

ABSTRACT OF THE DISCLOSURE

Remote customer service that reduces work to be done by customers and inhibits loss of sales opportunities is realized.

A remote customer service system 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 acquires a sensing value of the sensor, generates a customer service request in a case where it is determined that the acquired sensing value satisfies the condition, transmits the customer service request to a computer arranged at a store represented by the clerk information, and executes remote communication between a computer having received the customer service request and a computer arranged at the facility.

Fig. 1