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**Lange et al.**

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(54) **NETWORK SYSTEM EXTENSIBLE BY USERS**

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(58) **Field of Classification Search** ..... **709/202, 709/226**

See application file for complete search history.

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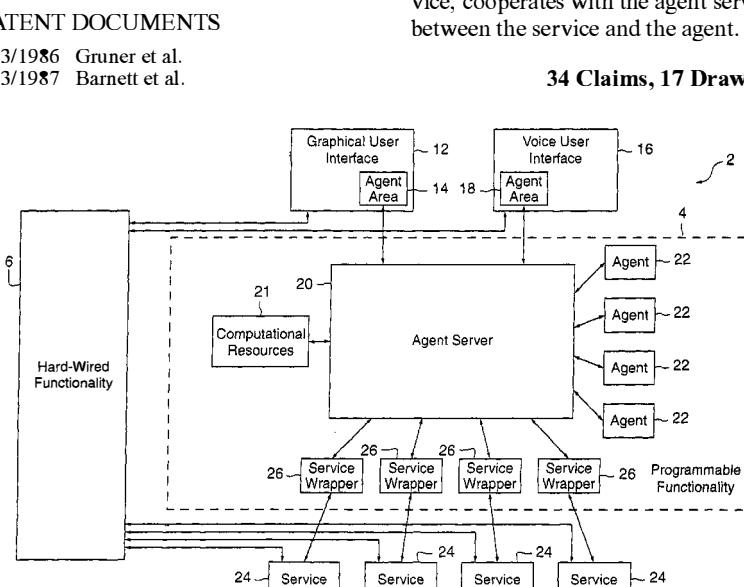
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## (57) ABSTRACT

In one aspect, a network system includes a user interface which allows a user to interact with the network system. An agent server is coupled to the user interface. The agent server manages the operation of the network system. Furthermore, the agent server in conjunction with the user interface is operable to create or modify an agent in response to interaction by the user. In another aspect, a network system includes an agent server which manages the operation of the network system. An agent is operable to utilize a service within the network system. A service wrapper, associated with the service, cooperates with the agent server to mediate interaction between the service and the agent.

34 Claims, 17 Drawing Sheets



HCC INSURANCE

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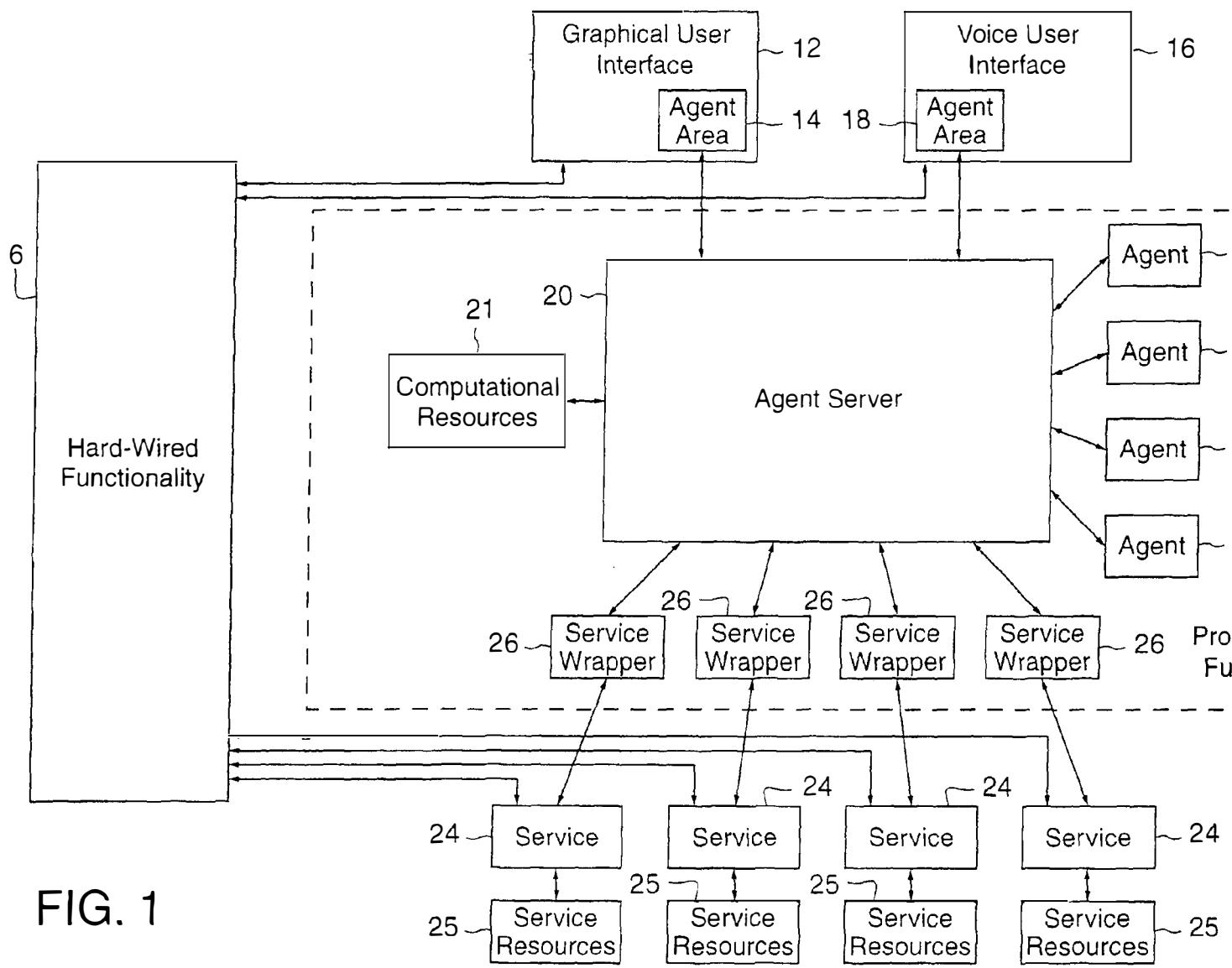


FIG. 1

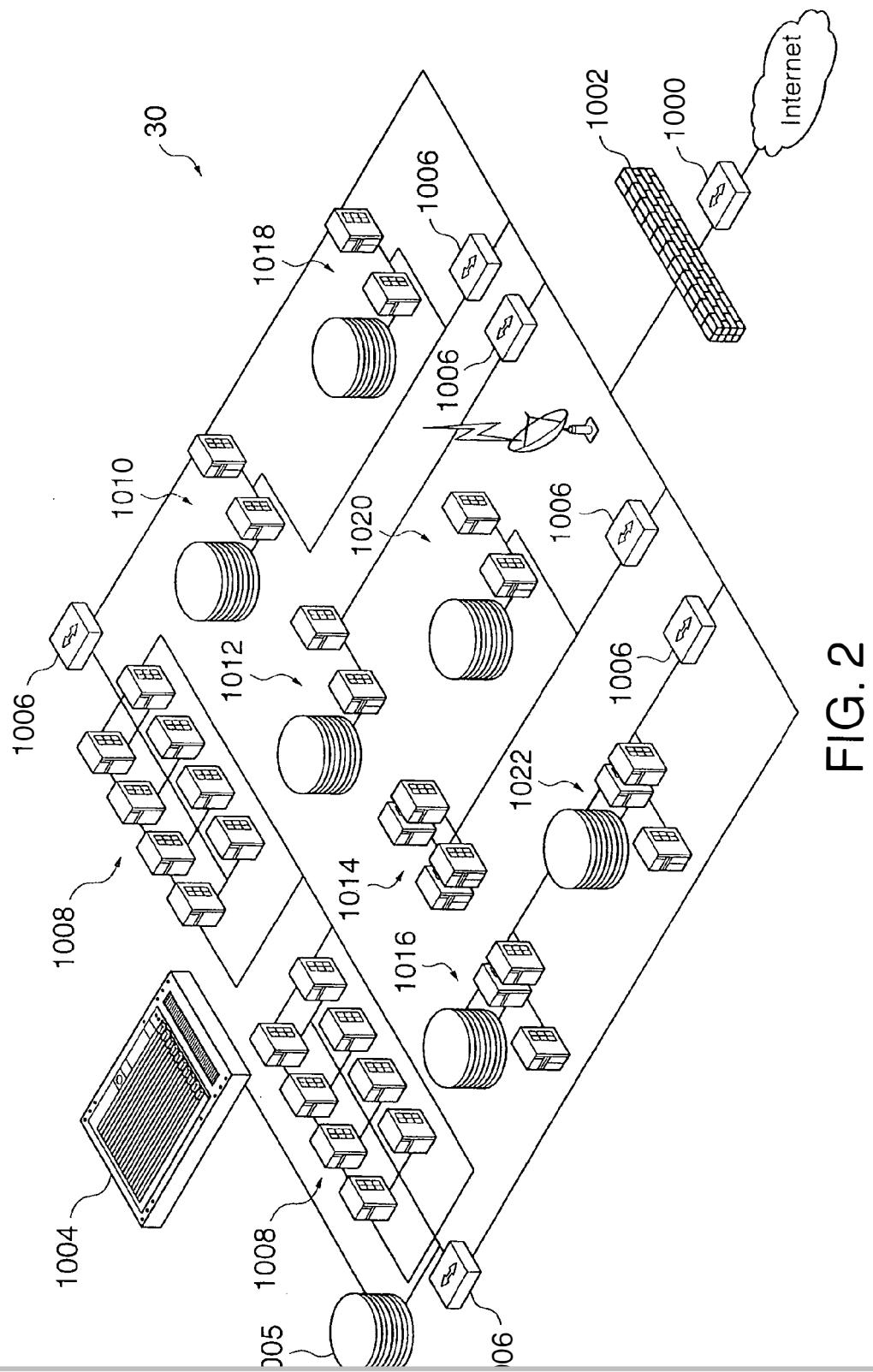


FIG. 2

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