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(54) Title: INFORMATION SERVICE FOR PROVIDING HELP CONTENTS

(57) Abstract: A web page provides users with a number of options for accessing help information over the internet relating to the use of desktop software. The options include help by e-mail, via an internet chat session, via voice-over-IP, via a conventional telephone line and through searching a knowledge database. Users can choose the type of help they feel will be most appropriate to their particular problem by clicking on the icon which represents their preferred option. The user request is passed to an intelligent router which treats all internet requests in the same way and routes the request to the most appropriate person to deal with the particular request, based on a predetermined set of rules.