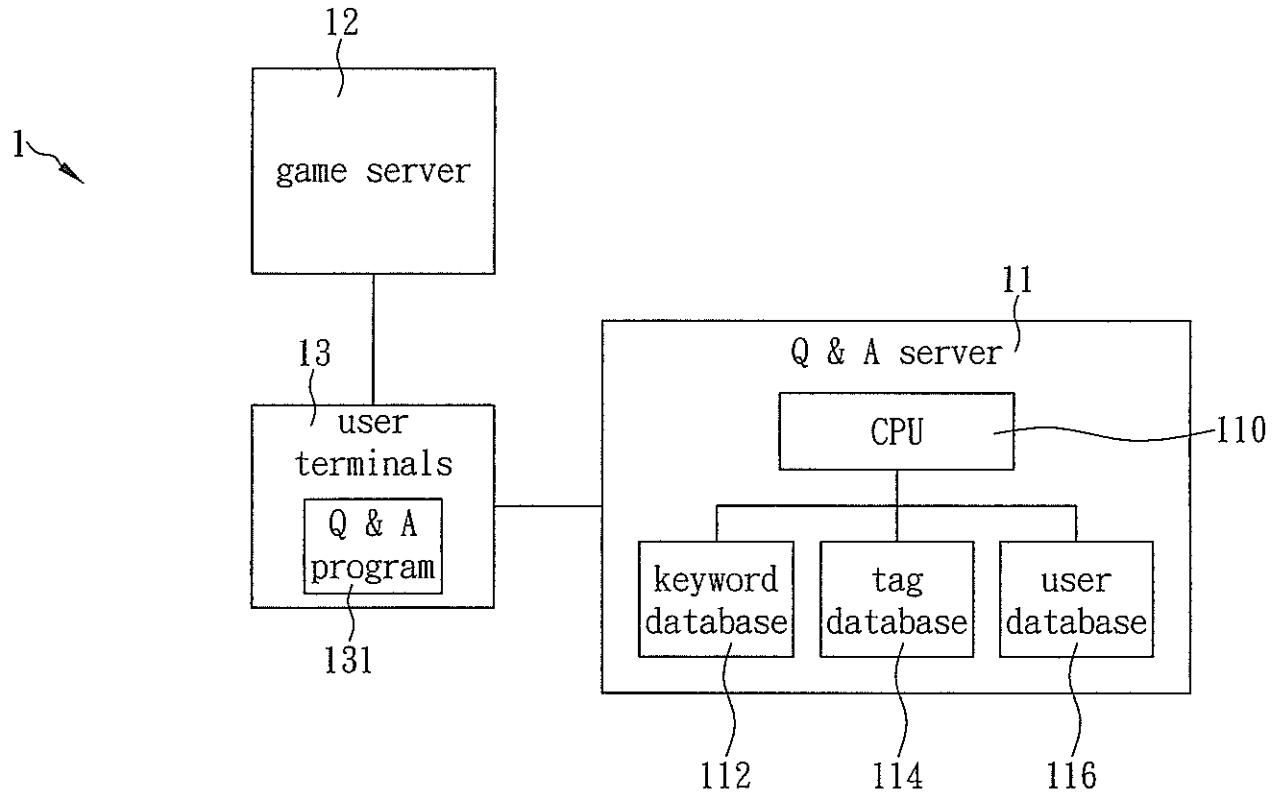

1
12
game server
13
user terminals
Q & A program
131
11
Q & A server
CPU
110
keyword database
tag database
user database
112
114
116

FIG. 1A

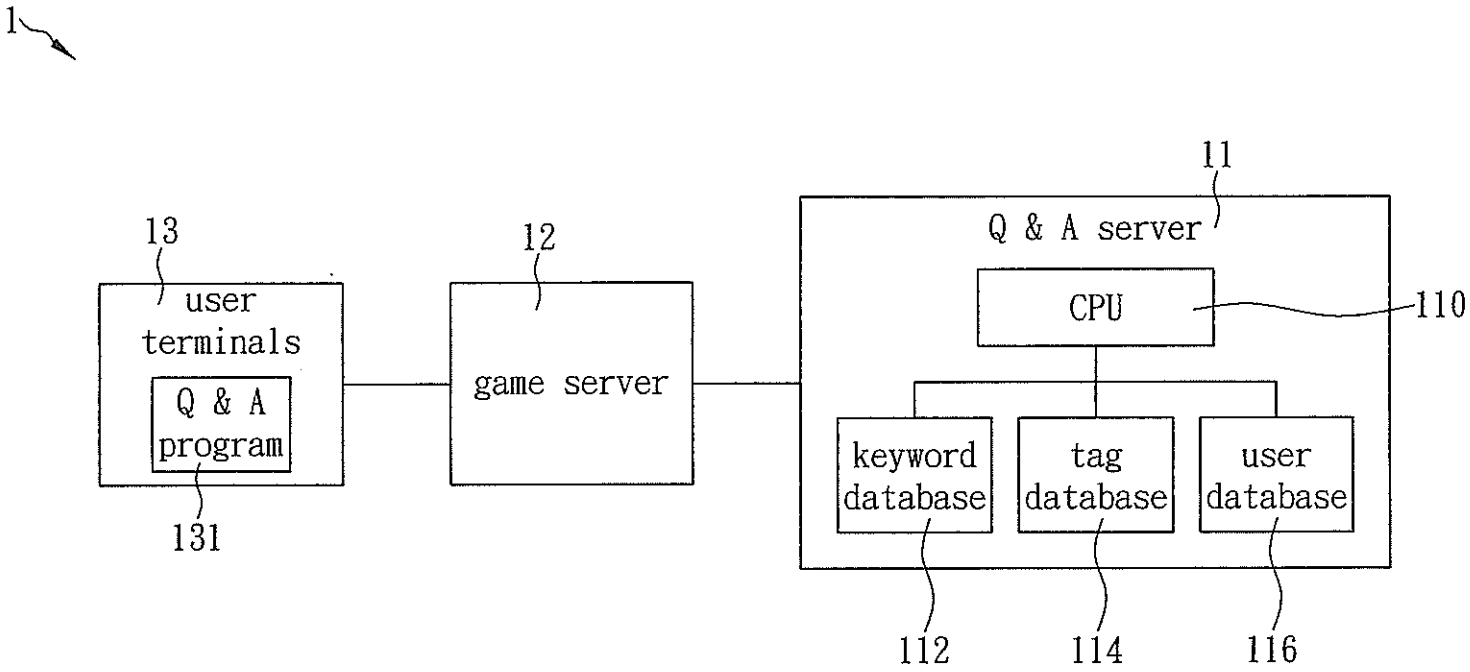

1
11
Q & A server
13
user terminals
Q & A program
131
12
game server
CPU
110
keyword database
tag database
user database
112
114
116

FIG. 1B

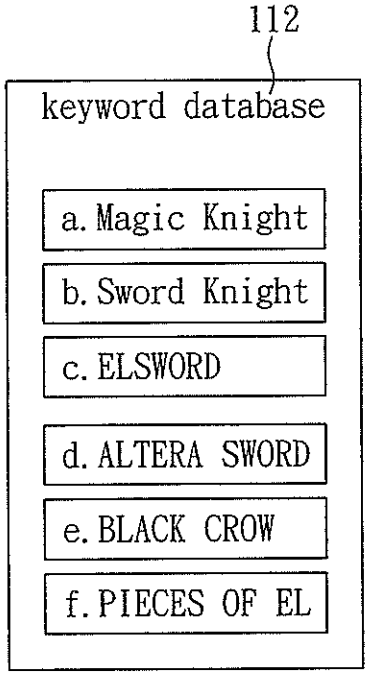

112
keyword database
a. Magic Knight
b. Sword Knight
c. ELSWORD
d. ALTERA SWORD
e. BLACK CROW
f. PIECES OF EL

FIG. 2A

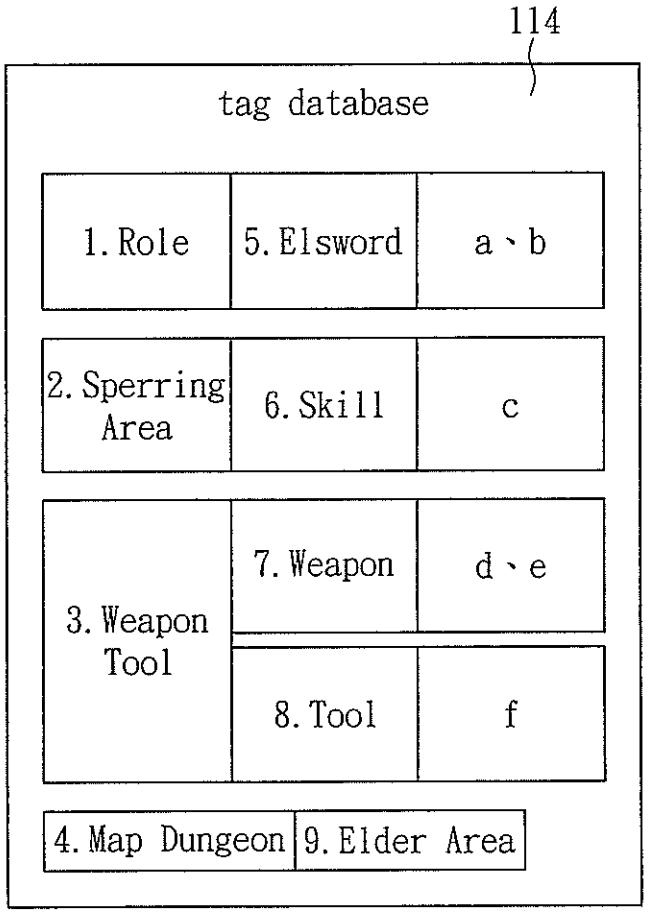

114
tag database
1. Role
5. Elsword
a、b
2. Sperring Area
6. Skill
c
3. Weapon Tool
7. Weapon
d、e
8. Tool
f
4. Map Dungeon
9. Elder Area

FIG. 2B

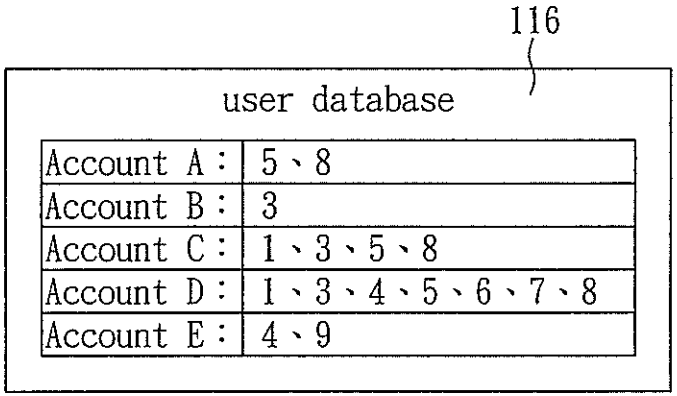

116
user database
Account A：
5、8
Account B：
3
Account C：
1、3、5、8
Account D：
1、3、4、5、6、7、8
Account E：
4、9

FIG. 2C

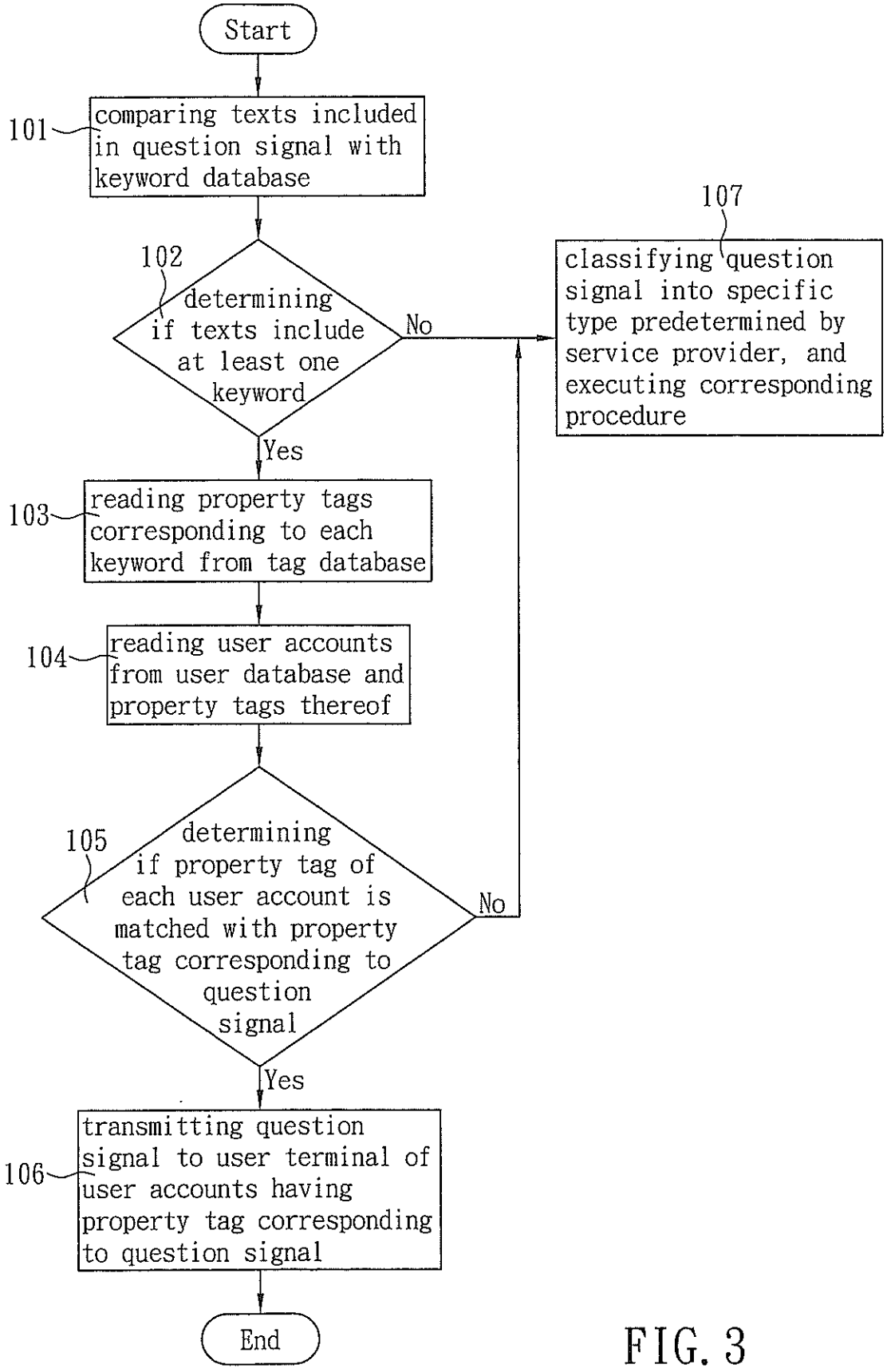

Start
101
comparing texts included in question signal with keyword database
102
determining if texts include at least one keyword
No
107
classifying question signal into specific type predetermined by service provider, and executing corresponding procedure
Yes
103
reading property tags corresponding to each keyword from tag database
104
reading user accounts from user database and property tags thereof
105
determining if property tag of each user account is matched with property tag corresponding to question signal
No
Yes
106
transmitting question signal to user terminal of user accounts having property tag corresponding to question signal
End

FIG. 3

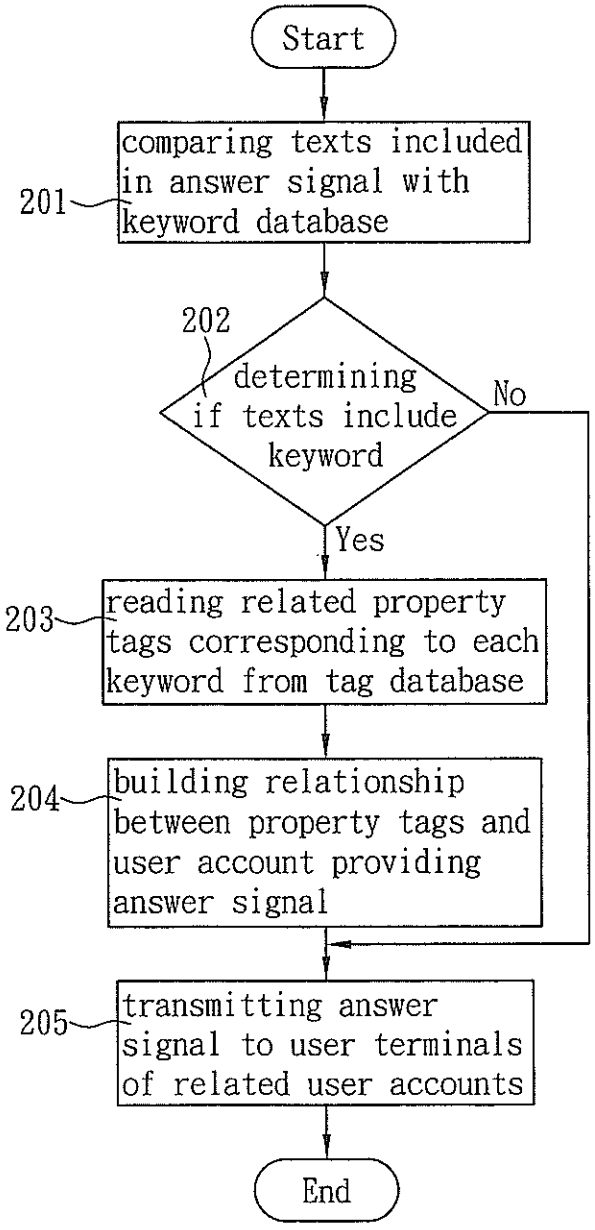

Start
comparing texts included in answer signal with keyword database
201
202
determining if texts include keyword
No
Yes
reading related property tags corresponding to each keyword from tag database
203
building relationship between property tags and user account providing answer signal
204
transmitting answer signal to user terminals of related user accounts
205
End

FIG. 4