repeat customers by providing a service that is a specialty of the maintenance contractor.

[0007]

The present disclosure has been made to solve the above-described problems and an objective of the present disclosure is to provide a maintenance reservation system, a maintenance reservation server, and a maintenance reservation method for enabling a maintenance contractor to be selected according to a user's desire. Moreover, an objective of the present disclosure is to provide a maintenance reservation system, a maintenance reservation server, a maintenance reservation method, and a program for enabling repeat customers to be acquired by providing a service that is a specialty of a maintenance contractor.

[Means for Solving the Problems]

[0008]

A maintenance reservation system according to a first aspect includes: an equipment information acquisition unit configured to acquire equipment information including information about an equipment to be maintained, and error information including sensor data detected by a sensor associated with the equipment and an error code corresponding to the sensor data; a maintenance contractor information acquisition unit configured to acquire maintenance contractor information including information about maintenance contractors who provide maintenance services on the basis of information transmitted from maintenance contractor terminals; a reservation information acquisition unit configured to acquire reservation information including desired conditions for the maintenance services on the basis of information transmitted from a user terminal; a processing unit configured to select maintenance contractor candidates by comparing a model identified with the equipment information, and the error information of the equipment, with a model within an available range of the maintenance contractors identified with the maintenance contractor information, and narrow down the candidates on the basis of the desired conditions and the maintenance contractor information corresponding to the maintenance contractors included in the candidates; and a notification unit configured to notify the user terminal

of the candidates narrowed down by the processing unit, wherein the maintenance contractor information includes information indicating first available work related to maintenance work for the equipment and second available work related to work other than the maintenance of the equipment, wherein the reservation information includes information indicating a first desired condition related to the maintenance work for the equipment and a second desired condition related to the work other than the maintenance of the equipment, and wherein the processing unit selects the candidates on the basis of the equipment information, the first available work, and the first desired condition, and narrows down the candidates on the basis of the second desired condition and the second available work corresponding to the maintenance contractors included in the candidates.

[0009]

A maintenance reservation method according to a second aspect includes steps of: acquiring equipment information including information about an equipment to be maintained, and error information including sensor data detected by a sensor associated with the equipment and an error code corresponding to the sensor data; acquiring maintenance contractor information including information about maintenance contractors who provide maintenance services on the basis of information transmitted from maintenance contractor terminals; acquiring reservation information including desired conditions for the maintenance services on the basis of information transmitted from a user terminal; selecting maintenance contractor candidates by comparing a model identified with the equipment information, and the error information of the equipment, with a model within an available range of the maintenance contractors identified with the maintenance contractor information; narrowing down the candidates on the basis of the desired conditions and the maintenance contractor information corresponding to the maintenance contractors included in the candidates; and notifying the user terminal of the candidates narrowed down, wherein the maintenance contractor information includes information indicating first available work related to maintenance work for the equipment and second available work

related to work other than the maintenance of the equipment, and wherein the reservation information includes information indicating a first desired condition related to the maintenance work for the equipment and a second desired condition related to the work other than the maintenance of the equipment, wherein the selecting includes selecting the candidates on the basis of the equipment information, the first available work, and the first desired condition, and the narrowing down includes narrowing down the candidates on the basis of the second desired condition and the second available work corresponding to the maintenance contractors included in the candidates.

[0010]

A maintenance reservation server according to a third aspect includes: an acquisition unit configured to acquire information about maintenance contractors who provide maintenance services on the basis of information transmitted from maintenance contractor terminals and reservation information including desired conditions related to work other than maintenance of equipment on the basis of information transmitted from a user terminal; a processing unit configured to select maintenance contractor candidates by comparing equipment information including information about the equipment to be maintained and error information, which includes sensor data detected by a sensor associated with the equipment and an error code corresponding to the sensor data, with first available work of the maintenance contractor related to maintenance work for the equipment, and narrow down the candidates on the basis of the desired conditions and second available work of the maintenance contractor related to work other than the maintenance of the equipment; and a notification unit configured to notify the user terminal of the

candidates narrowed down by the processing unit.

[0011]

A maintenance reservation method according to a fourth aspect includes steps of: acquiring information about maintenance contractors who provide maintenance services on the basis of information transmitted from maintenance contractor terminals and reservation information including desired conditions related to work other than maintenance of equipment on the basis of information transmitted from a user terminal; selecting maintenance contractor candidates by comparing equipment information including information about the equipment to be maintained and error information, which includes sensor data detected by a sensor associated with the equipment and an error code corresponding to the sensor data, with first available work of the maintenance contractor related to maintenance work for the equipment, and narrowing down the candidates on the basis of the desired conditions and second available work of the maintenance contractor related to work other than the maintenance of the equipment; and notifying the user terminal of the candidates narrowed down.

[0012]

A program according to a fifth aspect causes a computer to execute steps of: acquiring information about maintenance contractors who provide maintenance services on the basis of information transmitted from maintenance contractor terminals and reservation information including desired conditions related to work other than maintenance of equipment by comparing information transmitted from a user terminal; selecting maintenance contractor candidates on the basis of equipment information including information about the equipment to be maintained and error information, which includes sensor data detected by a sensor associated with the equipment and an error code corresponding to the sensor data, with first available work of the maintenance contractor related to maintenance work for the equipment, and narrowing down the candidates on the basis of the desired conditions and second available work of the maintenance contractor related to work other than the maintenance of the equipment; and notifying the user terminal of the candidates narrowed down.

[CLAIMS]

[Claim 1]

A maintenance reservation system comprising:

an equipment information acquisition unit configured to acquire equipment information including information about an equipment to be maintained, and error information including sensor data detected by a sensor associated with the equipment and an error code corresponding to the sensor data;

a maintenance contractor information acquisition unit configured to acquire maintenance contractor information including information about maintenance contractors who provide maintenance services on the basis of information transmitted from maintenance contractor terminals;

a reservation information acquisition unit configured to acquire reservation information including desired conditions for the maintenance services on the basis of information transmitted from a user terminal;

a processing unit configured to select maintenance contractor candidates by comparing a model identified with the equipment information, and the error information of the equipment, with a model within an available range of the maintenance contractors identified with the maintenance contractor information, and narrow down the candidates on the basis of the desired conditions and the maintenance contractor information corresponding to the maintenance contractors included in the candidates; and

a notification unit configured to notify the user terminal of the candidates narrowed down by the processing unit,

wherein the maintenance contractor information includes information indicating first available work related to maintenance work for the equipment and second available work related to work other than the maintenance of the equipment,

wherein the reservation information includes information indicating a first desired condition related to the maintenance work for the equipment and a second desired condition related to the work other than the maintenance of the equipment, and

wherein the processing unit selects the candidates on the basis of the equipment information, the first available work, and the first desired condition, and narrows down the candidates on the basis of the second desired condition and the second available work corresponding to the maintenance contractors included in the candidates.

[Claim 2]

The maintenance reservation system according to claim 1,

wherein the second desired condition includes priority for the work other than the maintenance of the equipment, and

wherein the processing unit preferentially selects a maintenance contractor corresponding to maintenance contractor information including the second available work matching the work other than the maintenance whose priority is high.

[Claim 3]

The maintenance reservation system according to claim 1,

wherein the first available work includes priority information indicating a part of maintenance or work to be performed by the maintenance contractor in priority, and

wherein the processing unit preferentially selects the maintenance contractor corresponding to the priority information when the first desired condition matches the part of maintenance to be performed by the maintenance contractor in priority.

[Claim 4]

The maintenance reservation system according to claim 1, comprising:

an estimation unit configured to estimate a failed part of the equipment on the basis of the information about the equipment,

wherein the processing unit selects the candidates on the basis of the failed part estimated by the estimation unit and the first available work.

[Claim 5]

The maintenance reservation system according to claim 1,

wherein the reservation information includes designation information for designating the maintenance contractor or a maintenance worker, and

wherein the processing unit determines whether or not the designated maintenance contractor or maintenance worker is included in the candidates when the designation information is included in the reservation information and notifies a user of a determination result.

[Claim 6]

A maintenance reservation method comprising steps of:

acquiring equipment information including information about an equipment to be maintained, and error information including sensor data detected by a sensor associated with the equipment and an error code corresponding to the sensor data;

acquiring maintenance contractor information including information about maintenance contractors who provide maintenance services on the basis of information transmitted from maintenance contractor terminals;

acquiring reservation information including desired conditions for the maintenance services on the basis of information transmitted from a user terminal;

selecting maintenance contractor candidates by comparing a model identified with the equipment information, and the error information of the equipment, with a model within an available range of the maintenance contractors identified with the maintenance contractor information;

narrowing down the candidates on the basis of the desired conditions and the

maintenance contractor information corresponding to the maintenance contractors included in the candidates; and

notifying the user terminal of the candidates narrowed down,

wherein the maintenance contractor information includes information indicating first available work related to maintenance work for the equipment and second available work related to work other than the maintenance of the equipment, and

wherein the reservation information includes information indicating a first desired condition related to the maintenance work for the equipment and a second desired condition related to the work other than the maintenance of the equipment,

wherein

the selecting includes selecting the candidates on the basis of the equipment information, the first available work, and the first desired condition, and

the narrowing down includes narrowing down the candidates on the basis of the second desired condition and the second available work corresponding to the maintenance contractors included in the candidates.

[Claim 7]

A maintenance reservation server comprising:

an acquisition unit configured to acquire information about maintenance contractors who provide maintenance services on the basis of information transmitted from maintenance contractor terminals and reservation information including desired conditions related to work other than maintenance of equipment on the basis of information transmitted from a user terminal;

a processing unit configured to select maintenance contractor candidates by comparing equipment information including information about the equipment to be maintained and error information, which includes sensor data detected by a sensor

associated with the equipment and an error code corresponding to the sensor data, with first available work of the maintenance contractor related to maintenance work for the equipment, and narrow down the candidates on the basis of the desired conditions and second available work of the maintenance contractor related to work other than the maintenance of the equipment; and

a notification unit configured to notify the user terminal of the candidates narrowed down by the processing unit.

[Claim 8]

A maintenance reservation method comprising steps of:

acquiring information about maintenance contractors who provide maintenance services on the basis of information transmitted from maintenance contractor terminals and reservation information including desired conditions related to work other than maintenance of equipment on the basis of information transmitted from a user terminal;

selecting maintenance contractor candidates by comparing equipment information including information about the equipment to be maintained and error information, which includes sensor data detected by a sensor associated with the equipment and an error code corresponding to the sensor data, with first available work of the maintenance contractor related to maintenance work for the equipment, and narrowing down the candidates on the basis of the desired conditions and second available work of the maintenance contractor related to work other than the maintenance of the equipment; and

notifying the user terminal of the candidates narrowed down.

[Claim 9]

A program causing a computer to execute steps of:

acquiring information about maintenance contractors who provide maintenance

services on the basis of information transmitted from maintenance contractor terminals and reservation information including desired conditions related to work other than maintenance of equipment on the basis of information transmitted from a user terminal;

selecting maintenance contractor candidates by comparing equipment information including information about the equipment to be maintained and error information, which includes sensor data detected by a sensor associated with the equipment and an error code corresponding to the sensor data, with first available work of the maintenance contractor related to maintenance work for the equipment, and narrowing down the candidates on the basis of the desired conditions and second available work of the maintenance contractor related to work other than the maintenance of the equipment; and

notifying the user terminal of the candidates narrowed down.