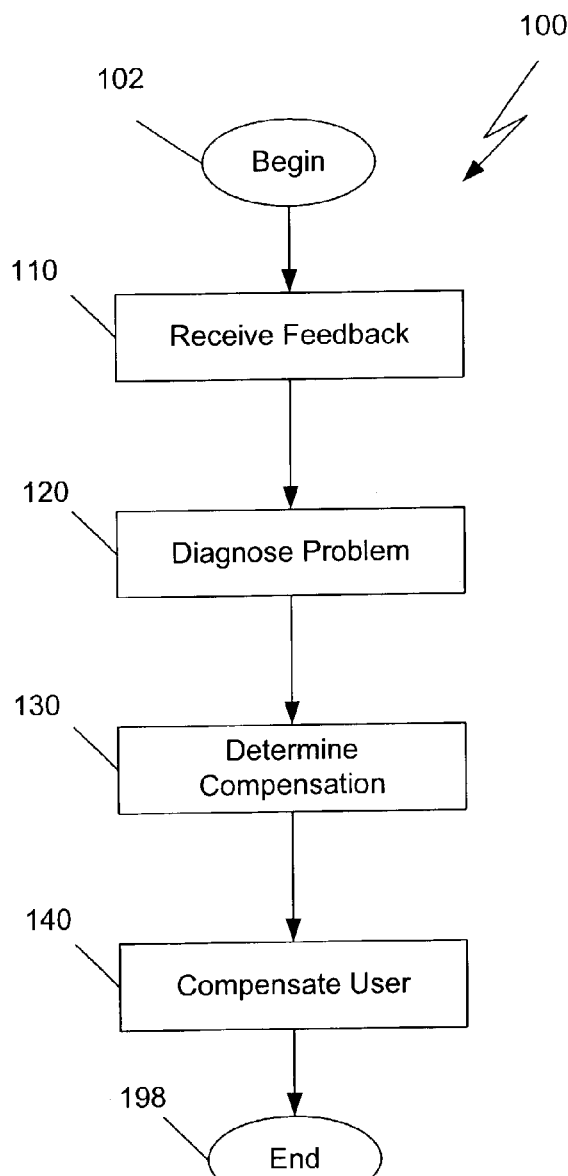


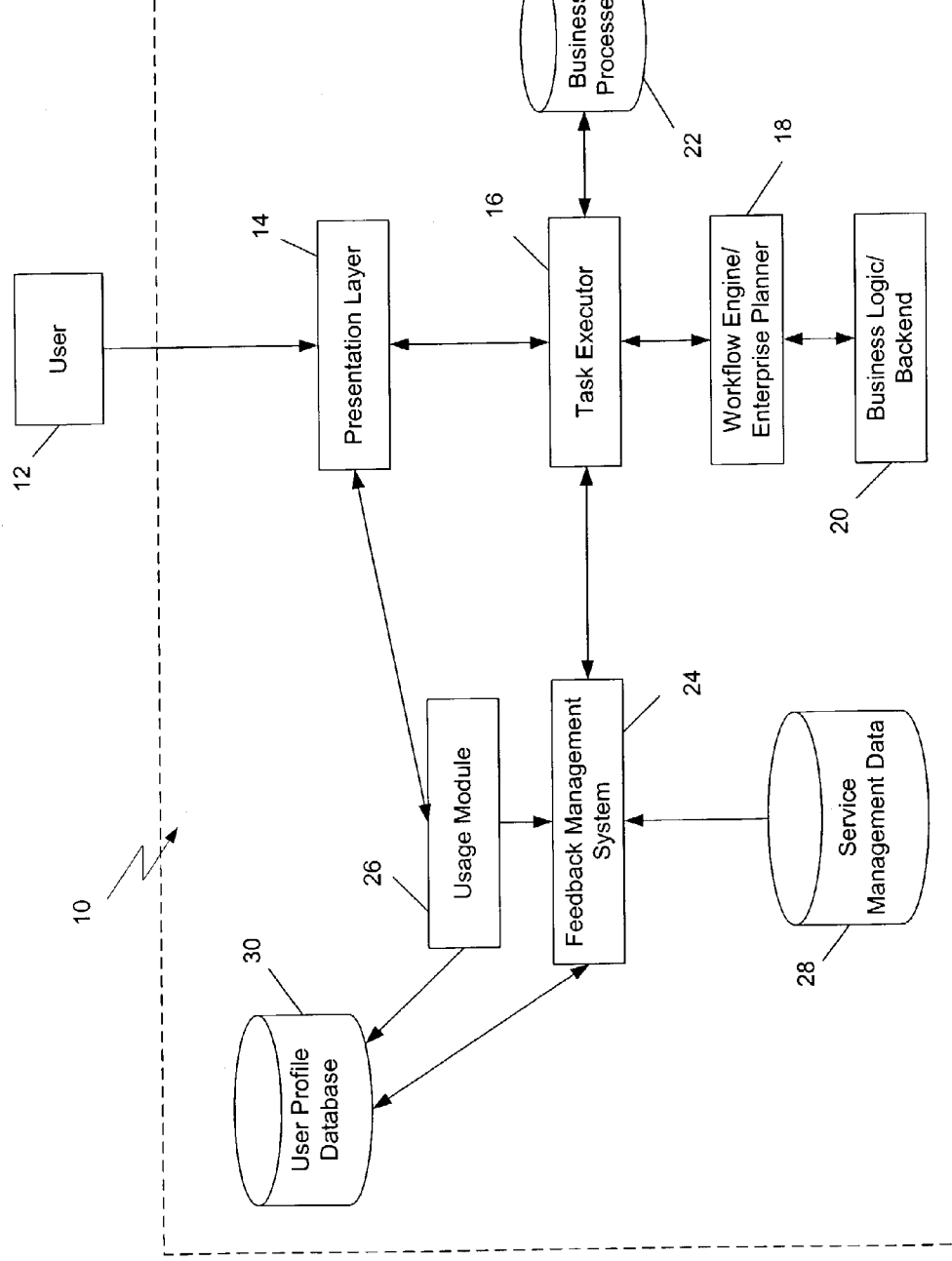


US 20040177138A1

(19) **United States**(12) **Patent Application Publication** (10) **Pub. No.: US 2004/0177138 A1**
(43) **Pub. Date:** **Sep. 9, 2004**(54) **METHOD AND SYSTEM FOR PROCESSING
USER FEEDBACK RECEIVED FROM A
USER OF A WEBSITE**(22) Filed: **Mar. 5, 2003****Publication Classification**(76) Inventors: **Mathias Salle**, Palo Alto, CA (US);
Evan Kirshenbaum, Mountain View,
CA (US); **Cipriano Santos**, Modesto,
CA (US)(51) **Int. Cl.⁷** **G06F 15/13**
(52) **U.S. Cl.** **709/223; 715/501.1**(57) **ABSTRACT**Correspondence Address:
HEWLETT-PACKARD COMPANY
Intellectual Property Administration
P.O. Box 272400
Fort Collins, CO 80527-2400 (US)

A method is disclosed for processing feedback from a user of a website. Feedback is received from the user relating to a current session of use of the website. Based on the feedback, a problem is diagnosed. Compensation for the user is determined, based on the problem, and the user is compensated at the level determined to be appropriate for the problem.

(21) Appl. No.: **10/378,823**



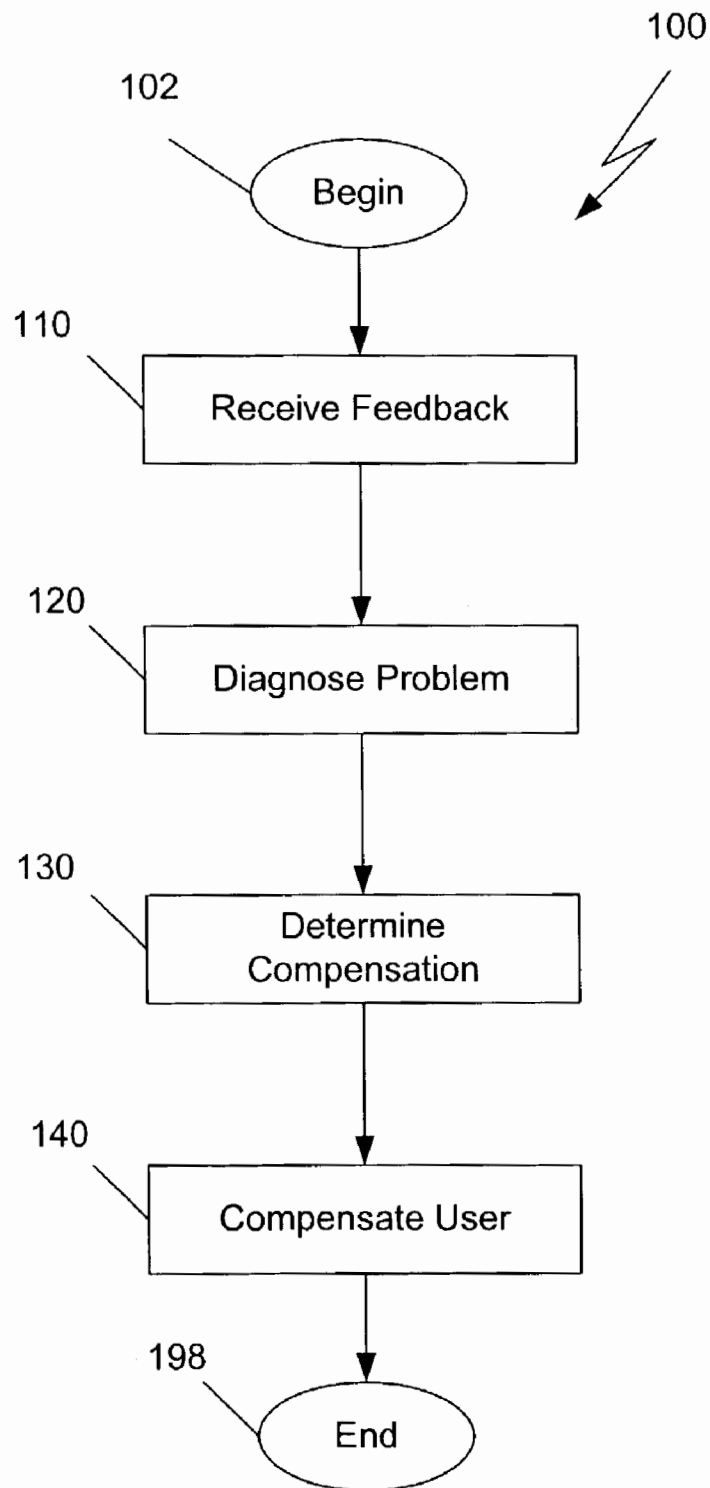


Fig. 2

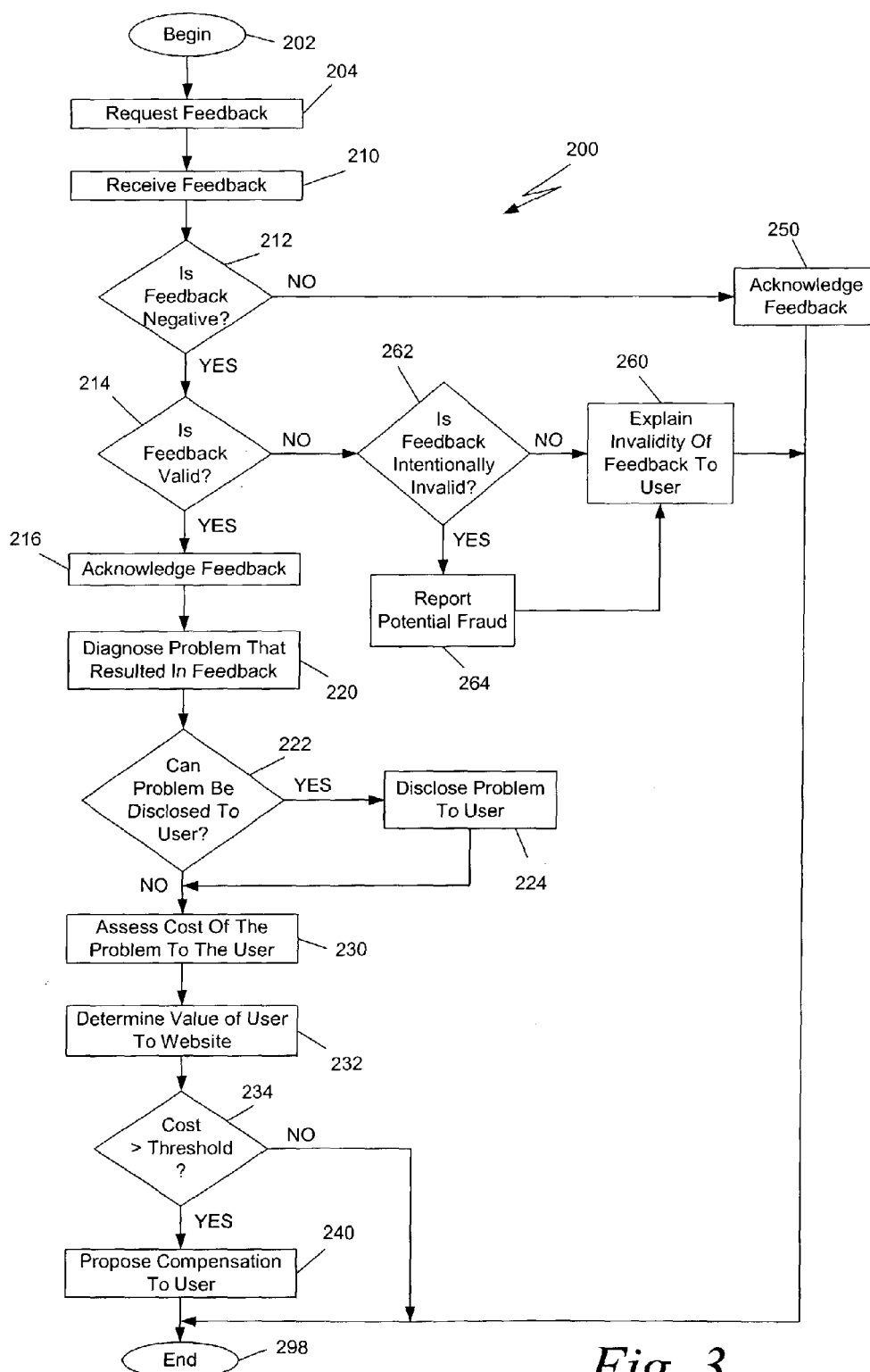


Fig. 3

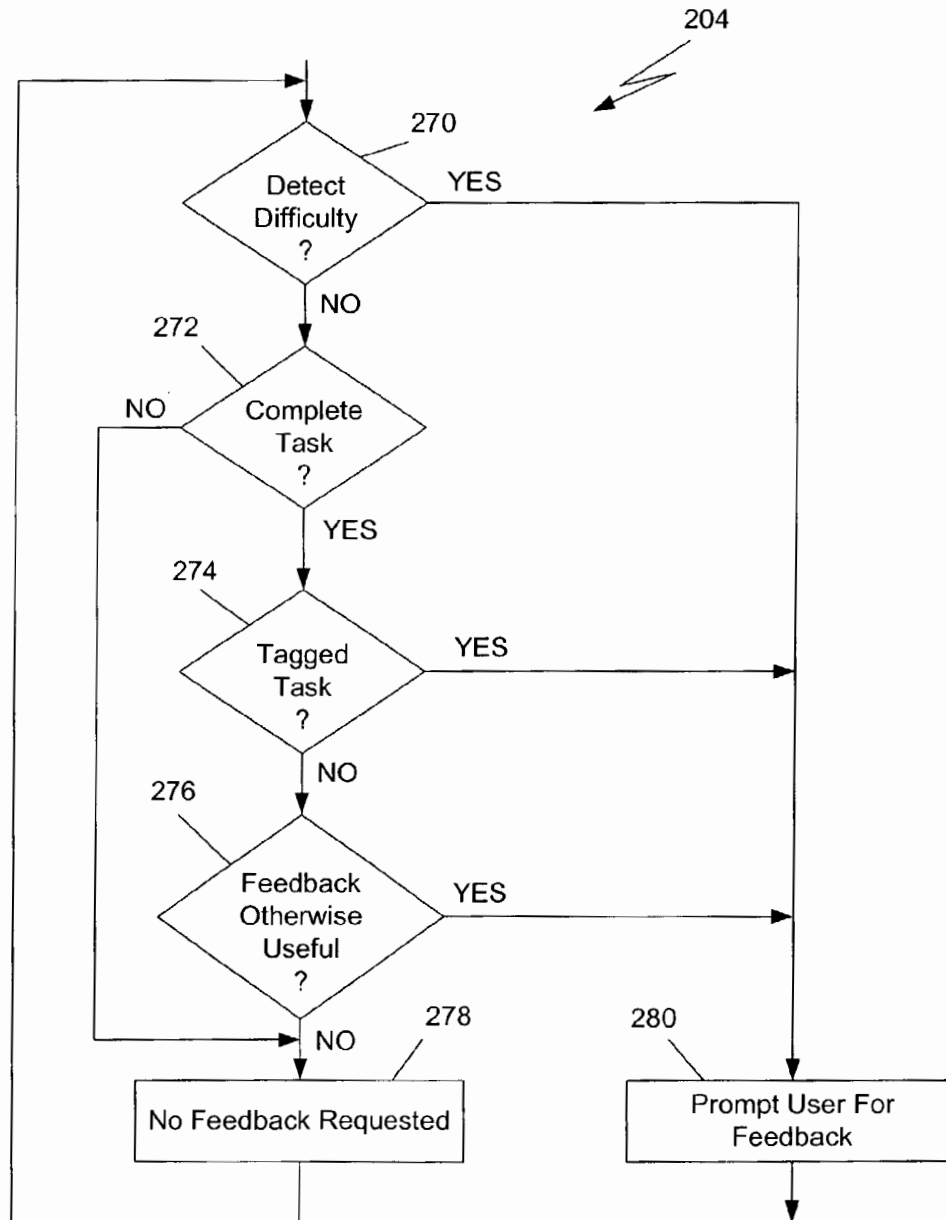


Fig. 4

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