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Finkelstein et al.　　　　　　　　　　(45) **Date of Patent:** **Nov. 11, 2014**

(54) **METHOD AND SYSTEM FOR ONLINE USER FEEDBACK ON WEBSITES AND SOFTWARE**

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(51) **Int. Cl.**
　　G06Q 10/00　　　　(2012.01)
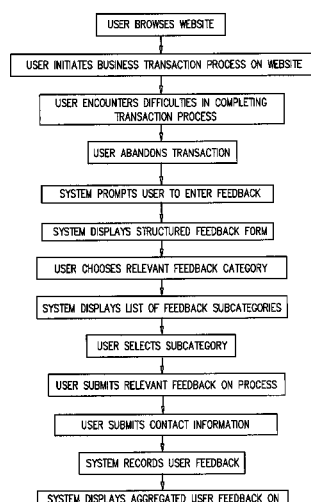　　**G06Q 30/00**　　　　(2012.01)
(52) **U.S. Cl.**
　　USPC **705/7.32**; 705/7.29
(58) **Field of Classification Search**
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　　See application file for complete search history.

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(57) **ABSTRACT**

A system for collecting and analyzing structured user feedback on websites, the system including website user structured feedback form generation functionality operative to generate structured feedback forms for providing website user feedback on website user interaction with a website-based process and website user feedback analyzing functionality operative to automatically collect and analyze website user feedback entered in the structured feedback forms and to provide at least one analysis report based on feedback from a multiplicity of website users.

19 Claims, 16 Drawing Sheets

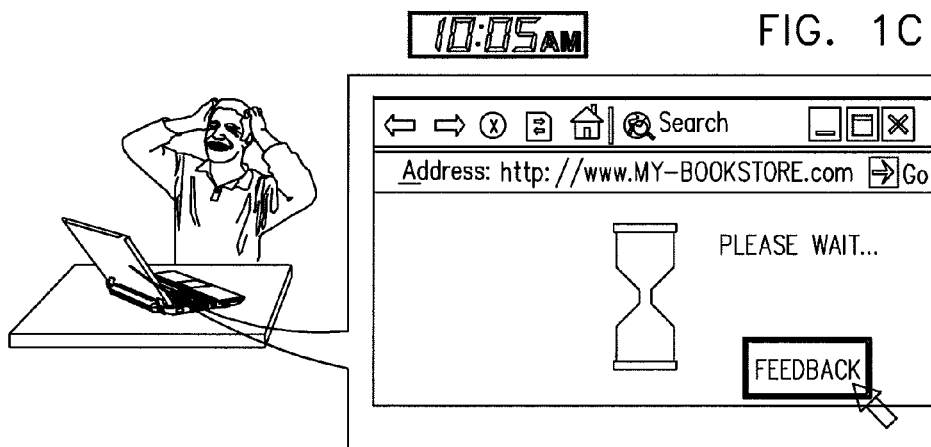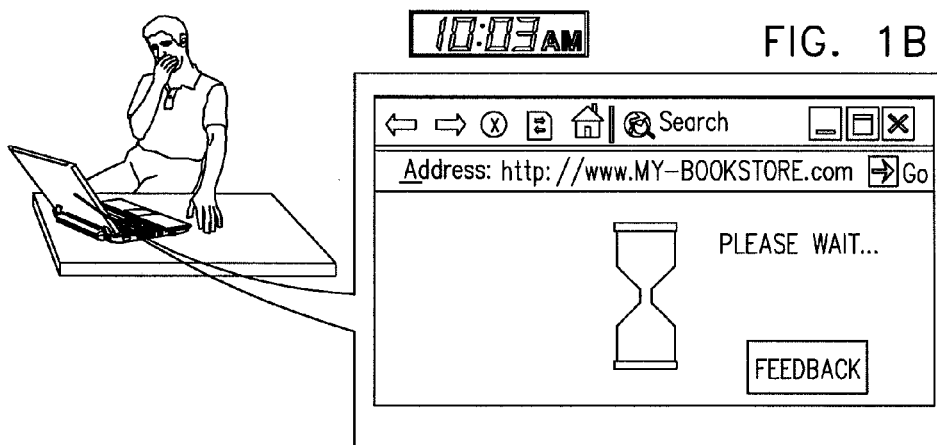(56)　　　　　　**References Cited**
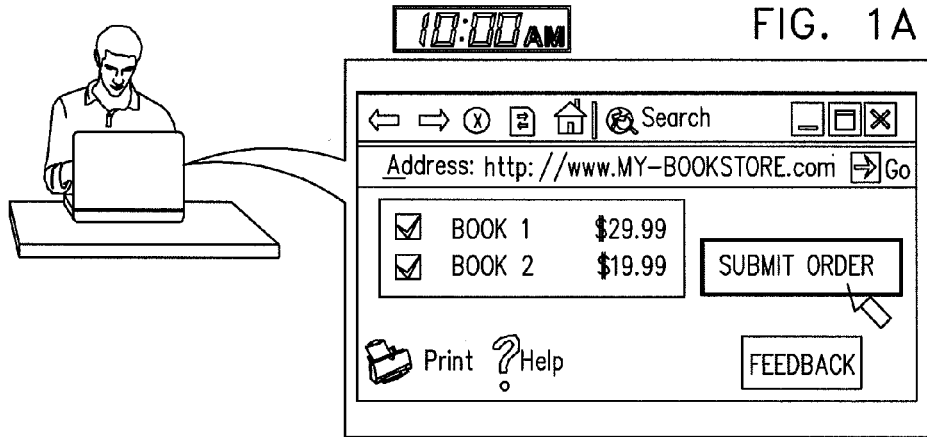
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FIG. 1A

FIG. 1B

FIG. 1C

Feedback ▢▢☒

How do you feel about this process?

Send Cancel

FIG. 1D

Feedback ▢▢☒

How do you feel about this process?

What went wrong?

🐞 Bugs   📝 Site content   🔍 Suggestions

Select a relevant issue

Browser not supported   Registration/Privacy
Can't log in   Response time
Site content   Objectionable Content

Send Cancel

FIG. 1E

Feedback ▢▢☒

How do you feel about this process?

🐞 Bugs   📝 Site content   🔍 Suggestions

Response time

☑ TRANSACTION TAKES TOO LONG
☐ SCREEN REFRESHES SLOWLY

Send Cancel

FIG. 1F

FIG. 1G

Contact Information ⬚⬚⊠

Name: | John Smith

Telephone: | (914) 352-8765

Email: | John-smith@smith.com

Address: | 2 Main st., Smithtown, CA, USA

Send | Cancel

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