

(43) International Publication Date
4 December 2003 (04.12.2003)

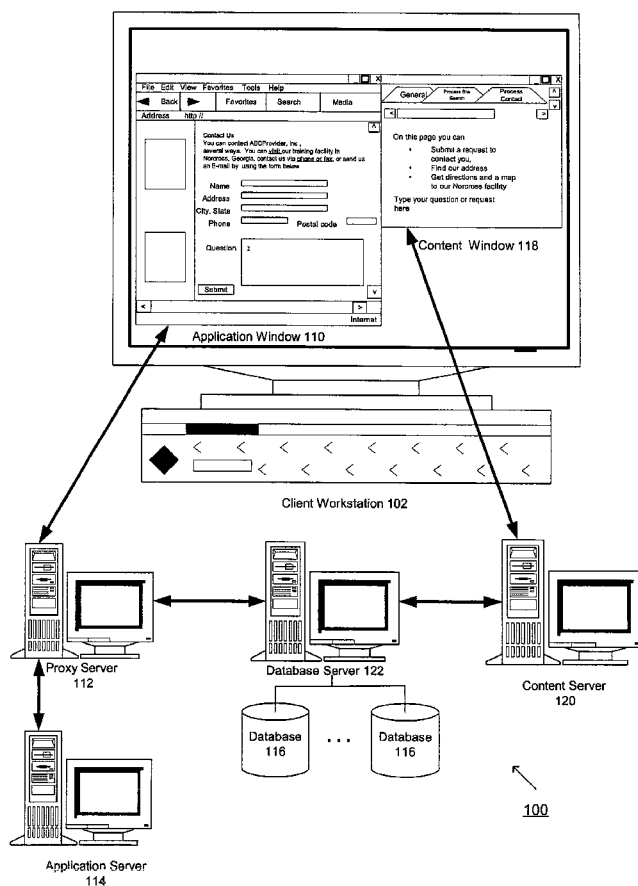
PCT

(10) International Publication Number
WO 03/100747 A1

- | | |
|--|--|
| (51) International Patent Classification⁷: G09B 3/00 | (74) Agents: BÜROKER, Brian, M. et al.; Intellectual Property Department, Hunton & Williams, 1900 K Street, N.W., Suite 1200, Washington, DC 20006-1109 (US). |
| (21) International Application Number: PCT/US03/15204 | |
| (22) International Filing Date: 14 May 2003 (14.05.2003) | |
| (25) Filing Language: English | (81) Designated States (<i>national</i>): AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG, BR, BY, BZ, CA, CH, CN, CO, CR, CU, CZ, DE, DK, DM, DZ, EC, EE, ES, FI, GB, GD, GE, GH, GM, HR, HU, ID, IL, IN, IS, JP, KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT, LU, LV, MA, MD, MG, MK, MN, MW, MX, MZ, NO, NZ, OM, PH, PL, PT, RO, RU, SD, SE, SG, SK, SL, TJ, TM, TR, TT, TZ, UA, UG, UZ, VN, YU, ZA, ZM, ZW. |
| (26) Publication Language: English | |
| (30) Priority Data:
10/151,256 21 May 2002 (21.05.2002) US | |
| (71) Applicant: THINKSMART PERFORMANCE SYSTEMS LLC [US/US]; 5835 Peachtree Corners East, Suite A-3, Norcross, GA 30092 (US). | (84) Designated States (<i>regional</i>): ARIPO patent (GH, GM, KE, LS, MW, MZ, SD, SL, SZ, TZ, UG, ZM, ZW), Eurasian patent (AM, AZ, BY, KG, KZ, MD, RU, TJ, TM), European patent (AT, BE, BG, CH, CY, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HU, IE, IT, LU, MC, NL, PT, RO, SE, SI, SK, TR), OAPI patent (BF, BJ, CF, CG, CI, CM, GA, GN, GQ, GW, ML, MR, NE, SN, TD, TG). |
| (72) Inventors: HOPKINS, Rosalie, Marie; 4384 River Stream Circle, Norcross, GA 30092 (US). CHODROW, Sarah, Elizabeth; 402 North Crossing Way, Decatur, GA 30033 (US). DANNER, Kevin, Rory; 4370 Red Rock Road Point, Suwanee, GA 30024 (US). | |

[Continued on next page]

- (54) Title:** WEB-BASED HELP/TRAINING CONTENT



- (57) Abstract:** A system and method of the present invention supplies a user of a web-based application with relevant interactive help/training content (118) that corresponds to an object or page of the web-based application that the user's cursor is pointing to (110). The help/training content may include instructions, policies, procedures, tips and other information (414) that may be dynamically updated and delivered to the user (Figure 7). The relevant help/training content may be displayed in a separate browser window (412) where general information related to a page or pages as well as specific information related to a particular object may be provided (118).



Published:

— with international search report

For two-letter codes and other abbreviations, refer to the "Guidance Notes on Codes and Abbreviations" appearing at the beginning of each regular issue of the PCT Gazette.