ABSTRACT

An answer system for technical support comprises an web server for receiving information of an inquiry sent from a user via an internet; an inquiry-information data base for storing the inquiry information which has been received by the web server; a fire wall for preventing the information of the inquiry, which is stored in the inquiry-information data base, from being accessed by outsiders via the telecommunication network; an intranet for communicating the information of the inquiry, which is stored by the web server, to an information service furnisher; an input unit for inputting an answer to the information of the inquiry, which has been communicated via the intranet; and a mail server for sending the answer to the information of the inquiry, which has been input by the input unit.

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