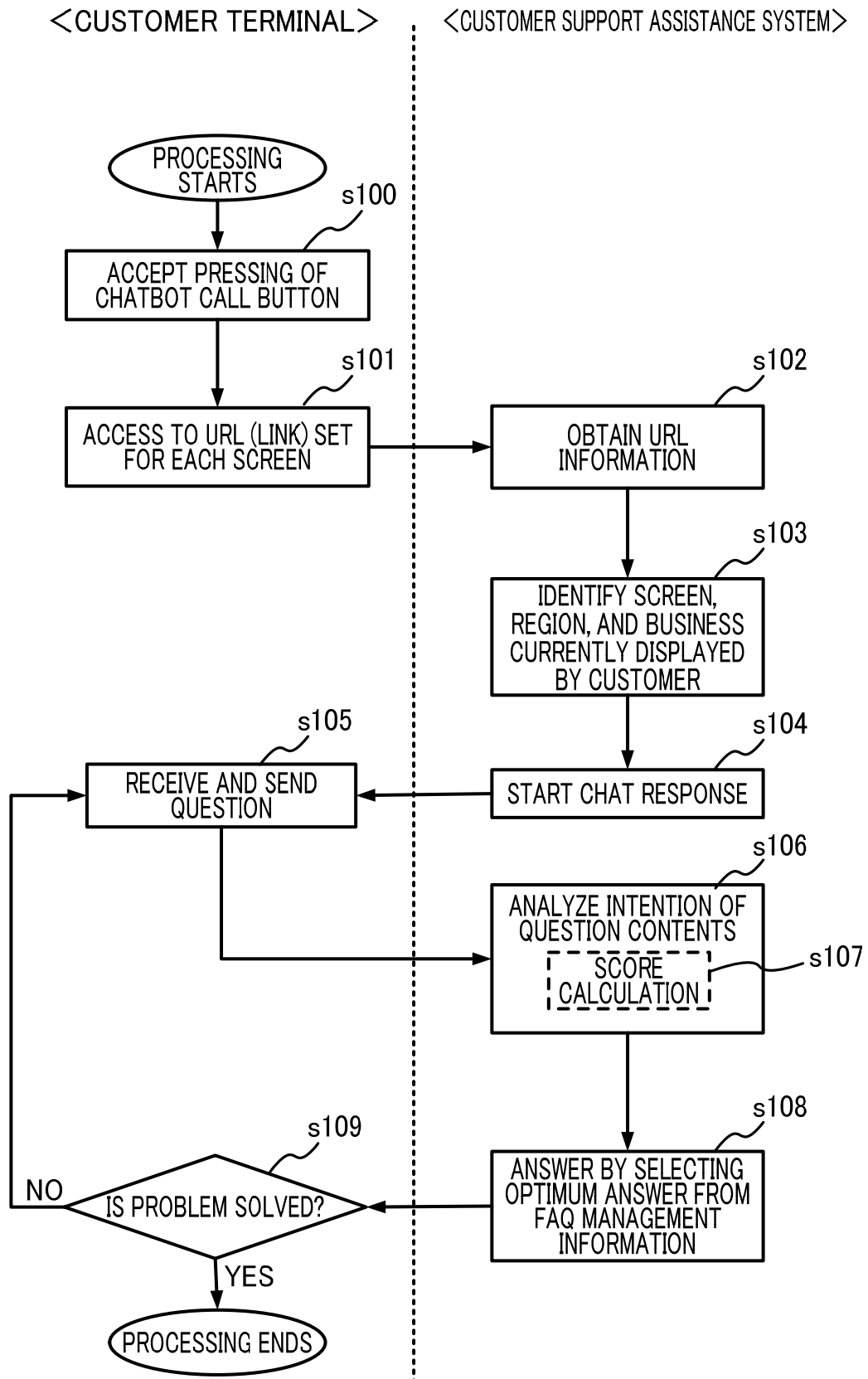
BASIC FLOW

FIG. 8

1000

ID/PW AUTHENTICATION

ERROR OCCURS
(ERROR CODE 5002E)

1010

CALL

FIG. 9A

1100

ID/PW INPUT SCREEN

PLEASE INPUT
BRANCH CODE AND
ACCOUNT NUMBER
OR USER ID.

BRANCH
CODE

001

ACCOUNT
NUMBER

12345

USER ID

1010

CALL

PLEASE INPUT
PASSWORD.

OK

1007

1011

CALL

1005

1006

1000

FIG. 9B

1200

CHAT SCREEN

HOW CAN I HELP YOU?

OO ERROR IS...

FIG. 9C

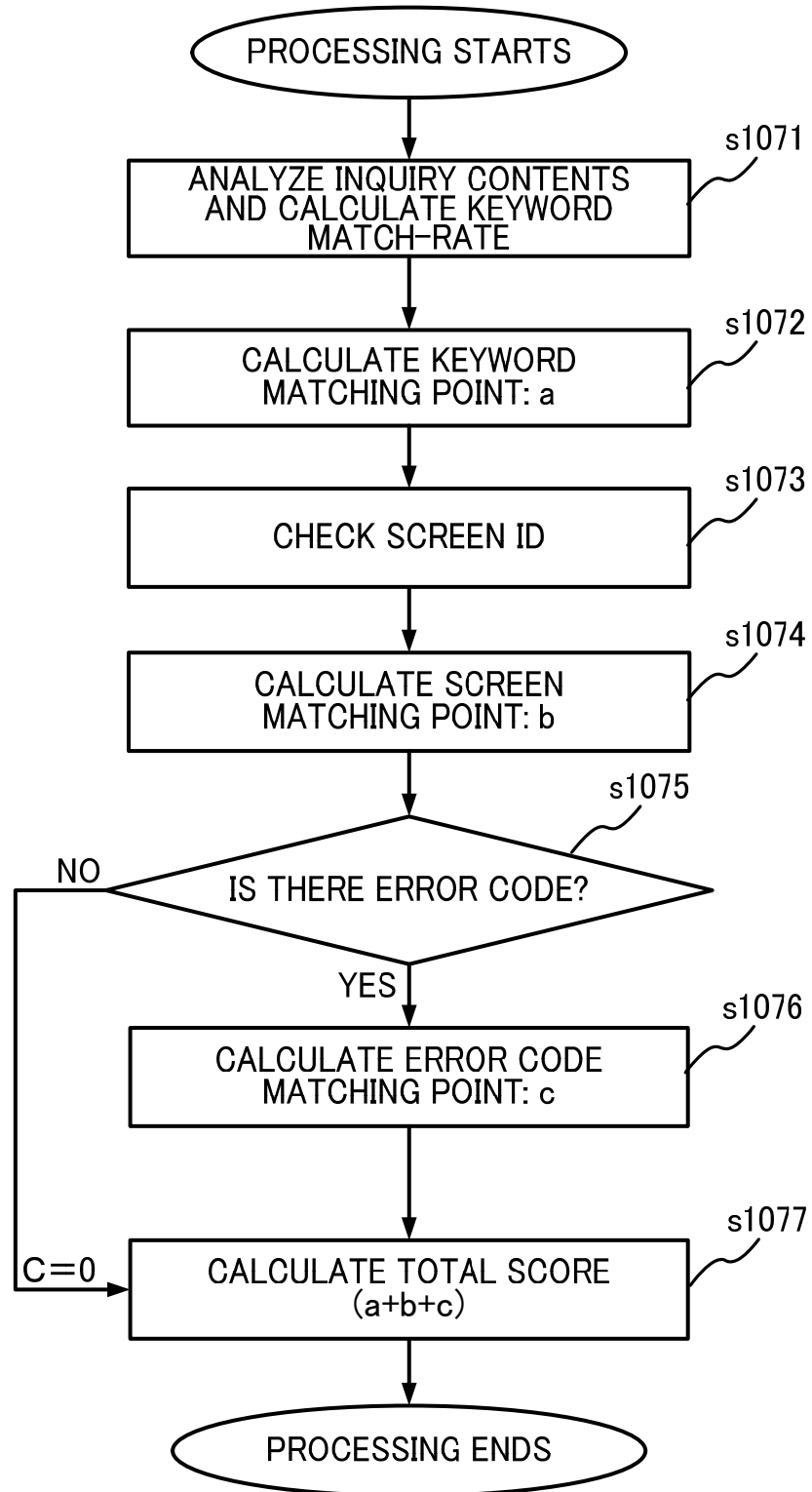
SCORE CALCULATION

FIG. 10

BUSINESS SYSTEM COOPERATION FLOW

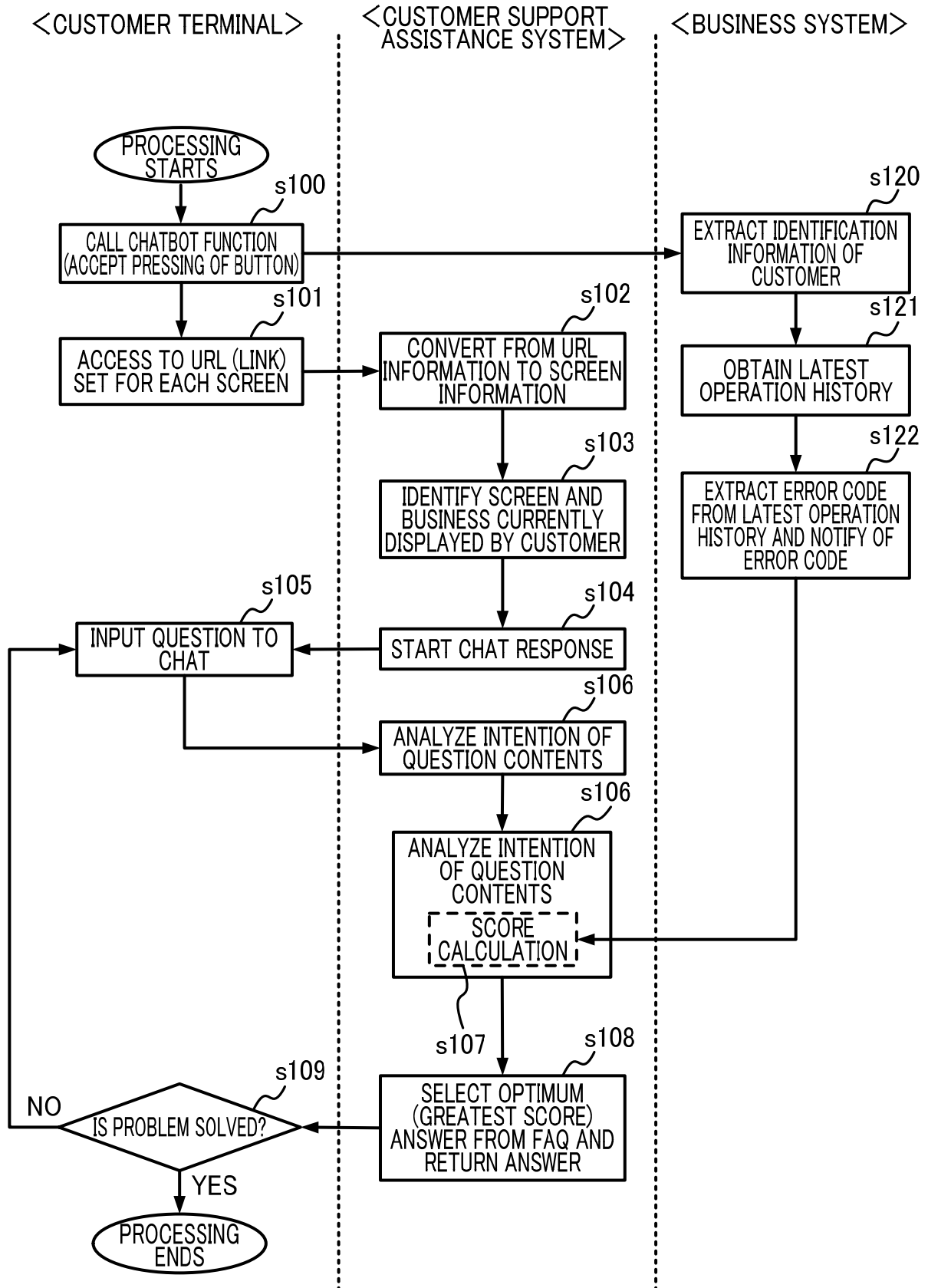


FIG. 11

DETERMINATION RESULT INFORMATION

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MANAGEMENT NUMBER	CLASSIFICATION	BUSINESS	SCREEN ID	REGION ID	ERROR CODE	QUESTION	ANSWER
001	AUTHENTICATION	ELECTRONIC CERTIFICATE AUTHENTICATION	Uxxx005	—	—	FOR OBTAINING ELECTRONIC CERTIFICATE~	PLEASE CHECK OO.
002					—	EXPIRATION DATE OF CERTIFICATE IS~	EXPIRATION DATE OF CERTIFICATE IS~
003					—	000~	△△△△~
...	...	...	...	...	...	...	...
007	AUTHENTICATION	ID/PW AUTHENTICATION	Zxxx001	Z001A	—	I FORGOT ACCOUNT NUMBER~	PLEASE CONTACT OOO.
008				Z001B	5002E	THERE APPEARS OO ERROR~	PLEASE CHECK NUMBER OF DIGITS AND TYPE OF LETTERS INPUTTED.
...	...	...	...	...	...	...	...

SCREEN MATCHING	ERROR CODE MATCHING	QUESTION CONTENTS MATCHING	TOTAL SCORE
—	—	—	—
—	—	—	—
—	—	—	—
...	...	...	...
30P	0	20P	50P
30P	30P	10P	70P
...	...	...	...

FIG. 12