~~CLAIMS~~

Claims

1. A method to be executed by a server, for supporting calling of call-target persons within a list in which candidates for a person who is to handle a failure are defined as call-target persons, upon occurrence of a failure, the method comprising:

a step of ~~calling~~ transmitting notification content to a client of a call-target person selected from the list via the Internet to call the client, the notification content including a maximum calling period during which the client is caused to continuously ring or vibrate; and

a step of receiving a response result indicating a result of operation in response to the calling from the client of the selected call-target person.

2. The method according to claim 1, wherein

the response result is a result of operation of selecting response or rejection by the call-target person in response to the calling based on the maximum calling period.

3. The method according to claim 2, wherein

in a case where the received response result indicates that operation is performed in response to the calling, a ~~voice~~speech channel between the client and the server is not open.

~~3. The method according to claim 2,~~ further comprising:

4. The method according to claim 3, further comprising:

a step of updating a status database which records a state regarding calling of the call-target person for handling the failure on a basis of the response result.

5. The method according to claim 4, further comprising:

~~4. The method according to claim 3, further comprising:~~

a step of receiving an answer result indicating an answer as to whether or not the call-target person can respond to a request for handling the failure; and

a step of updating the status database updated on a basis of the response result, on a

basis of the answer result.

6. The method according to claim 5, further comprising:

~~5. The method according to claim 4, further comprising:~~

a step of transmitting the status database updated on a basis of the answer result to clients of all the call-target persons within the list.

~~6~~7. The method according to claim ~~2~~3, further comprising:

a step of, in a case where ~~the~~an answer result indicating an answer as to whether the call-target person can respond to a request for handling the failure is received from the client, calling a client of a call-target person selected next from the list.

~~7~~8. The method according to any one of claims 1– to ~~6~~7, further comprising:

a step of, in a case where a request is received from a monitoring system which monitors occurrence of the failure, transmitting a push notification ~~information~~ indicating occurrence of the failure to the clients of all the call-target persons within the list.

~~8~~9. The method according to claim ~~7~~8, further comprising:

a step of updating the status database on a basis of an answer result indicating an answer as to whether or not the failure can be handled, received from at least one client among all the clients within the list; and

a step of transmitting the status database updated on a basis of the answer result received from the at least one client, to all the clients within the list.

~~9~~10. The method according to any one of claims 1– to ~~8~~9, wherein

a plurality of call-target persons are selected from the list, and

clients of the plurality of call-target persons are called at the same time.

~~10~~11. A program for causing the server to execute the method according to any one of claims 1– to ~~9~~10.

~~11~~12. A server which supports calling of call-target persons within a list in which candidates for a person who is to handle a failure are defined as call-target persons upon occurrence of a failure, the server comprising:

a notification transmission unit configured to ~~call~~transmit notification content to a

client of a call-target person selected from the list via the Internet to call the client, the notification content including a maximum calling period during which the client is caused to continuously ring or vibrate; and

a response reception unit configured to receive a response result indicating a result of operation in response to the calling from the client of the selected call-target person.

~~12. The server according to claim 11, wherein~~

13. The server according to claim 12, wherein

in a case where the received response result indicates that operation is performed in response to the calling, a ~~voice~~speech channel between the client and the server is not open.

14. The server according to claim 13, wherein

~~13. The server according to claim 12, wherein~~

the response reception unit further updates a status database which records a state regarding calling of the call-target person for handling the failure on a basis of the response result.

~~14. The server according to claim 13, further comprising:~~

15. The server according to claim 14, further comprising:

an answer reception unit configured to receive an answer result indicating an answer as to whether or not the call-target person can respond to a request for handling the failure and update the status database updated on a basis of the response result, on a basis of the answer result.

16. The server according to claim 15, further comprising:

~~15. The server according to claim 14, further comprising:~~

an update data transmission unit configured to transmit the status database updated on a basis of the answer result to clients of all the call-target persons within the list.

~~16~~17. The server according to claim ~~11~~12, wherein

in a case where ~~the~~an answer result indicating an answer as to whether the call-target person can respond to a request of handling the failure is further received from the client, the notification transmission unit ~~further~~ calls a client of a call-target person selected next from

the list.

~~17~~18. The server according to any one of claims ~~11~~ 12 to ~~16~~17, wherein

in a case where a request is received from a monitoring system which monitors occurrence of the failure, the notification transmission unit further transmits a push notification ~~information~~ indicating occurrence of the failure to the clients of all the call-target persons within the list.

~~18~~19. The server according to claim ~~17~~18, wherein

the answer reception unit further updates the status database on a basis of an answer result indicating an answer as to whether or not the failure can be handled, received from at least one client among all the clients within the list, and

transmits the status database updated on a basis of the answer result received from the at least one client, to all the clients within the list.

~~19~~20. The server according to any one of claims ~~1~~ 12 to ~~18~~19, wherein

a plurality of call-target persons are selected from the list, and

clients of the plurality of call-target persons are called at the same time.

~~20~~21. A method to be executed by a client which communicates with a server which supports calling of call-target persons within a list in which candidates for a person who is to handle a failure are defined as call-target persons, upon occurrence of a failure, the method comprising:

a step of, in a case where the client is called from the server via the Internet, ~~displaying a calling screen~~receiving notification content from the server and displaying a calling screen of the client, the notification content including a maximum calling period during which the client is caused to continuously ring or vibrate; and

a step of accepting operation of selecting a response to the calling screen by the call-target person.

~~21. The method according to claim 20, further comprising:~~

22. The method according to claim 21, further comprising:

a step of, in a case where operation of selecting a response to the calling screen by

the call-target person is accepted, stopping calling of the client,

wherein in a case where the operation of selecting the response is accepted, a ~~voice~~speech channel between the client and the server is not open.

23. The method according to claim 22, further comprising:

~~22. The method according to claim 21, further comprising:~~

a step of, in a case where a push notification ~~information~~ indicating occurrence of the failure is received from the server, displaying a first screen including the push notification ~~information~~.

24. The method according to claim 23, further comprising:

~~23. The method according to claim 22, further comprising:~~

a step of causing a second screen of application for supporting calling installed at the client to be displayed, the second screen including at least one of a message associated with the failure or results of calling of other clients associated with the failure.

~~24~~25. The method according to claim ~~23~~24, wherein

the second screen further includes a selectable button allowing the call-target person of the client to answer that the call-target person can handle the failure.

~~25~~26. The method according to claim ~~24~~25, further comprising:

a step of causing a third screen of application for supporting calling installed at the client to be displayed, the third screen including an input screen allowing the call-target person of the client to have chats with clients of other call-target persons within the list.

~~26~~27. A program for causing the client to execute the method according to any one of claims ~~20~~ 21 to ~~25~~26.

~~27~~28. A client which communicates with a server which supports calling of call-target persons within a list in which candidates for a person who is to handle a failure are defined as call-target persons upon occurrence of a failure, the client comprising:

a display control unit configured to, in a case where the client is called from the server via the Internet, cause a calling screen of the client to be displayed on a basis of notification content received from the server; and

a calling unit configured to accept operation of selecting a response to the calling screen by the call-target person.,

28. The client according to claim 27, wherein

wherein the notification content including a maximum calling period during which the client is caused to continuously ring or vibrate.

29. The client according to claim 28, wherein

in a case where operation of selecting a response to the calling screen by the call-target person is accepted, the calling unit further stops calling of the client, and

in a case where the operation of selecting the response is accepted, a voicespeech channel between the client and the server is not open.

30. The client according to claim 29, wherein

29. The client according to claim 28, wherein

in a case where a push notification information indicating occurrence of the failure is received from the server, the display control unit further causes a first screen including the push notification information to be displayed.

31. The client according to claim 30, wherein

30. The client according to claim 29, wherein

the display control unit further causes a second screen of application for supporting calling installed at the client to be displayed, the second screen including at least one of a message associated with the failure or results of calling of other clients associated with the failure.

32. The client according to claim 31, wherein

31. The client according to claim 30, wherein

the second screen further includes a selectable button allowing the call-target person of the client to answer that the call-target person can handle the failure.

33. The client according to claim 32, wherein

32. The client according to claim 31, wherein

the display control unit further causes a third screen of application for supporting

calling installed at the client to be displayed, the third screen including an input screen allowing the call-target person of the client to have chats with clients of other call-target persons within the list.