1100 illustrated in Fig. 9B and pressing an OK button 1007.

[0050]

On the other hand, the automated response device 150 in the customer service assistance system 100 accepts the access from the above-described customer terminal 200, that is, the access to the above-described URL (s102) and checks this URL against the URL management information 125 (Fig. 3) to identify the screen ID, the corresponding region IDs, and the business of the screen currently displayed on the customer terminal 200 (s103). Note that, when multiple regions are set in the screen as exemplified in Fig. 4, the region IDs are associated with the screen. Thus, even in the processing in s103, the region IDs are identified only when the screen corresponding to the target URL includes multiple regions.

[0051]

Next, the above-described automated response device 150 calls the own chatbot function and distributes an interface for a chat generated by the chatbot function (see a screen 1200 in Fig. 9C) to the above-described customer terminal 200 (s104). Note that, the automated response device 150 can execute a program corresponding to the chatbot function in the memory or the like to implement a required function.

[0052]

In this process, the above-described customer terminal 200 receives the input of a question from the customer and sends this to the automated response device 150 through the above-described screen 1200 (s105).

[0053]

On the other hand, the automated response device 150 receives the above-described question, checks the inquiry sentence indicated by the question (inquiry) and the pieces of information identified in the above-described s103 that are the screen ID, the region IDs (if they are identified), and the business against the FAQ management information 126, and analyses the question intention of the customer (s106).

CLAIMS

[Claim 1]

A customer service assistance method,

(a) wherein the method includes the steps of:

(i) providing a storage device that stores, for each output screen region in a business system as a target of an inquiry from a customer terminal, an address of an automated response device accumulating knowledge of a provided business in the output screen region according to a region ID for each predetermined region in each output screen region; and

(ii) providing a processor that, when the inquiry specifying the address is received from the customer terminal, executes the steps of:

(1) checking identification information of the region ID in the output screen region; and

(2) checking an inquiry sentence indicated by the inquiry against questions-and-answers information held for each output screen region of the provided business in the automated response device associated with the address;

(3) estimating a matching question,

(A) wherein the matching question matches an intention of the inquiry out of questions in the questions-and-answers information according to whether a screen region associated with each question included in the questions-and-answers information matches the output screen region and a degree of similarity between a sentence of each question included in the questions-and-answers information and the inquiry sentence; and

(B) wherein the region ID of a screen associated with each question included in the questions-and-answers information matches the region ID of the output screen region, a highest calculated sum of a question content matching point value, a screen matching point value, and an error code matching point value; and

(4) extracting an answer to the matching question from the questions-and-answers information and returning the answer to the customer terminal;

(b) wherein in estimating the matching question, the processor obtains the latest operation history in the business system by the customer terminal from the business system; and

(c) wherein, when the operation history includes the first error code, the processor:

(i) checks the first error code against the questions-and-answers information; and

(ii) further estimates the matching question according to whether the first error code matches a second error code associated with each question included in the questions-and-answers information.

[Claim 2]

The customer service assistance system according to claim 1, wherein each output screen region is a predetermined region in an output screen

[Claim 3]

A customer service assistance system configured to execute the method of claim 1 or 2 employing the processor.