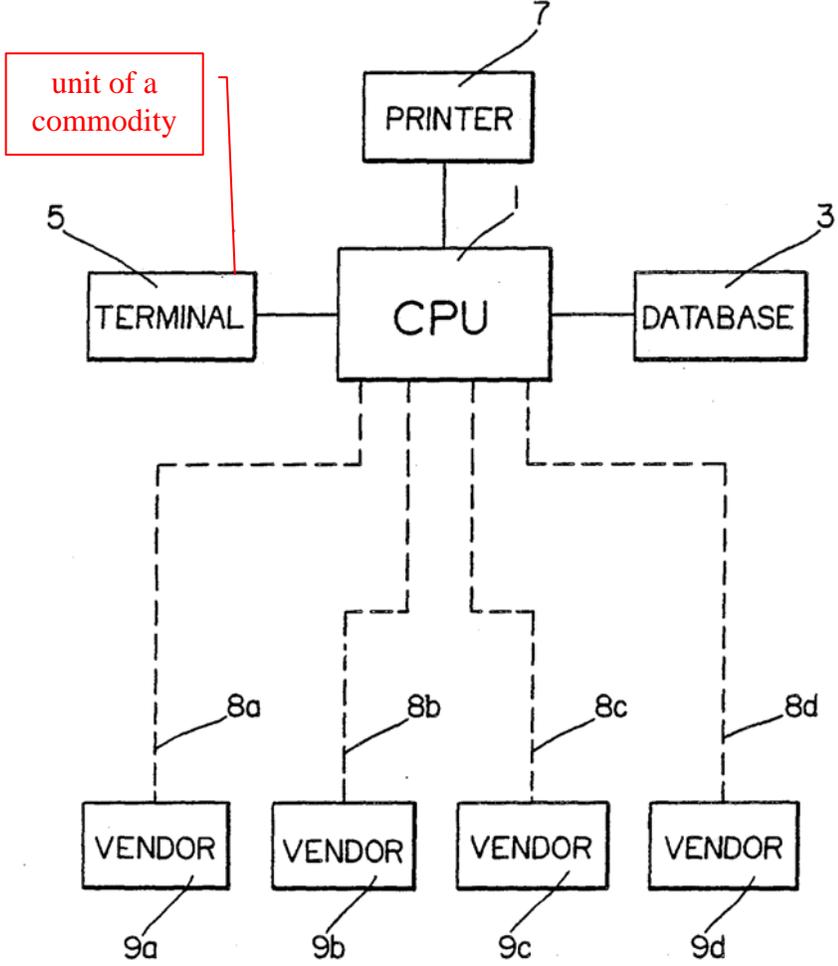


EXHIBIT CC-C

4,992,940 (“DWORKIN”) ANTICIPATES CLAIMS 1-7, 10-16, 18, 22, 24, 25, 30-32, 38, 46-48, 50-53, AND 69-74 OF US PATENT 7,222,078 UNDER 35 U.S.C. §102(B)

Claim 1	Disclosure In Dworkin
<p>A system comprising</p>	<p>Dworkin discloses a system.</p> <p>Dworkin discloses an automated system for assisting a user in locating and purchasing goods or services.</p> <p style="padding-left: 40px;">“An automated system assists a user in locating and purchasing goods or services sold by a plurality of vendors. The system includes a programmed computer which is linked to a database.” (Abstract:1-4)</p>
<p>units of a commodity that can be used by respective users in different locations,</p>	<p>Dworkin discloses units of a commodity that can be used by respective users in different locations.</p> <p>Dworkin discloses terminals (“units of a commodity”) operated by a large number of users (“respective users”).</p> <p style="padding-left: 40px;">“In the preferred embodiment, there are many terminals, operated by many users, all connected to central computer 1. The central computer is programmed, using known techniques, to accommodate a large number of users.” (4:8-12)</p>

Claim 1	Disclosure In Dworkin
	 <p>(Fig. 1)</p> <p>Dworkin discloses that users can be located anywhere (“different locations”).</p> <p>“The user does not need to consult the individual catalogs of suppliers, and can do all the shopping from a computer or terminal located virtually anywhere.” (2:51-54)</p>
<p>a user interface, which is part of each of the units of the commodity,</p>	<p>Dworkin discloses a user interface, which is part of each of the units of the commodity.</p> <p>Dworkin discloses means for displaying to the user and means for accepting from the user (“user interface”).</p> <p>“means for displaying, to the user, a menu of types of computer equipment, means for accepting, from the</p>

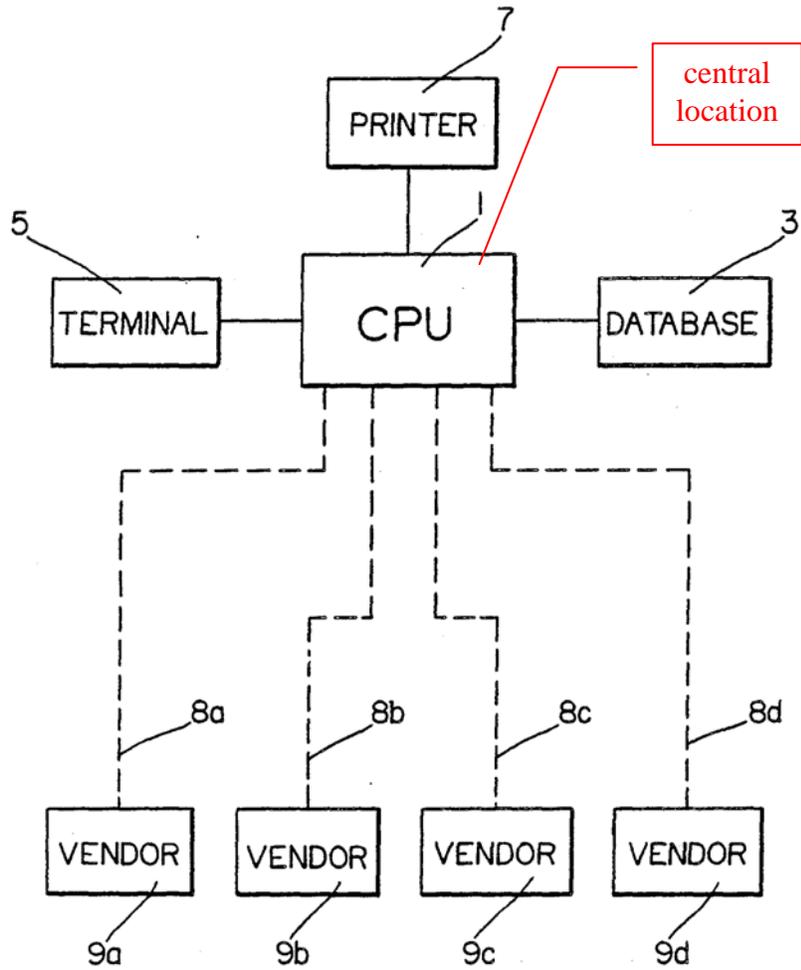
Claim 1	Disclosure In Dworkin
	<p>user, a choice of one of said types of computer equipment,” (Claim 1:10:67-11:22)</p> <p>Dworkin discloses a main menu (“user interface”) on the user’s terminal (“each of the units of the commodity”).</p> <p>“the system displays, to the user, a "Main Menu", which lists the major selections available.” (4:39-41)</p> <p>Figure 3 teaches that the user can select various menu items, including “communicate with management.”</p> <p style="text-align: center;"><u>MAIN MENU</u></p> <ol style="list-style-type: none"> 1. HARDWARE PRODUCTS 2. SOFTWARE PRODUCTS 3. SOFTWARE CONSULTANTS 4. INFORMATION ON NEW PRODUCTS 5. CANCEL AN ORDER 6. RETURN MERCHANDISE AUTHORIZATION 7. VENDOR INFORMATION 8. COMMUNICATE WITH MANAGEMENT 9. EXIT FROM SYSTEM <p>(Fig. 3)</p>
<p>configured to provide a medium for two-way local interaction between one of the users and the</p>	<p>Dworkin discloses that the user interface is configured to provide a medium for two-way local interaction between one of the users and the corresponding unit of the commodity.</p> <p>Dworkin discloses that the user selects a menu item and the system</p>

Claim 1	Disclosure In Dworkin
<p>corresponding unit of the commodity, and</p>	<p>displays a template in response to the user’s selection of the menu item (“two-way local interaction between one of the users and the corresponding unit of the commodity”).</p> <p>“Suppose, for example, that the user has selected "printers" (No. 8) from the Hardware Product Menu. Then the system might respond by displaying the template shown in FIG. 5.” (5:51-54)</p> <p>Dworkin discloses that the user enters inputs and the results are displayed (“two-way local interaction”).</p> <p>“The system accepts inputs of the user's desired specifications in block 37. When the user has entered these specifications, the system searches its database, in block 39, for products fulfilling the indicated criteria. Then, in block 40, the system displays the results.” (6:11-15)</p>
<p>further configured to elicit, from a user, information about the user’s perception of the commodity,</p>	<p>Dworkin discloses that the user interface is further configured to elicit, from a user, information about the user’s perception of the commodity.</p> <p>Dworkin discloses that the user makes various selections including communicating with management to offer suggestions for improvements (“elicit, from a user, information about the user’s perception of the commodity”).</p> <p>“As shown in FIG. 3, the user has the choice of searching for 1) hardware products, 2) software products, or 3) software consultants. These first three choices invoke the main function of the system, that is, to search the database for information on particular products or services. The remaining choices enable the user to perform auxiliary functions. The latter functions can include 4) obtaining information on new products, 5) cancelling an order, 6) returning merchandise, 7) obtaining information about a particular vendor, 8) communicating with management, or 9) leaving the system entirely. Choice No. 8 can be used to allow users to make complaints about a particular vendor, or to offer suggestions for improvements. Choice No. 7 yields more detailed information about a vendor than is obtained during a search for a product or service, as will be explained more fully below.” (4:45-61)</p> <p>Dworkin discloses that the user can note complaints about the system, or</p>

Claim 1	Disclosure In Dworkin
	<p>offer suggestions for improvement (“elicit, from a user, information about the user’s perception”).</p> <p>“Item No. 8 enables the user to communicate with the management of the system. This option can be, in effect, an electronic mailbox, wherein the user can note complaints about the system or about a supplier. The user can also offer suggestions for improvement of the data formats, etc.” (10:9-14)</p>
<p>a memory within each of the units of the commodity capable of storing results of the two-way local interaction, the results including elicited information about user perception of the commodity,</p>	<p>Dworkin discloses a memory within each of the units of the commodity capable of storing results of the two-way local interaction, the results including elicited information about user perception of the commodity.</p> <p>Dworkin discloses a database that stores information including user’s suggestions for improvements and complaints (“results of the two-way local communication”).</p> <p>“The computer is connected to database 3. The database can be stored in the memory of computer 1, or it can be stored at some remote location. The database contains information about products and/or services, and the vendors who sell them.” (3:62-66)</p> <p>Dworkin discloses storing user’s information (“results of the two-way local interaction”) that is entered by the user.</p> <p>“It is also possible for the system to store certain information about each user, so that the user can bypass the step of entering a name and address each time an order is placed.” (8:20-24)</p> <p>It is understood from these teachings of Dworkin that the user’s terminal has a memory (<i>e.g.</i>, database, RAM, disk) for storing the user’s suggestions and complaints (“two-way local interaction”).</p>
<p>a communication element associated with each of the units of the commodity</p>	<p>Dworkin discloses a communication element associated with each of the units of the commodity capable of carrying results of the two-way local interaction from each of the units of the commodity to a central location.</p> <p>Dworkin discloses modems (“communication element”) associated with a terminal (“each of the units of the commodity”).</p> <p>“the terminal is connected to the computer by telephone lines and modems, or their equivalents...” (4:5-7)</p>

Claim 1	Disclosure In Dworkin
<p>capable of carrying results of the two-way local interaction from each of the units of the commodity to a central location, and</p>	<p>Dworkin discloses that the communication element is capable of carrying results of the two-way local interaction from each of the units of the commodity to a central location.</p> <p>Dworkin discloses a computer (“central location”) located remotely.</p> <p>“Computer 1 also communicates with terminal 5. The terminal can be at the same location as the computer, or it can be located remotely. (4:2-5)</p> <p>Dworkin discloses a central computer that is located far from users (“central location”).</p> <p>“In the preferred embodiment, there is a central computer which serves many users. The central computer may be located far away from all such users.” (2:2-5)</p> <p>Figure 1 shows that the CPU/central computer is located far from users.</p>

Claim 1	Disclosure In Dworkin
---------	-----------------------



(Fig. 1)

Dworkin discloses transmitting a user's order ("two-way local interaction") to a supplier ("central location").

"The order can also be **transmitted to the supplier** electronically." (2:40-41)

a component capable of managing the interactions of the users in different locations and collecting the results of the interactions at the central location.

Dworkin discloses a component capable of managing the interactions of the users in different locations and collecting the results of the interactions at the central location.

Dworkin discloses that the computer ("central location") connects to a database.

"The computer is connected to **database 3**. The database can be stored in the memory of computer 1, or it can be stored at some remote location. The database contains

Claim 1	Disclosure In Dworkin
	<p>information about products and/or services, and the vendors who sell them.” (3:62-66)</p> <p>Dworkin discloses that the system (“central location”) accepts the user’s input (“results of the interactions”).</p> <p>“the system may accept a number entered on a keyboard, when the cursor is at the end of a given line.” (5:59-61).</p> <p>Dworkin also discloses that the system has a functional component (“component”) capable of managing the user’s choice (“interactions of the users”) and obtaining information (“collecting the results”).</p> <p>“As shown in FIG. 3, the user has the choice of searching for 1) hardware products, 2) software products, or 3) software consultants. These first three choices invoke the main function of the system, that is, to search the database for information on particular products or services. The remaining choices enable the user to perform auxiliary functions. The latter functions can include 4) obtaining information on new products, 5) cancelling an order, 6) returning merchandise, 7) obtaining information about a particular vendor, 8) communicating with management, or 9) leaving the system entirely.” (4:45-55)</p>

Claim 2	Disclosure In Dworkin
The system of claim 1	Dworkin discloses the system of claim 1 as described above.
in which the user interface is triggered based on user behaviors to generate two-way interactions with each of the users,	<p>Dworkin discloses that the user interface is triggered based on user behaviors to generate two-way interactions with each of the users.</p> <p>Dworkin discloses that the system displays a template in response to the user’s selection of the menu item (“user behaviors”).</p> <p>“Suppose, for example, that the user has selected "printers" (No. 8) from the Hardware Product Menu. Then the system might respond by displaying the template shown in FIG. 5.” (5:51-54)</p> <p>Dworkin discloses that the results are displayed in response to the user’s input of specifications (“user behaviors”).</p> <p>“The system accepts inputs of the user's desired</p>

Claim 2	Disclosure In Dworkin
	<p>specifications in block 37. When the user has entered these specifications, the system searches its database, in block 39, for products fulfilling the indicated criteria. Then, in block 40, the system displays the results." (6:11-15)</p>
<p>each of the interactions relating to a corresponding specific one of the behaviors.</p>	<p>Dworkin discloses that each of the interactions relates to a corresponding specific one of the behaviors.</p> <p>Dworkin discloses that the system's displays of a template in corresponds to the user's specific selection of the menu item ("specific one of the behaviors").</p> <p style="padding-left: 40px;">"Suppose, for example, that the user has selected "printers" (No. 8) from the Hardware Product Menu. Then the system might respond by displaying the template shown in FIG. 5." (5:51-54)</p> <p>Dworkin discloses that the display of the results relates to user's specific input of specifications specific one of the behaviors").</p> <p style="padding-left: 40px;">"The system accepts inputs of the user's desired specifications in block 37. When the user has entered these specifications, the system searches its database, in block 39, for products fulfilling the indicated criteria. Then, in block 40, the system displays the results." (6:11-15)</p>

Claim 3	Disclosure In Dworkin
<p>The system of claim 1</p>	<p>Dworkin discloses the system of claim 1 as described above.</p>
<p>in which the interactions are triggered to occur repetitively for each of the users based on repeated uses of a feature of a unit of the commodity by the user.</p>	<p>Dworkin discloses that the interactions are triggered to occur repetitively for each of the users based on repeated uses of a feature of a unit of the commodity by the user.</p> <p>Dworkin discloses that the user selects a menu item. It is understood that the user can select other menu items for "repeated uses" of the menu feature ("feature of a unit of the commodity").</p> <p style="padding-left: 40px;">"Suppose, for example, that the user has selected "printers" (No. 8) from the Hardware Product Menu. Then the system might respond by displaying the template shown in FIG. 5." (5:51-54)</p> <p>Dworkin discloses that the user enters specifications. It is understood</p>

Claim 3	Disclosure In Dworkin
	<p>that the user can enter different specifications for “repeated uses” of the specification entry feature (“feature of a unit of the commodity”).</p> <p>“The system accepts inputs of the user's desired specifications in block 37. When the user has entered these specifications, the system searches its database, in block 39, for products fulfilling the indicated criteria. Then, in block 40, the system displays the results.” (6:11-15)</p>

Claim 4	Disclosure In Dworkin
The system of claim 1	Dworkin discloses the system of claim 1 as described above.
in which the user interface comprises part of a functional user interface of the unit of the commodity that can be used to control features of the commodity.	<p>Dworkin discloses that the user interface comprises part of a functional user interface of the unit of the commodity that can be used to control features of the commodity.</p> <p>Dworkin discloses that the menu (“user interface”) provides functions (“functional user interface”) to search the database for information on particular products or services (“control features of the commodity”).</p> <p>“As shown in FIG. 3, the user has the choice of searching for 1) hardware products, 2) software products, or 3) software consultants. These first three choices invoke the main function of the system, that is, to search the database for information on particular products or services. The remaining choices enable the user to perform auxiliary functions.” (4:45-51)</p>

Claim 5	Disclosure In Dworkin
The system of claim 1	Dworkin discloses the system of claim 1 as described above.
in which the communication element also carries information from a passive probe that monitors the user's use of the commodity.	<p>Dworkin discloses that the communication element also carries information from a passive probe that monitors the user's use of the commodity.</p> <p>Dworkin discloses that the system accepts, thus monitors the user's entry of specifications. It is understood that the system includes a “passive probe” that monitors the user's entry of specifications (“use of the commodity”).</p> <p>“The system accepts inputs of the user's desired specifications in block 37. When the user has entered these specifications, the system searches its database, in</p>

Claim 5	Disclosure In Dworkin
	<p>block 39, for products fulfilling the indicated criteria. Then, in block 40, the system displays the results." (6:11-15)</p> <p>Dworkin discloses that the user can note complaints about the system, or offer suggestions for improvement. The system accepts the user's complaints or suggestions, thus has a "passive probe" that monitors the user's submission of the complaints and suggestions ("use of the commodity").</p> <p>"Item No. 8 enables the user to communicate with the management of the system. This option can be, in effect, an electronic mailbox, wherein the user can note complaints about the system or about a supplier. The user can also offer suggestions for improvement of the data formats, etc." (10:9-14)</p>

Claim 6	Disclosure In Dworkin
The system of claim 1	Dworkin discloses the system of claim 1 as described above.
in which the units of the commodity comprise telephone extension equipment and	<p>Dworkin discloses that the units of the commodity comprise telephone extension equipment.</p> <p>Dworkin discloses that the terminal is connected to the computer by telephone lines, modems, or the equivalents ("telephone extension equipment").</p> <p>"the terminal is connected to the computer by telephone lines and modems, or their equivalents..." (4:5-7)</p>
the central location comprises a private branch exchange or other central telephone network facility.	<p>Dworkin discloses that the central location comprises a private branch exchange or other central telephone network facility.</p> <p>Dworkin discloses that the terminal is connected to the computer ("central location") by telephone lines, modems, or the equivalents. It is understood that the computer ("central location") can have a "private branch exchange or other central telephone network facility."</p> <p>"the terminal is connected to the computer by telephone lines and modems, or their equivalents..." (4:5-7)</p>

Claim 7	Disclosure In Dworkin
The system of claim 1	Dworkin discloses the system of claim 1 as described above.

Claim 7	Disclosure In Dworkin
<p>in which he results of the interactions are forwarded from the central location to a remote server for analysis.</p>	<p>Dworkin discloses that the results of the interactions are forwarded from the central location to a remote server for analysis.</p> <p>Dworkin discloses that the computer (“central location”) is connected to vendors and suppliers (“remote servers”). It is understood that the vendors and suppliers (“remote servers”) processes the orders (“results of the interactions”).</p> <p>“The computer can also be connected electronically to the vendors, as indicated by dotted lines 8a, 8b, 8c, and 8d. Thus, orders to suppliers can be placed by ordinary mail, by electronic mail, or both. Orders can also be placed by facsimile. Note that it is the system, not the customer, which contacts the supplier to place an order.” (4:19-24)</p>

Claim 10	Disclosure In Dworkin
<p>The system of claim 1</p>	<p>Dworkin discloses the system of claim 1 as described above.</p>
<p>in which the two-way interaction provides instructions on how to use the commodity.</p>	<p>Dworkin discloses that the two-way interaction provides instructions on how to use the commodity.</p> <p>Dworkin discloses displaying a main menu on the user’s terminal that provides “instructions on how to” select and order products and services (“use the commodity”).</p> <p>“the system displays, to the user, a "Main Menu", which lists the major selections available.” (4:39-41)</p>

Claim 11	Disclosure In Dworkin
<p>The system of claim 1</p>	<p>Dworkin discloses the system of claim 1 as described above.</p>
<p>in which the units of the commodity comprise consumer television equipment.</p>	<p>Dworkin discloses that the units of the commodity comprise consumer television equipment.</p> <p>Dworkin discloses terminals (“units of a commodity”) operated by a large number of users. It is understood that the terminals can be television terminals for placing orders of products and services (<i>e.g.</i>, home shopping).</p> <p>“In the preferred embodiment, there are many terminals, operated by many users, all connected to central computer 1. The central computer is programmed, using known techniques, to accommodate a large number of</p>

Claim 11	Disclosure In Dworkin
	users.” (4:8-12)

Claim 12	Disclosure In Dworkin
The system of claim 11	Dworkin discloses the system of claim 11 as described above.
in which the two-way interaction comprises posing questions to a user on a television screen concerning use of the commodity and	<p>Dworkin discloses that the two-way interaction comprises posing questions to a user on a television screen concerning use of the commodity.</p> <p>Dworkin discloses displaying questionnaires (“questions”) on the terminal display.</p> <p>“In block 35, the system displays a template of technical criteria pertaining to the product selected in block 31. These criteria are used by the system to limit the search for products. As used herein, the term "template" means a screen display which is analogous to a questionnaire. That is, the template lists certain general features of the product selected, and provides areas in which the user can fill in desired specifications.” (5:43-50)</p>
receiving answers from the user expressed through a keypad or a handheld remote.	<p>Dworkin discloses that the two-way interaction comprises receiving answers from the user expressed through a keypad or a handheld remote.</p> <p>Dworkin discloses accepting a number from the user’s keyboard (“keypad”).</p> <p>“...the system may accept a number entered on a keyboard, when the cursor is at the end of a given line.” (5:59-61).</p> <p>Dworkin discloses that the user enters specifications (“answers”).</p> <p>“The system accepts inputs of the user's desired specifications in block 37. When the user has entered these specifications, the system searches its database, in block 39, for products fulfilling the indicated criteria. Then, in block 40, the system displays the results.” (6:11-15)</p> <p>Dworkin also discloses that the user submits complaints about the system, or offer suggestions for improvement (“answers”).</p>

Claim 12	Disclosure In Dworkin
	<p>“Item No. 8 enables the user to communicate with the management of the system. This option can be, in effect, an electronic mailbox, wherein the user can note complaints about the system or about a supplier. The user can also offer suggestions for improvement of the data formats, etc.” (10:9-14)</p>

Claim 13	Disclosure In Dworkin
The system of claim 12	Dworkin discloses the system of claim 12 as described above.
in which the answers are forwarded to a vendor of the commodity.	<p>Dworkin discloses that the answers are forwarded to a vendor of the commodity.</p> <p>Dworkin discloses that the user’s complaints and/or suggestions are forwarded to the management of the system or a supplier (“vendor”).</p> <p>“Item No. 8 enables the user to communicate with the management of the system. This option can be, in effect, an electronic mailbox, wherein the user can note complaints about the system or about a supplier. The user can also offer suggestions for improvement of the data formats, etc.” (10:9-14)</p>

Claim 14	Disclosure In Dworkin
The system of claim 12	Dworkin discloses the system of claim 12 as described above.
in which the keypad or hand-held remote comprises numeric keys.	<p>Dworkin discloses that the keypad or hand-held remote comprises numeric keys.</p> <p>Dworkin discloses that the user enters a numerical value from his/her keyboard, thus the keyboard has “numeric keys.”</p> <p>“The system will work with exactly what the user specifies. In the case of a numerical value, such as printer speed, the system assumes that the user has specified a minimum requirement.” (6:4-7)</p>

Claim 15	Disclosure In Dworkin
The system of claim 1	Dworkin discloses the system of claim 1 as described above.
in which the two-way interaction is	Dworkin discloses that the two-way interaction is mediated by a publicly or privately accessible on-line computerized information

Claim 15	Disclosure In Dworkin
<p>mediated by a publicly or privately accessible on-line computerized information service.</p>	<p>service.</p> <p>Dworkin discloses an automated system for assisting a user in locating and purchasing goods or services (“on-line computerized information service”).</p> <p style="padding-left: 40px;">“An automated system assists a user in locating and purchasing goods or services sold by a plurality of vendors. The system includes a programmed computer which is linked to a database.” (Abstract:1-4)</p> <p>Dworkin also discloses CompuServe Consumer “Information Service” that provides a computerized shopping service (“on-line computerized information service”).</p> <p style="padding-left: 40px;">“For example, the CompuServe Consumer Information Service provides a computerized shopping service known as the "Electronic Mall". The latter service allows a user to select a category of merchandise, and to place an order for certain items, listed on the system, within that category.” (1:34-39)</p>

Claim 16	Disclosure In Dworkin
<p>The system of claim 1</p> <p>in which the user interface presents information in one or more of the following styles: text, lists, charts, views, arrangements, hierarchies, graphical maps, sample extracts, abstracts, summary descriptions, or hypertext.</p>	<p>Dworkin discloses the system of claim 1 as described above.</p> <p>Dworkin discloses that the user interface presents information in one or more of the following styles: text, lists, charts, views, arrangements, hierarchies, graphical maps, sample extracts, abstracts, summary descriptions, or hypertext.</p> <p>Dworkin discloses that the main menu (“user interface”) lists the selections available (“lists”).</p> <p style="padding-left: 40px;">“...the system displays, to the user, a "Main Menu", which lists the major selections available.” (4:39-41)</p> <p>Dworkin also discloses displaying more detailed specifications for the chosen product or service (“summary descriptions”).</p> <p style="padding-left: 40px;">“At the user's request, the system can also display a set of more detailed specifications for the chosen product or service.” (2:30-32)</p>

Claim 18	Disclosure In Dworkin
----------	-----------------------

Claim 18	Disclosure In Dworkin
The system of claim 16	Dworkin discloses the system of claim 16 as described above.
in which the style is hypertext.	<p>Dworkin discloses that the style is hypertext.</p> <p>Dworkin discloses that the system displays a template in corresponds to the user's specific selection of the menu item. It is understood that the template could be in the form of a "hypertext."</p> <p style="text-align: center;">"Suppose, for example, that the user has selected "printers" (No. 8) from the Hardware Product Menu. Then the system might respond by displaying the template shown in FIG. 5." (5:51-54)</p> <p>Dworkin also discloses displaying more detailed specifications for the chosen product or service. It is understood that the detailed specifications can be displayed in the form of a "hypertext."</p> <p style="text-align: center;">"At the user's request, the system can also display a set of more detailed specifications for the chosen product or service." (2:30-32)</p>

Claim 22	Disclosure In Dworkin
The system of claim 1	Dworkin discloses the system of claim 1 as described above.
wherein the elicited information is information about the user's needs with respect to use of the commodity.	<p>Dworkin discloses that the elicited information is information about the user's needs with respect to use of the commodity.</p> <p>Dworkin discloses that the user enters specifications ("information about the user's needs with respect to use of the commodity") for goods or services.</p> <p style="text-align: center;">"The system accepts inputs of the user's desired specifications in block 37. When the user has entered these specifications, the system searches its database, in block 39, for products fulfilling the indicated criteria. Then, in block 40, the system displays the results." (6:11-15)</p> <p>Dworkin also discloses that the user can note complaints about the system, or offer suggestions for improvement ("information about the user's needs with respect to use of the commodity").</p> <p style="text-align: center;">"Item No. 8 enables the user to communicate with the management of the system. This option can be, in effect, an electronic mailbox, wherein the user can note</p>

Claim 22	Disclosure In Dworkin
	complaints about the system or about a supplier. The user can also offer suggestions for improvement of the data formats, etc.” (10:9-14)

Claim 24	Disclosure In Dworkin
The system of claim 1	Dworkin discloses the system of claim 1 as in claim 1 as described above.
wherein the two-way local interactions comprise a transaction for sale of a product or a service contract for the commodity.	<p>Dworkin discloses that the two-way local interactions comprise a transaction for sale of a product or a service contract for the commodity.</p> <p>Dworkin discloses purchasing products (“transaction for sale of a product”) or services (“service contract”).</p> <p>“It is another object to provide a system and method for selecting and/or purchasing products and/or services.” (2:60-62)</p> <p>Dworkin discloses facilitating orders (“two-way local interactions”) for goods (“transaction for sale of a product”) or services (“service contract”) transmitted by a user.</p> <p>“It is another object to provide a system and method which facilitates the processing of orders for goods or services transmitted by a user.” (3:9-11)</p>

Claim 25	Disclosure In Dworkin
The system of claim 1	Dworkin discloses the system of claim 1 as described above.
wherein the two-way local interactions comprise a request for servicing of the commodity by the user.	<p>Dworkin discloses that the two-way local interactions comprise a request for servicing of the commodity by the user.</p> <p>Dworkin discloses that the user uses the system for purchasing goods or services. Dworkin also discloses that the products and services can be in any field, including “servicing of the commodity.”</p> <p>“The present invention is a system and method which enables a user to locate products or services, sold by a variety of vendors or suppliers, and having a desired set of specifications. The system thereby enables the user to “shop” for products meeting the user’s own minimum requirements, and having the best price, without the need to consult individual catalogs or visit stores. The examples given below deal with computer equipment,</p>

Claim 25	Disclosure In Dworkin
	but it is understood that the invention can be used to buy products or services in virtually any other field. (3:48-57)

Claim 30	Disclosure In Dworkin
The system of claim 1	Dworkin discloses the system of claim 1 as described above.
wherein the user interface includes a console displaying text or graphics.	<p>Dworkin discloses that the user interface includes a console displaying text or graphics.</p> <p>Dworkin discloses that the main menu (“user interface”) lists the selections available (“text”).</p> <p>“the system displays, to the user, a "Main Menu", which lists the major selections available.” (4:39-41; Fig. 3)</p> <p>Dworkin also discloses displaying more detailed specifications for the chosen product or service (“text or graphics”).</p> <p>“At the user's request, the system can also display a set of more detailed specifications for the chosen product or service.” (2:30-32)</p>

Claim 31	Disclosure In Dworkin
The system of claim 30	Dworkin discloses the system of claim 30 as described above.
wherein the console comprises a display of a computer, phone, or handheld device.	<p>Dworkin discloses that the console comprises a display of a computer, phone, or handheld device.</p> <p>Dworkin discloses that the terminal has a display (“console”) displays a main menu.</p> <p>“the system displays, to the user, a "Main Menu", which lists the major selections available.” (4:39-41)</p> <p>Dworkin discloses that the terminal is connected to the computer by telephone lines, or their equivalents. It is understood that the terminal that has a display and telephone connectivity can be “a computer, phone or handheld device.”</p> <p>“Computer 1 also communicates with terminal 5. The terminal can be at the same location as the computer, or it can be located remotely. In the latter case, the terminal is</p>

Claim 31	Disclosure In Dworkin
	connected to the computer by telephone lines and modems, or their equivalents, in a conventional manner.” (4:3-7)

Claim 32	Disclosure In Dworkin
The system of claim 1	Dworkin discloses the system of claim 1 as described above.
wherein the component is configured to provide access to the collection of results to vendors of the commodity.	<p>Dworkin discloses that the component is configured to provide access to the collection of results to vendors of the commodity.</p> <p>Dworkin discloses that the user’s order is forwarded to the selected vendor, thus allowing the vendor to access the user’s order (“collection of results”).</p> <p>“The computer can also be connected electronically to the vendors, as indicated by dotted lines 8a, 8b, 8c, and 8d. Thus, orders to suppliers can be placed by ordinary mail, by electronic mail, or both. Orders can also be placed by facsimile.” (4:19-23)</p>

Claim 38	Disclosure In Dworkin
The system of claim 1	Dworkin discloses the system of claim 1 as described above.
in which the units of commodity store one or more probes that elicit specific information from the respective users through the user interfaces.	<p>Dworkin discloses that the units of commodity store one or more probes that elicit specific information from the respective users through the user interfaces.</p> <p>Dworkin discloses that the system provides a display (“user interface”) that allows users to select a menu item or enter specifications. The selection of a menu item and entry of the specification are stored, thus the system has “one or more probes” that elicit the user’s selection or specifications (“specific information”) from the users.</p> <p>“The system accepts inputs of the user's desired specifications in block 37. When the user has entered these specifications, the system searches its database, in block 39, for products fulfilling the indicated criteria. Then, in block 40, the system displays the results.” (6:11-15)</p> <p>Dworkin discloses that the user can note complaints about the system, or offer suggestions for improvement. The system accepts the user’s complaints or suggestions, thus stores “one or more probes” that allow</p>

Claim 38	Disclosure In Dworkin
	<p>the users to submit complaints and suggestions (“specific information”).</p> <p>“Item No. 8 enables the user to communicate with the management of the system. This option can be, in effect, an electronic mailbox, wherein the user can note complaints about the system or about a supplier. The user can also offer suggestions for improvement of the data formats, etc.” (10:9-14)</p>

Claim 46	Disclosure In Dworkin
The system of claim 1	Dworkin discloses the system of claim 1 as described above.
in which the two way local interaction enables the user to request help or support.	<p>Dworkin discloses that the two way local interaction enables the user to request help or support.</p> <p>Dworkin discloses that the user receives “help” in using the system.</p> <p>“Other features of the system allow the user to receive announcements about new products or services, to communicate complaints or suggestions to management or to a particular supplier, or to receive help in using the system.” (2:41-45)</p>

Claim 47	Disclosure In Dworkin
The system of claim 1	Dworkin discloses the system of claim 1 as described above.
in which the information relates to perception of a problem relating to use of the commodity.	<p>Dworkin discloses that the information relates to perception of a problem relating to use of the commodity.</p> <p>Dworkin discloses that the user can note complaints about the system, or offer suggestions for improvement. These complaints and suggestions are for a “problem” in using the system, thus it relates to the user’s “perception of a problem relating to use of the commodity.”</p> <p>“Item No. 8 enables the user to communicate with the management of the system. This option can be, in effect, an electronic mailbox, wherein the user can note complaints about the system or about a supplier. The user can also offer suggestions for improvement of the data formats, etc.” (10:9-14)</p>

Claim 48	Disclosure In Dworkin
----------	-----------------------

Claim 48	Disclosure In Dworkin
The system of claim 47	Dworkin discloses the system of claim 47 as described above.
in which the two-way local interaction includes suggestions of the user to solve the problem.	<p>Dworkin discloses that the two-way local interaction includes suggestions of the user to solve the problem.</p> <p>Dworkin discloses that the user can offer suggestions for improvement (“suggestions of the user to solve the problem”).</p> <p>“Item No. 8 enables the user to communicate with the management of the system. This option can be, in effect, an electronic mailbox, wherein the user can note complaints about the system or about a supplier. The user can also offer suggestions for improvement of the data formats, etc.” (10:9-14)</p>

Claim 50	Disclosure In Dworkin
The system of claim 1	Dworkin discloses the system of claim 1 as described above.
wherein the commodity is a demonstration unit.	<p>Dworkin discloses that the commodity is a demonstration unit.</p> <p>Dworkin discloses a user’s terminal. It is understood that the user’s terminal can be a demonstration unit.</p> <p>“Computer 1 also communicates with terminal 5. The terminal can be at the same location as the computer, or it can be located remotely. (4:3-5)</p>

Claim 51	Disclosure In Dworkin
The system of claim 1	Dworkin discloses the system of claim 1 as described above.
wherein the communication element also carries objective information about the user’s use of the commodity.	<p>Dworkin discloses that the communication element also carries objective information about the user’s use of the commodity.</p> <p>Dworkin disclose that the user makes various selections on the menu, including a request for searching the database for information on particular products or services (“objective information about the user’s use of the commodity”).</p> <p>“As shown in FIG. 3, the user has the choice of searching for 1) hardware products, 2) software products, or 3) software consultants. These first three choices invoke the main function of the system, that is, to search the database for information on particular products or</p>

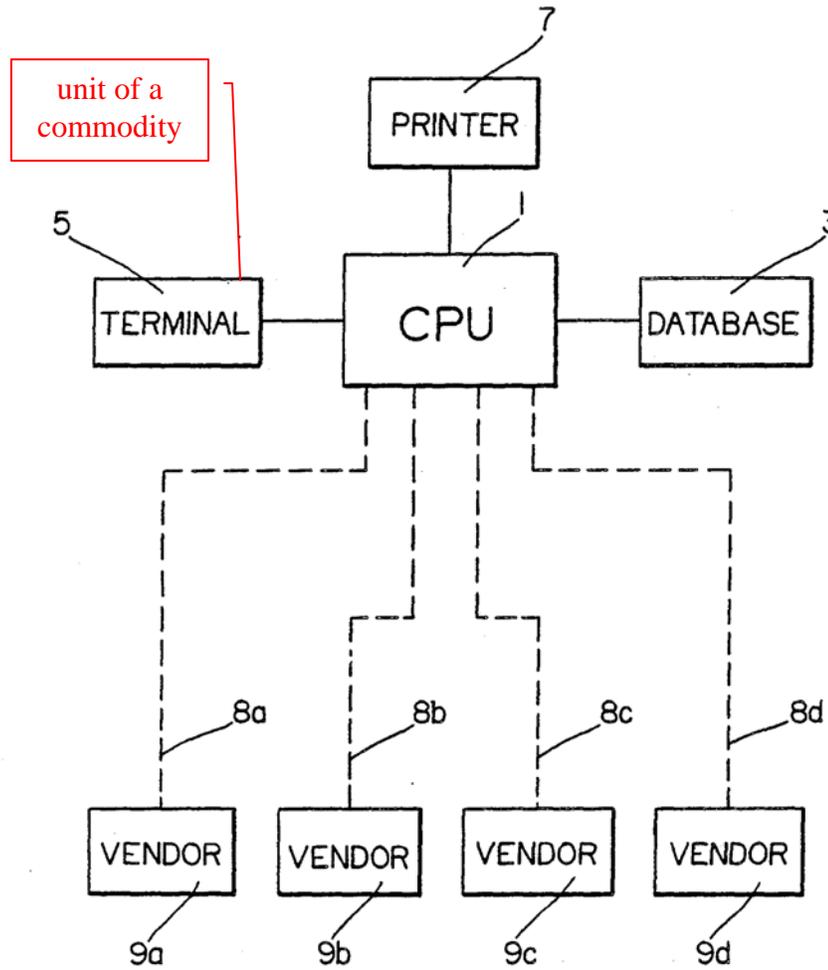
Claim 51	Disclosure In Dworkin
	services.” (4:45-50)

Claim 52	Disclosure In Dworkin
The system of claim 1	Dworkin discloses the system of claim 1 as described above.
wherein the two-way local interactions occur while the user is using the commodity.	<p>Dworkin discloses that the two-way local interactions occur while the user is using the commodity.</p> <p>Dworkin discloses that the user selects a menu item while using the terminal (“commodity”).</p> <p>“Suppose, for example, that the user has selected "printers" (No. 8) from the Hardware Product Menu. Then the system might respond by displaying the template shown in FIG. 5.” (5:51-54)</p> <p>Dworkin discloses that the user enters inputs and the results are displayed (“two-way local interaction”) while using the terminal (“commodity”).</p> <p>“The system accepts inputs of the user's desired specifications in block 37. When the user has entered these specifications, the system searches its database, in block 39, for products fulfilling the indicated criteria. Then, in block 40, the system displays the results.” (6:11-15)</p>

Claim 53	Disclosure In Dworkin
The system of claim 1	Dworkin discloses the system of claim 1 as described above.
wherein the component further manages collection of the results of the interactions along with information about a trigger event that initiated each respective interaction.	<p>Dworkin discloses that the component further manages collection of the results of the interactions along with information about a trigger event that initiated each respective interaction.</p> <p>Dworkin discloses that the user selects a menu item, and the system displays a template in response to the user’s selection of the menu item. The user’s selection of a menu item is a “trigger event” that initiated the display of the template.</p> <p>“Suppose, for example, that the user has selected "printers" (No. 8) from the Hardware Product Menu. Then the system might respond by displaying the template shown in FIG. 5.” (5:51-54)</p>

Claim 53	Disclosure In Dworkin
	<p>Dworkin discloses that the user enters desired specifications and the results are displayed. The user's input of the desired specifications is a "trigger event" that initiated the display of the results.</p> <p style="padding-left: 40px;">"The system accepts inputs of the user's desired specifications in block 37. When the user has entered these specifications, the system searches its database, in block 39, for products fulfilling the indicated criteria. Then, in block 40, the system displays the results." (6:11-15)</p> <p>It is understood that the user's selection of a menu item or entry of specifications ("results of the interactions") are stored, thus "collected" in the system.</p>

Claim 69	Disclosure In Dworkin
<p>A method for gathering information from units of a commodity in different locations,</p>	<p>Dworkin discloses a method for gathering information from units of a commodity in different locations.</p> <p>Dworkin discloses terminals ("units of a commodity").</p> <p style="padding-left: 40px;">"In the preferred embodiment, there are many terminals, operated by many users, all connected to central computer 1. The central computer is programmed, using known techniques, to accommodate a large number of users." (4:8-12)</p>



(Fig. 1)

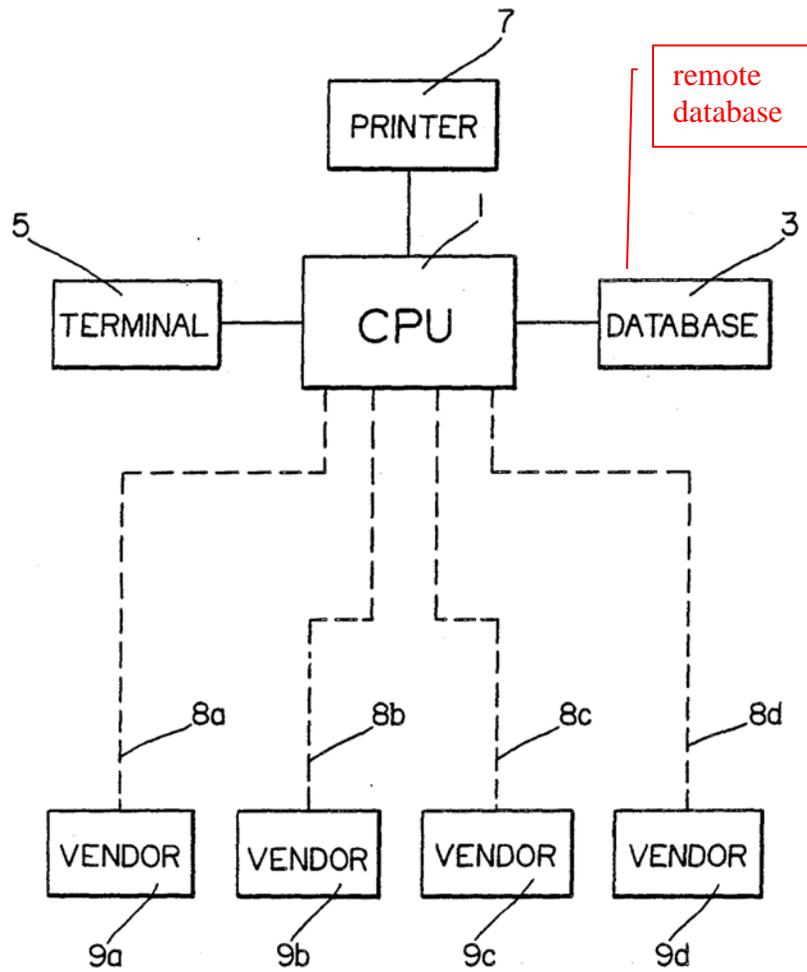
Dworkin discloses that users can be located anywhere (“different locations”).

“The user does not need to consult the individual catalogs of suppliers, and can do all the shopping from a computer or **terminal located virtually anywhere.**”
(2:51-54)

Dworkin discloses a method for gathering user’s choice and information (“information”) from (“units of a commodity”)

“As shown in FIG. 3, the **user has the choice** of searching for 1) hardware products, 2) software products, or 3) software consultants. These first three choices invoke the main function of the system, that is, to search the database for information on particular products or

Claim 69	Disclosure In Dworkin
	<p>services. The remaining choices enable the user to perform auxiliary functions. The latter functions can include 4) obtaining information on new products, 5) cancelling an order, 6) returning merchandise, 7) obtaining information about a particular vendor, 8) communicating with management, or 9) leaving the system entirely. Choice No. 8 can be used to allow users to make complaints about a particular vendor, or to offer suggestions for improvements. Choice No. 7 yields more detailed information about a vendor than is obtained during a search for a product or service, as will be explained more fully below.” (4:45-61)</p>
<p>each unit of the commodity being coupled to a remote database on a network,</p>	<p>Dworkin discloses that each unit of the commodity is coupled to a remote database on a network.</p> <p>Dworkin discloses a computer (“remote database on a network”).</p> <p>“Computer 1 also communicates with terminal 5. The terminal can be at the same location as the computer, or it can be located remotely. (4:2-5)</p> <p>Dworkin discloses a central computer that is located far from users (“remote database on a network”).</p> <p>“In the preferred embodiment, there is a central computer which serves many users. The central computer may be located far away from all such users.” (2:2-5)</p>



(Fig. 1)

the method comprising: eliciting user perceptions of respective units of the commodity through interactions at a user-interface of the respective unit;

Dworkin discloses eliciting user perceptions of respective units of the commodity through interactions at a user-interface of the respective unit.

Dworkin disclose that the user makes various selections including communicating with management to offer suggestions for improvements (“eliciting user perceptions of the respective units of the commodity”).

“As shown in FIG. 3, the **user has the choice** of searching for 1) hardware products, 2) software products, or 3) software consultants. These first three choices invoke the main function of the system, that is, to search the database for information on particular products or services. The remaining choices enable the user to

Claim 69	Disclosure In Dworkin
	<p>perform auxiliary functions. The latter functions can include 4) obtaining information on new products, 5) cancelling an order, 6) returning merchandise, 7) obtaining information about a particular vendor, 8) communicating with management, or 9) leaving the system entirely. Choice No. 8 can be used to allow users to make complaints about a particular vendor, or to offer suggestions for improvements. Choice No. 7 yields more detailed information about a vendor than is obtained during a search for a product or service, as will be explained more fully below.” (4:45-61)</p> <p>Dworkin discloses that the user can note complaints about the system, or offer suggestions for improvement (“eliciting user perceptions of the respective units of the commodity”).</p> <p>“Item No. 8 enables the user to communicate with the management of the system. This option can be, in effect, an electronic mailbox, wherein the user can note complaints about the system or about a supplier. The user can also offer suggestions for improvement of the data formats, etc.” (10:9-14)</p>
generating perception information based on inputs of the users at the respective user-interfaces;	<p>Dworkin discloses generating perception information based on inputs of the users at the respective user-interfaces.</p> <p>Dworkin discloses that the user can note complaints about the system, or offer suggestions for improvement (“perception information based on inputs of the users”).</p> <p>“Item No. 8 enables the user to communicate with the management of the system. This option can be, in effect, an electronic mailbox, wherein the user can note complaints about the system or about a supplier. The user can also offer suggestions for improvement of the data formats, etc.” (10:9-14)</p>
transmitting the perception information to the remote database;	<p>Dworkin discloses transmitting the perception information to the remote database.</p> <p>Dworkin discloses transmitting orders for goods or services to the central computer (“remote database”).</p> <p>“It is another object to provide a system and method which facilitates the processing of orders for goods or</p>

Claim 69	Disclosure In Dworkin
	<p data-bbox="591 239 1130 275">services transmitted by a user.” (3:9-11)</p> <p data-bbox="495 310 1300 380">Dworkin also discloses transmitting a user’s order (“perception information”) to a supplier (“remote database”).</p> <p data-bbox="591 415 1252 485">“The order can also be transmitted to the supplier electronically.” (2:40-41)</p>
<p data-bbox="196 527 461 737">receiving the transmitted perception information from different units of the commodity; and</p>	<p data-bbox="495 527 1357 596">Dworkin discloses receiving the transmitted perception information from different units of the commodity.</p> <p data-bbox="495 632 1411 737">Dworkin discloses that the central computer (“remote database”) receives the user’s orders for goods or services (“transmitted perception information”).</p> <p data-bbox="591 772 1300 877">“It is another object to provide a system and method which facilitates the processing of orders for goods or services transmitted by a user.” (3:9-11)</p> <p data-bbox="495 913 1403 982">Dworkin also discloses that the supplier (“remote database”) receives a user’s order (“transmitted perception information”).</p> <p data-bbox="591 1018 1252 1087">“The order can also be transmitted to the supplier electronically.” (2:40-41)</p>
<p data-bbox="196 1125 477 1262">collecting and storing the received information at the remote database.</p>	<p data-bbox="495 1125 1414 1194">Dworkin discloses collecting and storing the received information at the remote database.</p> <p data-bbox="495 1230 1403 1299">Dworkin discloses that the computer (“remote database”) connects to a database.</p> <p data-bbox="591 1335 1317 1514">“The computer is connected to database 3. The database can be stored in the memory of computer 1, or it can be stored at some remote location. The database contains information about products and/or services, and the vendors who sell them.” (3:62-66)</p> <p data-bbox="495 1549 1344 1619">Dworkin discloses that the system (“remote database”) accepts the user’s input (“results of the interactions”).</p> <p data-bbox="591 1654 1312 1759">“the system may accept a number entered on a keyboard, when the cursor is at the end of a given line.” (5:59-61).</p> <p data-bbox="495 1795 1360 1864">Dworkin also discloses that the system collects and stores the user’s choice (“received information”).</p>

Claim 69	Disclosure In Dworkin
	<p>“As shown in FIG. 3, the user has the choice of searching for 1) hardware products, 2) software products, or 3) software consultants. These first three choices invoke the main function of the system, that is, to search the database for information on particular products or services. The remaining choices enable the user to perform auxiliary functions. The latter functions can include 4) obtaining information on new products, 5) cancelling an order, 6) returning merchandise, 7) obtaining information about a particular vendor, 8) communicating with management, or 9) leaving the system entirely.” (4:45-55)</p>

Claim 70	Disclosure In Dworkin
The method of claim 69 further comprising	Dworkin discloses the method of claim 69 as described above.
enabling users of the commodities to access the received information.	<p>Dworkin discloses enabling users of the commodities to access the received information.</p> <p>Dworkin discloses that a template is displayed in response to the user’s selection of the menu item (“received information”). Therefore, the user can access his/her selection of the menu item (“received information”).</p> <p>“Suppose, for example, that the user has selected "printers" (No. 8) from the Hardware Product Menu. Then the system might respond by displaying the template shown in FIG. 5.” (5:51-54)</p> <p>Dworkin discloses that results are displayed in response to the user’s input of the desired specifications. Therefore, the user can access his/her desired specifications (“received information”).</p> <p>“The system accepts inputs of the user's desired specifications in block 37. When the user has entered these specifications, the system searches its database, in block 39, for products fulfilling the indicated criteria. Then, in block 40, the system displays the results.” (6:11-15)</p>

Claim 71	Disclosure In Dworkin
The method of claim 69 further comprising	Dworkin discloses the method of claim 69 as described above.
enabling third parties	Dworkin discloses enabling third parties to access the received

Claim 71	Disclosure In Dworkin
to access the received information.	<p>information.</p> <p>Dworkin discloses that the user’s orders (“received information”) are sent to vendors or suppliers (“third parties”).</p> <p>“The computer can also be connected electronically to the vendors, as indicated by dotted lines 8a, 8b, 8c, and 8d. Thus, orders to suppliers can be placed by ordinary mail, by electronic mail, or both. Orders can also be placed by facsimile. Note that it is the system, not the customer, which contacts the supplier to place an order.” (4:19-24)</p>

Claim 72	Disclosure In Dworkin
The method of claim 71	Dworkin discloses the method of claim 71 as described above.
in which the third parties include vendors or designers of the commodities.	<p>Dworkin discloses that the third parties include vendors or designers of the commodities.</p> <p>Dworkin discloses “vendors” of the system including user terminals (“commodities”).</p> <p>“The computer can also be connected electronically to the vendors, as indicated by dotted lines 8a, 8b, 8c, and 8d. Thus, orders to suppliers can be placed by ordinary mail, by electronic mail, or both. Orders can also be placed by facsimile. Note that it is the system, not the customer, which contacts the supplier to place an order.” (4:19-24)</p>

Claim 73	Disclosure In Dworkin
The method of claim 69 further comprising	Dworkin discloses the method of claim 69 as described above.
making a design change using the received information, or marketing the commodity using the received information.	<p>Dworkin discloses making a design change using the received information, or marketing the commodity using the received information.</p> <p>Dworkin discloses that the user can note complaints about the system, or offer suggestions for improvement (“received information”). It is understood that the management of the system will improve the operation of the system including “a design change” using the users’ suggestions or complaints (“received information”).</p> <p>“Item No. 8 enables the user to communicate with the</p>

Claim 73	Disclosure In Dworkin
	<p>management of the system. This option can be, in effect, an electronic mailbox, wherein the user can note complaints about the system or about a supplier. The user can also offer suggestions for improvement of the data formats, etc.” (10:9-14)</p>

Claim 74	Disclosure In Dworkin
<p>The method of claim 69</p>	<p>Dworkin discloses the method of claim 69 as described above.</p>
<p>said eliciting step includes interacting with the users through the respective user-interfaces of units of commodity</p>	<p>Dworkin discloses interacting with the users through the respective user-interfaces of units of commodity.</p> <p>Dworkin discloses that the system provides a menu item that allows user’s request for searching database or communication (“interacting with users”) with management of the system.</p> <p>“As shown in FIG. 3, the user has the choice of searching for 1) hardware products, 2) software products, or 3) software consultants. These first three choices invoke the main function of the system, that is, to search the database for information on particular products or services. The remaining choices enable the user to perform auxiliary functions. The latter functions can include 4) obtaining information on new products, 5) cancelling an order, 6) returning merchandise, 7) obtaining information about a particular vendor, 8) communicating with management, or 9) leaving the system entirely.” (4:45-55)</p>
<p>to elicit perception information about (i) steps that a vendor of the commodity could take to improve user satisfaction or (ii) training or support provided for users of the commodity.</p>	<p>Dworkin discloses eliciting perception information about (i) steps that a vendor of the commodity could take to improve user satisfaction or (ii) training or support provided for users of the commodity.</p> <p>Dworkin discloses that the user can note complaints about the system, or offer suggestions for improvement (“improve user satisfaction or support”).</p> <p>“Item No. 8 enables the user to communicate with the management of the system. This option can be, in effect, an electronic mailbox, wherein the user can note complaints about the system or about a supplier. The user can also offer suggestions for improvement of the data formats, etc.” (10:9-14)</p>