Claims

[Claim 1] A method of serving an electronic device, the method comprising:
receiving a service request by a manager mobile terminal;
notifying a service dispatch schedule on the service request from the manager mobile terminal to a technician mobile terminal; and
notifying whether to accept the service dispatch schedule from the technician mobile terminal notified with the service dispatch schedule to the manager mobile terminal.

[Claim 2] The method of claim 1, further comprising:
receiving whether to accept the service dispatch schedule from the technician mobile terminal to the manager mobile terminal; and
according to whether to accept the received service dispatch schedule, adjusting and notifying the service dispatch schedule from the manager mobile terminal to the technician mobile terminal.

[Claim 3] The method of claim 2, wherein the adjusting and notifying of the service dispatch schedule are performed when a rejection on the service dispatch schedule is notified from the technician mobile terminal to the manager mobile terminal.

[Claim 4] The method of claim 1, wherein the service dispatch schedule is divided and defined within a service request's predetermined range that a user requests.

[Claim 5] The method of claim 1, further comprising:
receiving by the manager mobile terminal at least one of information on a user who requests a service, information on a service request schedule that the user wants to receive a service, information on an abnormal symptom of a service target electronic device, and warrantee information on the service target electronic device; and
transmitting the received at least one information in addition to the service schedule from the manager mobile terminal to the technician mobile terminal.

[Claim 6] The method of claim 1, wherein the receiving of the service request comprises receiving a service request schedule that an electronic device's user wants to receive a service in addition to the service request; and
the service dispatch schedule is set within the service request schedule.

[Claim 7] The method of claim 1, further comprising notifying whether to accept the service dispatch schedule to the user terminal.

[Claim 8] The method of claim 1, wherein the notifying of the service dispatch schedule comprises notifying a service dispatch schedule with respect to a service request to a plurality of technician mobile terminals.

[Claim 9] The method of claim 8, further comprising:
notifying whether to accept the service dispatch schedule from each of the plurality of technician mobile terminals to the manager mobile terminal; and
notifying a response to the service request from the plurality of technician mobile terminals to a user mobile terminal according to a notified result.

[Claim 10] The method of claim 8, when a rejection on the service dispatch schedule is notified from all of the plurality of technician mobile terminals, further comprising adjusting the service dispatch schedule and notifying the adjusted dispatch schedule from the manager mobile terminal to the technician mobile terminals.

[Claim 11] An electronic device service system comprising:
a manager mobile terminal receiving a service request from a user mobile terminal via a wireless communication network; and
at least one technician mobile terminal connected to mutually communicate with the manager mobile terminal via a wireless communication network,
wherein the manager mobile terminal notifies a service dispatch schedule on the received service request to the at least one technician mobile terminal, and when a response to the service dispatch schedule is received from any one technician mobile terminal notified with the service dispatch schedule, notifies the response to the service request to the user mobile terminal on the basis of the received response.

[Claim 12] The system of claim 11, wherein the manager mobile terminal adjusts the service dispatch schedule when all responses received from the technician mobile terminals are rejection responses to the service dispatch schedule and re-notifies the adjusted service dispatch schedule to the at last one technician mobile terminal.

[Claim 13] The system of claim 11, wherein the manager mobile terminal notifies the user mobile terminal that the service dispatch request is accepted, when the response received from the technician mobile terminal is an acceptance response to the service dispatch schedule.

[Claim 14] The system of claim 13, wherein the manager mobile terminal further notifies the service dispatch schedule to the user mobile terminal.

[Claim 15] The system of claim 11, wherein the technician mobile terminal notifies that user mobile terminal that the service dispatch request is accepted when the technician mobile terminal accepts the service dispatch schedule.

[Claim 16] The system of claim 15, wherein the technician mobile terminal further notifies the service dispatch schedule to the user mobile terminal.

[Claim 17] The system of claim 11, wherein the service dispatch schedule is determined within a service request schedule range that a user requests.

[Claim 18] The system of claim 11, wherein the manager mobile terminal receives at least one of information on a user who requests a service, information on a service request schedule that the user wants to receive a service, information on an abnormal symptom of a service target electronic device, and warrantee information on the service target electronic device.

[Claim 19] The system of claim 11, further comprising a management device connected to communicate with the manager mobile terminal and the technician mobile terminal, wherein the service dispatch schedule and the response to the service dispatch schedule are notified to the manager mobile terminal or the technician mobile terminal through the management device.

[Claim 20] The system of claim 19, wherein
the response to the service dispatch schedule is notified from the technician mobile terminal to the management device; and
the management device notifies a result based on the response to the service dispatch schedule to the manager mobile terminal.

CLAIMS

1. A method of serving an electronic device, the method comprising:

receiving a service request by a manager mobile terminal;

notifying a service dispatch schedule on the service request from the manager mobile terminal to a technician mobile terminal; and

notifying whether to accept the service dispatch schedule from the technician mobile terminal notified with the service dispatch schedule to the manager mobile terminal;

wherein the receiving of the service request comprises receiving a service request schedule that an electronic device's user wants to receive a service in addition to the service request, and

wherein upon receipt of the service request schedule, the service dispatch schedule is set within the service request schedule by an input through the manager mobile terminal.

2. The method of claim 1, further comprising:

receiving whether to accept the service dispatch schedule from the technician mobile terminal to the manager mobile terminal; and

according to whether to accept the received service dispatch schedule, adjusting and notifying the service dispatch schedule from the manager mobile terminal to the technician mobile terminal.

3. The method of claim 2, wherein the adjusting and notifying of the service dispatch schedule are performed when a rejection on the service dispatch schedule is notified from the technician mobile terminal to the manager mobile terminal.

4. The method of claim 1, wherein the service dispatch schedule is divided and defined within a service request's predetermined range that a user requests.

5. The method of claim 1, further comprising:

receiving by the manager mobile terminal at least one of information on a user who requests a service, information on a service request schedule that the user wants to receive a service, information on an abnormal symptom of a service target electronic device, and warrantee information on the service target electronic device; and

transmitting the received at least one information in addition to the service schedule from the manager mobile terminal to the technician mobile terminal.

6. The method of claim 1, further comprising notifying whether to accept the service dispatch schedule to the user terminal.

7. The method of claim 1, wherein the notifying of the service dispatch schedule comprises notifying a service dispatch schedule with respect to a service request to a plurality of technician mobile terminals.

8. The method of claim 7, further comprising:

notifying whether to accept the service dispatch schedule from each of the plurality of technician mobile terminals to the manager mobile terminal; and

notifying a response to the service request from the plurality of technician mobile terminals to a user mobile terminal according to a notified result.

9. The method of claim 7, when a rejection on the service dispatch schedule is notified from all of the plurality of technician mobile terminals, further comprising adjusting the service dispatch schedule and notifying the adjusted dispatch schedule from the manager mobile terminal to the technician mobile terminals.

10. An electronic device service system comprising:

a manager mobile terminal receiving a service request from a user mobile terminal via a wireless communication network; and

at least one technician mobile terminal connected to mutually communicate with the manager mobile terminal via a wireless communication network,

wherein the manager mobile terminal notifies a service dispatch schedule on the received service request to the at least one technician mobile terminal, and when a response to the service dispatch schedule is received from any one technician mobile terminal notified with the service dispatch schedule, notifies the response to the service request to the user mobile terminal on the basis of the received response,

wherein the manager mobile terminal further receives a service request schedule that an electronic device's user wants to receive a service in addition to the service request, and

wherein the manager mobile terminal allows to set the service dispatch schedule within the service request schedule upon receipt of the service request schedule.

11. The system of claim 10, wherein the manager mobile terminal adjusts the service dispatch schedule when all responses received from the technician mobile terminals are rejection responses to the service dispatch schedule and re-notifies the adjusted service dispatch schedule to the at last one technician mobile terminal.

12. The system of claim 10, wherein the manager mobile terminal notifies the user mobile terminal that the service dispatch request is accepted, when the response received from the technician mobile terminal is an acceptance response to the service dispatch schedule.

13. The system of claim 12, wherein the manager mobile terminal further notifies the service dispatch schedule to the user mobile terminal.

14. The system of claim 10, wherein the technician mobile terminal notifies that user mobile terminal that the service dispatch request is accepted, when the technician mobile terminal accepts the service dispatch schedule.

15. The system of claim 14, wherein the technician mobile terminal further notifies the service dispatch schedule to the user mobile terminal.

16. The system of claim 10, wherein the service dispatch schedule is determined within a service request schedule range that a user requests.

17. The system of claim 10, wherein the manager mobile terminal receives at least one of information on a user who requests a service, information on a service request schedule that the user wants to receive a service, information on an abnormal symptom of a service target electronic device, and warrantee information on the service target electronic device.

18. The system of claim 10, further comprising a management device connected to communicate with the manager mobile terminal and the technician mobile terminal, wherein the service dispatch schedule and the response to the service dispatch schedule are notified to the manager mobile terminal or the technician mobile terminal through the management device.

19. The system of claim 18, wherein

the response to the service dispatch schedule is notified from the technician mobile terminal to the management device; and

the management device notifies a result based on the response to the service dispatch schedule to the manager mobile terminal.