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(54) **Title:** METHOD AND SYSTEM TO HAND OVER AN ONLINE TRANSACTION TO A HELP DESK ASSISTANT

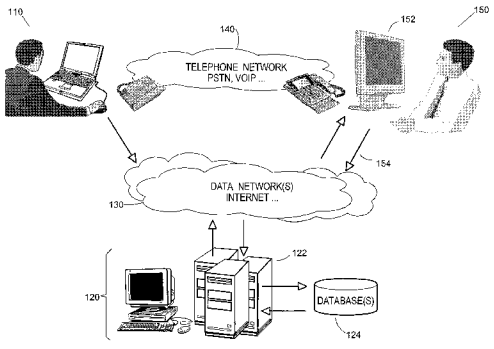


FIG. 1

(57) **Abstract:** A method of providing assistance to an end-user of an online software application running from a web serveris described. While the end-user and the web server communicate through at least one data network,during a web session initiated by the end-user from a client software application, the online software applicationprovidesa means for requesting assistance from a help deskon at least one of the web page returned to the client application. When the end-user activates the means for requesting assistancehe/sheobtains from the server of the online software application a keyword associated to the web session. End-user further obtains at least one telephone number of the help desk to call. When the end-user is calling the help desk through a telephone networkthe keywordis communicated to an assistant. After the assistant has successfully logged in to the web server the web session initiated by the end-user is shared with the assistant. Then, a transaction in progress with the online software applicationcan be handed over to the assistant who will complete it on behalf of the end-user. When the end-user of an online software application is experiencing difficulties, or has special requests, the handover to the help desk of a transaction is much facilitated by the sole communication of a keyword allowing assistant to quickly retrieve the web sessionin order to help end-user or to complete the transactionon his/her behalf.

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