CLAIMS

1. A computer-implemented method for product support services, the method comprising:

receiving, at a services application programming interface (API) of a computer server representing a support center, a login request from a mobile application running within a mobile device over a network;

after successfully authenticating a user of the mobile device, retrieving from a user account associated with the user one or more products that have been registered with the support center~~a request from a user for support services of a product provided by a client of the support center~~, wherein the support center provides support services for a plurality of products provided by a plurality of clients as product providers;

~~in response to the request,~~ identifying one or more articles associated with the product that have been published in an online publication forum, wherein the articles have been extracted from a knowledgebase (KB) based on a support history of the product maintained by the support center; ~~and~~

~~presenting, via the services API,~~determining a list of support options available to the user for each of the registered products, the support options including a live support option and a self-support option, wherein the availability of the support options are determined based on a client preference of a client that provides the corresponding registered product;

for each live support option available to a registered product, determining a list of communications options that is available for the user to establish a live communication session with a support agent, wherein availability of the communications options are determined based on the client preference of the associated client and a user preference of the user, wherein the client preference has been previously configured and stored in a client database; and

transmitting a personalized page to the mobile device to be displayed at a display of the mobile device, the personalized page listing the one or more registered products associated with the user, wherein each of the registered products is associated

with one or more graphical representations representing the support options that are available to the associated registered product, which when activated, transmits a support request to the support center for support services for the associated product, the personalized page including a first one-touch button to contact an agent of the support center using one or more of the available communications options and a link to the one or more articles of the publication forum to allow the user to attempt finding a solution to the product without having to contact the agent of the support center.

2. The method of claim 1, wherein the request is originated from a one-touch application installed on a mobile device of the user, and wherein the list of options is displayed on a display of the mobile device.

3. The method of claim 1, wherein at least one of the articles published on the online publication forum is associated with a second one-touch button to allow the user to contact the agent of the support center during or after review of the article.

4. The method of claim 3, further comprising, in response to an activation from one of the first one-touch button and the second one-touch button, establishing a communication session between the user and the agent of the support center for support services of the product.

5. The method of claim 4, wherein the first one-touch button represents one of one or more graphical representations associated with the product displayed on the mobile device, each of the graphical representations corresponding to a communication channel that is available for the user to contact the agent from the mobile device.

6. The method of claim 4, wherein the second one-touch button represents one of one or more graphical representations associated with the articles displayed on the online publication forum, each of the graphical representations corresponding to a communication channel that is available for the user to contact the agent from the online publication forum.

7. The method of claim 1, further comprising:

performing analysis on content a plurality of KBs, including at least one of an internal support KB of the support center, a client KB, a manufacturer KB, and an online community KB to identify one or more solutions to a particular problem of a particular product;

integrating the solutions into an article describing one or more solutions to the particular problem of the particular product;

editing and approving the article to satisfy certain technical and legal requirements; and

enabling the article to be publically accessible in the publication forum.

8. A computer-readable storage medium having instructions stored therein, which when executed by a computer, cause the computer to perform a method of any of claims 1 to 7.

9. An apparatus comprising means for performing a method of any of claims 1 to 7.

10. A system for product support services provided by a support center, the system comprising:

a services application programming interface (API) to receive a login request from a mobile application running within a mobile device over a network;

a security module to authenticate the mobile application based on the login request;

after successfully authenticating a user of the mobile device, a reporting module to retrieve from a user account associated with the user one or more products that have been registered with the support center~~a request from a user for support services of a product provided by a client of the support center~~, wherein the support center provides support services for a plurality of products provided by a plurality of clients as product providers; ~~and~~

a self-support knowledge manager coupled to the services API~~, in response to the request,~~ to identify one or more articles associated with the product that have been published in an online publication forum, wherein the articles have been extracted from a knowledgebase (KB) based on a support history of the product maintained by the support center;

wherein the reporting module determines a list of support options available to the user for each of the registered products, the support options including a live support option and a self-support option, wherein the availability of the support options are determined based on a client preference of a client that provides the corresponding registered product;

for each live support option available to a registered product, wherein the reporting module determines a list of communications options that is available for the user to establish a live communication session with a support agent, wherein availability of the communications options are determined based on the client preference of the associated client and a user preference of the user, wherein the client preference has been previously configured and stored in a client database; and

wherein the reporting module transmits a personalized page to the mobile device to be displayed at a display of the mobile device, the personalized page listing the one or more registered products associated with the user, wherein each of the registered products is associated with one or more graphical representations representing the support options that are available to the associated registered product, which when activated, transmits a support request to the support center for support services for the associated product, ~~wherein the services API is configured to present a list of support options to the user,~~ the personalized page including a first one-touch button to contact an agent of the support center using one or more of the available communications options and a link to the one or more articles of the publication forum to allow the user to attempt finding a solution to the product without having to contact the agent of the support center.

11. The system of claim 10, wherein the request is originated from a one-touch application installed on a mobile device of the user, and wherein the list of options is displayed on a display of the mobile device.