WHAT IS CLAIMED IS:

1. A remote customer service system that retains

condition information representing a condition related to a sensing value of a sensor that senses an action of a customer regarding an item arranged at a facility, and

clerk information representing a store where a clerk who is capable of providing customer service regarding the item is stationed,

the remote customer service system comprising:

a sensor processing section that acquires a sensing value of the sensor, and generates a customer service request in a case where it is determined that the acquired sensing value satisfies the condition;

a customer service managing section that transmits the customer service request to a computer arranged at a store represented by the clerk information; and

a remote communication section that executes remote communication between a computer having received the customer service request and a computer arranged at the facility,

wherein the clerk information represents a clerk who is capable of providing customer service regarding the item at the store, and

the customer service managing section includes, in the customer service request transmitted to a computer arranged at a store represented by the clerk information, information representing a clerk who is represented by the clerk information, is capable of providing customer service regarding the item, and is stationed at the store,

the remote customer service system further includes a customer service request processing section that determines whether the clerk represented by the customer service request is occupied with customer service, and

the remote communication section executes remote communication between the computer arranged at the store where the clerk is stationed and the computer arranged at the facility, in a case where the customer service request processing section determines that the clerk represented by the customer service request is not occupied with customer service, and

wherein the customer service managing section transmits, to a computer having transmitted the customer service request, a clerk-awaited-state notification representing a clerk who is represented by the clerk information and is stationed at the store where the computer is arranged, in a case where the customer service request processing section determines that clerks

represented by the customer service request at all stores where computers having received the customer service request are arranged are occupied with customer service, and

the customer service request processing section displays a customer service wish screen representing that there is a customer service request from a customer at the facility, on a display device included in a computer having received the clerk-awaited-state notification.

2. The remote customer service system according to claim 1, wherein

the clerk information represents a customer service skill of a clerk regarding the item, and

the customer service managing section transmits the customer service request to a computer arranged at a store where a clerk having a highest skill is stationed, among stores represented by the clerk information.

3. The remote customer service system according to claim 1, wherein

the customer service managing section transmits the customer service request to a computer arranged at a store with a largest number of clerks who are capable of providing customer service regarding the item, among stores represented by the clerk information.

4. The remote customer service system according to

claim 1, wherein

the remote communication section executes remote communication between the computer having received the clerk-awaited-state notification and the computer arranged at the facility, in a case where the customer service request processing section determines that a clerk who is stationed at a store where the computer having received the clerk-awaited-state notification is arranged and who is represented by the clerk-awaited-state notification has become available for customer service.

5. The remote customer service system according to claim 1, wherein

the clerk information represents a customer service skill of a clerk regarding the item, and

the customer service managing section transmits the clerk-awaited-state notification to a computer arranged at a store where, according to the clerk information, a clerk having a highest skill is stationed, in a case where the customer service request processing section determines that clerks represented by the customer service request at all stores where computers having received the customer service request are arranged are occupied with customer service.

6. The remote customer service system according to

claim 1, wherein

the customer service request processing section

measures time elapsed since the computer having received the clerk-awaited-state notification has received the clerk-awaited-state notification, and

displays the measured elapsed time on the customer service wish screen.

7. The remote customer service system according to claim 1, wherein

the condition includes that the customer has reached for the item at least a predetermined number of times.

8. The remote customer service system according to claim 1, wherein

the sensor processing section displays, on a display device included in the computer arranged at the facility, a clerk-awaited-state screen representing that a clerk at a store is capable of providing customer service regarding the item and that availability of the clerk at the store is being checked, in a case where the customer service request is generated.

9. A remote customer service method by a remote customer service system that retains

condition information representing a condition related to a sensing value of a sensor that

senses an action of a customer regarding an item arranged at a facility, and

clerk information representing a store where a clerk who is capable of providing customer service regarding the item is stationed,

the remote customer service method comprising:

a sensor process, by a sensor processing section, of acquiring a sensing value of the sensor, and generating a customer service request in a case where it is determined that the acquired sensing value satisfies the condition;

a customer service managing process, by a customer service managing section, of transmitting the customer service request to a computer arranged at a store represented by the clerk information; and

a remote communication process, by a remote communication section, of executing remote communication between a computer having received the customer service request and a computer arranged at the facility,

wherein the clerk information represents a clerk who is capable of providing customer service regarding the item at the store, and

the customer service managing section includes, in the customer service request transmitted to a computer arranged at a store represented by the clerk information,

information representing a clerk who is represented by the clerk information, is capable of providing customer service regarding the item, and is stationed at the store,

the remote customer service system further includes a customer service request processing section that determines whether the clerk represented by the customer service request is occupied with customer service, and

the remote communication section executes remote communication between the computer arranged at the store where the clerk is stationed and the computer arranged at the facility, in a case where the customer service request processing section determines that the clerk represented by the customer service request is not occupied with customer service, and

wherein the customer service managing section transmits, to a computer having transmitted the customer service request, a clerk-awaited-state notification representing a clerk who is represented by the clerk information and is stationed at the store where the computer is arranged, in a case where the customer service request processing section determines that clerks represented by the customer service request at all stores where computers having received the customer service request are arranged are occupied with customer service,

and

the customer service request processing section displays a customer service wish screen representing that there is a customer service request from a customer at the facility, on a display device included in a computer having received the clerk-awaited-state notification.