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ELECTRONIC ACKNOWLEDGEMENT RECEIPT

APPLICATION #	RECEIPT DATE / TIME	ATTORNEY DOCKET #
18/307,280	**04/26/2023 01:59:38 PM ET**	**10875-09939 US**

Title of Invention

CROSS-APPLICATION WALKTHROUGH GUIDES FROM DESKTOP APP TO DESKTOP APP, DESKTOP APP TO BROWSER AND BROWSER TO DESKTOP APP

Application Information

APPLICATION TYPE	Utility - Nonprovisional Application under 35 USC 111(a)	PATENT #	-
CONFIRMATION #	2792	FILED BY	Edward Van Gieson
PATENT CENTER #	61988185	FILING DATE	-
CUSTOMER #	93219	FIRST NAMED INVENTOR	Muthukrishnan Thukkaram
CORRESPONDENCE ADDRESS	-	AUTHORIZED BY	Edward Van Gieson

Documents

TOTAL DOCUMENTS: 6

DOCUMENT	PAGES	DESCRIPTION	SIZE (KB)
09939 US - Application Data Sheet.pdf	8	Application Data Sheet	2174 KB
09939 US - Drawings.pdf	6	Drawings-only black and white line drawings	139 KB
09939 US - Power of Attorney.pdf	3	Power of Attorney	280 KB
09939 US - Declaration.pdf	3	Oath or Declaration filed	192 KB
09939 US - Information Disclosure Statement.pdf	4	Information Disclosure Statement (IDS) Form (SB08)	1234 KB

09939 US - Specification-SPEC.docx	25	Specification	46 KB

Warning: The automatic document description has been replaced. Bookmarks were found and have been removed.

Digest

DOCUMENT	MESSAGE DIGEST(SHA-512)
09939 US - Application Data Sheet.pdf	C2862FFA042AC478448C3879825FBBF380509ADC3893C7B7F BE5812798EDC0B30CF80E97D5C4195A8236BC1CF162E565D C3359A67EBBA1E9E7B43273EBD86704
09939 US - Drawings.pdf	5357C910B5BF8D566E57B5D194455BD5A8BB97547A2D2BE65 C7C729E8B8A0639799C11DCA6115DD72F5B787F205FC1CAD 1D46378FF5EB0564B1B1703BDD8856A
09939 US - Power of Attorney.pdf	30050E585EB6B3E22B4DD8460336892314FDCA55AB37CECB1 87DFF476BDB4801C9FA4FE982BC181AE16C3F0EAE532E68E5 B40547C328D7B5DF22F3FB4A335DC0
09939 US - Declaration.pdf	6D9FF16BB84970879A0A1E5194D2BCC0BDFEE721DFFB054B A38058F61D442D6509775485F186E8335129251D566F0895D6D 4A85035EE66607CBF273833A621D5
09939 US - Information Disclosure Statement.pdf	ABD44324EB8E2E51704FB1E5837238BCAB258C9C541698AA5 B38FD1DE173456603F1A2ACFB169F0CB55237373CDAF88761 399029A4B2E1688C6275530F338C85
09939 US - Specification-SPEC.docx	EDB971C99860F00A060B1F075618DB234DF21D2CC6D9B2CA3 64E1E72E2A380FB347292FA93BFAC086146E787702CB76CD7 79D125C5343FC09D4A0E955F5A484A

This Acknowledgement Receipt evidences receipt on the noted date by the USPTO of the indicated documents, characterized by the applicant, and including page counts, where applicable. It serves as evidence of receipt similar to a Post Card, as described in MPEP 503.

New Applications Under 35 U.S.C. 111

If a new application is being filed and the application includes the necessary components for filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application

National Stage of an International Application under 35 U.S.C. 371

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

New International Application Filed with the USPTO as a Receiving Office

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.

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ELECTRONIC PAYMENT RECEIPT

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CUSTOMER #	93219	FILING DATE	-
CORRESPONDENCE ADDRESS	-	FIRST NAMED INVENTOR	Muthukrishnan Thukkaram

Payment Information

PAYMENT METHOD	PAYMENT TRANSACTION ID	PAYMENT AUTHORIZED BY
CARD / 1002	**E20234PE01379231**	**Edward Van Gieson**
PRE-AUTHORIZED ACCOUNT	**PRE-AUTHORIZED CATEGORY**	
603148	**37 CFR 1.16 (National application filing, search, and examination fees)**	

FEE CODE	DESCRIPTION	ITEM PRICE($)	QUANTITY	ITEM TOTAL($)
1111	UTILITY PATENT APPL. SEARCH FEE	700.00	1	700.00
1011	BASIC FILING FEE - UTILITY (PAPER FILING ALSO REQUIRES NON-ELECTRONIC FILING FEE UNDER 1.16(T))	320.00	1	320.00
1311	PATENT APPL. EXAMINATION FEE	800.00	1	800.00
1202	EACH CLAIM IN EXCESS OF 20	100.00	4	400.00

TOTAL AMOUNT:	**$2,220.00**

This Acknowledgement Receipt evidences receipt on the noted date by the USPTO of the indicated documents, characterized by the applicant, and including page counts, where applicable. It serves as evidence of receipt similar to a Post Card, as described in MPEP 503.

New Applications Under 35 U.S.C. 111

If a new application is being filed and the application includes the necessary components for filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application

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New International Application Filed with the USPTO as a Receiving Office

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.

PTO/AIA/14 (01-22)
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U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

Application Data Sheet 37 CFR 1.76	Attorney Docket Number	10875-09939 US
	Application Number	
Title of Invention	CROSS-APPLICATION WALKTHROUGH GUIDES FROM DESKTOP APP TO DESKTOP APP, DESKTOP APP TO BROWSER AND BROWSER TO DESKTOP APP	

The application data sheet is part of the provisional or nonprovisional application for which it is being submitted. The following form contains the bibliographic data arranged in a format specified by the United States Patent and Trademark Office as outlined in 37 CFR 1.76.
This document may be completed electronically and submitted to the Office in electronic format using the Electronic Filing System (EFS) or the document may be printed and included in a paper filed application.

Secrecy Order 37 CFR 5.2:

☐ Portions or all of the application associated with this Application Data Sheet may fall under a Secrecy Order pursuant to 37 CFR 5.2 (Paper filers only. Applications that fall under Secrecy Order may not be filed electronically.)

Inventor Information:

Inventor 1 Remove

Legal Name

Prefix	Given Name	Middle Name	Family Name	Suffix
	Muthukrishnan		Thukkaram	

Residence Information (Select One) ○ US Residency ◉ Non US Residency ○ Active US Military Service

City	Bangalore	Country of Residence [i]	IN

Mailing Address of Inventor:

Address 1	c/o No.1289/1090E, 18th Cross Road, Sector 3		
Address 2	HSR Layout		
City	Bangalore	**State/Province**	KA
Postal Code	560102	**Country** [i]	IN

Inventor 2 Remove

Legal Name

Prefix	Given Name	Middle Name	Family Name	Suffix
	Rahul		Mhambrey	

Residence Information (Select One) ○ US Residency ◉ Non US Residency ○ Active US Military Service

City	Bangalore	Country of Residence [i]	IN

Mailing Address of Inventor:

Address 1	c/o No.1289/1090E, 18th Cross Road, Sector 3		
Address 2	HSR Layout		
City	Bangalore	**State/Province**	KA
Postal Code	560102	**Country** [i]	IN

All Inventors Must Be Listed - Additional Inventor Information blocks may be generated within this form by selecting the **Add** button. Add

Correspondence Information:

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Enter either Customer Number or complete the Correspondence Information section below.
For further information see 37 CFR 1.33(a).

☐ **An Address is being provided for the correspondence Information of this application.**

Customer Number	93219		
Email Address	docketing@patentlawworks.net	Add Email	Remove Email

Application Information:

Title of the Invention	CROSS-APPLICATION WALKTHROUGH GUIDES FROM DESKTOP APP TO DESKTOP APP, DESKTOP APP TO BROWSER AND BROWSER TO DESKTOP APP		
Attorney Docket Number	10875-09939 US	**Small Entity Status Claimed**	☐
Application Type	Nonprovisional		
Subject Matter	Utility		
Total Number of Drawing Sheets (if any)	6	**Suggested Figure for Publication (if any)**	

Filing By Reference:

Only complete this section when filing an application by reference under 35 U.S.C. 111(c) and 37 CFR 1.57(a). Do not complete this section if application papers including a specification and any drawings are being filed. Any domestic benefit or foreign priority information must be provided in the appropriate section(s) below (i.e., "Domestic Benefit/National Stage Information" and "Foreign Priority Information").

For the purposes of a filing date under 37 CFR 1.53(b), the description and any drawings of the present application are replaced by this reference to the previously filed application, subject to conditions and requirements of 37 CFR 1.57(a).

Application number of the previously filed application	Filing date (YYYY-MM-DD)	Intellectual Property Authority or Country

Publication Information:

☐ Request Early Publication (Fee required at time of Request 37 CFR 1.219)

☒ **Request Not to Publish.** I hereby request that the attached application not be published under 35 U.S.C. 122(b) and certify that the invention disclosed in the attached application **has not and will not** be the subject of an application filed in another country, or under a multilateral international agreement, that requires publication at eighteen months after filing.

Representative Information:

Representative information should be provided for all practitioners having a power of attorney in the application. Providing this information in the Application Data Sheet does not constitute a power of attorney in the application (see 37 CFR 1.32).
Either enter Customer Number or complete the Representative Name section below. If both sections are completed the customer Number will be used for the Representative Information during processing.

Please Select One:	◉ Customer Number	○ US Patent Practitioner	○ Limited Recognition (37 CFR 11.9)
Customer Number	93219		

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Domestic Benefit/National Stage Information:

This section allows for the applicant to either claim benefit under 35 U.S.C. 119(e), 120, 121, 365(c), or 386(c) or indicate National Stage entry from a PCT application. Providing benefit claim information in the Application Data Sheet constitutes the specific reference required by 35 U.S.C. 119(e) or 120, and 37 CFR 1.78.
When referring to the current application, please leave the "Application Number" field blank.

Prior Application Status		Remove	
Application Number	Continuity Type	Prior Application Number	Filing or 371(c) Date (YYYY-MM-DD)

Additional Domestic Benefit/National Stage Data may be generated within this form by selecting the **Add** button.

Foreign Priority Information:

This section allows for the applicant to claim priority to a foreign application. Providing this information in the application data sheet constitutes the claim for priority as required by 35 U.S.C. 119(b) and 37 CFR 1.55. When priority is claimed to a foreign application that is eligible for retrieval under the priority document exchange program (PDX)[i] the information will be used by the Office to automatically attempt retrieval pursuant to 37 CFR 1.55(i)(1) and (2). Under the PDX program, applicant bears the ultimate responsibility for ensuring that a copy of the foreign application is received by the Office from the participating foreign intellectual property office, or a certified copy of the foreign priority application is filed, within the time period specified in 37 CFR 1.55(g)(1).

			Remove
Application Number	Country[i]	Filing Date (YYYY-MM-DD)	Access Code[i] (if applicable)

Additional Foreign Priority Data may be generated within this form by selecting the **Add** button.

Statement under 37 CFR 1.55 or 1.78 for AIA (First Inventor to File) Transition Applications

☐ This application (1) claims priority to or the benefit of an application filed before March 16, 2013 and (2) also contains, or contained at any time, a claim to a claimed invention that has an effective filing date on or after March 16, 2013.
NOTE: By providing this statement under 37 CFR 1.55 or 1.78, this application, with a filing date on or after March 16, 2013, will be examined under the first inventor to file provisions of the AIA.

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Authorization or Opt-Out of Authorization to Permit Access:

When this Application Data Sheet is properly signed and filed with the application, applicant has provided written authority to permit a participating foreign intellectual property (IP) office access to the instant application-as-filed (see paragraph A in subsection 1 below) and the European Patent Office (EPO) access to any search results from the instant application (see paragraph B in subsection 1 below).

Should applicant choose not to provide an authorization identified in subsection 1 below, applicant **must opt-out** of the authorization by checking the corresponding box A or B or both in subsection 2 below.

NOTE: This section of the Application Data Sheet is **ONLY** reviewed and processed with the **INITIAL** filing of an application. After the initial filing of an application, an Application Data Sheet cannot be used to provide or rescind authorization for access by a foreign IP office(s). Instead, Form PTO/SB/39 or PTO/SB/69 must be used as appropriate.

1. Authorization to Permit Access by a Foreign Intellectual Property Office(s)

A. Priority Document Exchange (PDX) - Unless box A in subsection 2 (opt-out of authorization) is checked, the undersigned hereby **grants the USPTO authority** to provide the European Patent Office (EPO), the Japan Patent Office (JPO), the Korean Intellectual Property Office (KIPO), the State Intellectual Property Office of the People's Republic of China (SIPO), the World Intellectual Property Organization (WIPO), and any other foreign intellectual property office participating with the USPTO in a bilateral or multilateral priority document exchange agreement in which a foreign application claiming priority to the instant patent application is filed, access to: (1) the instant patent application-as-filed and its related bibliographic data, (2) any foreign or domestic application to which priority or benefit is claimed by the instant application and its related bibliographic data, and (3) the date of filing of this Authorization. See 37 CFR 1.14(h)(1).

B. Search Results from U.S. Application to EPO - Unless box B in subsection 2 (opt-out of authorization) is checked, the undersigned hereby **grants the USPTO authority** to provide the EPO access to the bibliographic data and search results from the instant patent application when a European patent application claiming priority to the instant patent application is filed. See 37 CFR 1.14(h)(2).

The applicant is reminded that the EPO's Rule 141(1) EPC (European Patent Convention) requires applicants to submit a copy of search results from the instant application without delay in a European patent application that claims priority to the instant application.

2. Opt-Out of Authorizations to Permit Access by a Foreign Intellectual Property Office(s)

☐ A. Applicant **DOES NOT** authorize the USPTO to permit a participating foreign IP office access to the instant application-as-filed. If this box is checked, the USPTO will not be providing a participating foreign IP office with any documents and information identified in subsection 1A above.

☐ B. Applicant **DOES NOT** authorize the USPTO to transmit to the EPO any search results from the instant patent application. If this box is checked, the USPTO will not be providing the EPO with search results from the instant application.

NOTE: Once the application has published or is otherwise publicly available, the USPTO may provide access to the application in accordance with 37 CFR 1.14.

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Applicant Information:

Providing assignment information in this section does not substitute for compliance with any requirement of part 3 of Title 37 of CFR to have an assignment recorded by the Office.

Applicant 1

If the applicant is the inventor (or the remaining joint inventor or inventors under 37 CFR 1.45), this section should not be completed. The information to be provided in this section is the name and address of the legal representative who is the applicant under 37 CFR 1.43; or the name and address of the assignee, person to whom the inventor is under an obligation to assign the invention, or person who otherwise shows sufficient proprietary interest in the matter who is the applicant under 37 CFR 1.46. If the applicant is an applicant under 37 CFR 1.46 (assignee, person to whom the inventor is obligated to assign, or person who otherwise shows sufficient proprietary interest) together with one or more joint inventors, then the joint inventor or inventors who are also the applicant should be identified in this section.

Clear

◉ Assignee	○ Legal Representative under 35 U.S.C. 117	○ Joint Inventor
○ Person to whom the inventor is obligated to assign.	○ Person who shows sufficient proprietary interest	

If applicant is the legal representative, indicate the authority to file the patent application, the inventor is:

Name of the Deceased or Legally Incapacitated Inventor:

If the Applicant is an Organization check here. ☒

Organization Name	Whatfix Private Limited		
Mailing Address Information For Applicant:			
Address 1	No.1289/1090E, 18th Cross Road, Sector 3		
Address 2	HSR Layout		
City	Bangalore	**State/Province**	KA
Country	IN	Postal Code	560102
Phone Number		Fax Number	
Email Address			

Additional Applicant Data may be generated within this form by selecting the Add button.

Assignee Information including Non-Applicant Assignee Information:

Providing assignment information in this section does not substitute for compliance with any requirement of part 3 of Title 37 of CFR to have an assignment recorded by the Office.

PTO/AIA/14 (01-22)
Approved for use through 05/31/2024. OMB 0651-0032
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Assignee 1

Complete this section if assignee information, including non-applicant assignee information, is desired to be included on the patent application publication. An assignee-applicant identified in the "Applicant Information" section will appear on the patent application publication as an applicant. For an assignee-applicant, complete this section only if identification as an assignee is also desired on the patent application publication.

If the Assignee or Non-Applicant Assignee is an Organization check here. ☐

Prefix	**Given Name**	Middle Name	**Family Name**	Suffix

Mailing Address Information For Assignee including Non-Applicant Assignee:

Address 1			
Address 2			
City		**State/Province**	
Country i		Postal Code	
Phone Number		Fax Number	
Email Address			

Additional Assignee or Non-Applicant Assignee Data may be generated within this form by selecting the Add button.

Signature:

NOTE: This Application Data Sheet must be signed in accordance with 37 CFR 1.33(b). **However, if this Application Data Sheet is submitted with the INITIAL filing of the application and either box A or B is not checked in subsection 2 of the "Authorization or Opt-Out of Authorization to Permit Access" section, then this form must also be signed in accordance with 37 CFR 1.14(c).**

This Application Data Sheet **must** be signed by a patent practitioner if one or more of the applicants is a **juristic entity** (e.g., corporation or association). If the applicant is two or more joint inventors, this form must be signed by a patent practitioner, **all** joint inventors who are the applicant, or one or more joint inventor-applicants who have been given power of attorney (e.g., see USPTO Form PTO/AIA/81) on behalf of **all** joint inventor-applicants.

See 37 CFR 1.4(d) for the manner of making signatures and certifications.

Signature	/Edward Van Gieson/			Date (YYYY-MM-DD)	2023-04-26
First Name	Edward	Last Name	Van Gieson	Registration Number	44,386

Additional Signature may be generated within this form by selecting the Add button.

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This collection of information is required by 37 CFR 1.76. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 23 minutes to complete, including gathering, preparing, and submitting the completed application data sheet form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. **SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.**

Privacy Act Statement

The Privacy Act of 1974 (P.L. 93-579) requires that you be given certain information in connection with your submission of the attached form related to a patent application or patent. Accordingly, pursuant to the requirements of the Act, please be advised that: (1) the general authority for the collection of this information is 35 U.S.C. 2(b)(2); (2) furnishing of the information solicited is voluntary; and (3) the principal purpose for which the information is used by the U.S. Patent and Trademark Office is to process and/or examine your submission related to a patent application or patent. If you do not furnish the requested information, the U.S. Patent and Trademark Office may not be able to process and/or examine your submission, which may result in termination of proceedings or abandonment of the application or expiration of the patent.

The information provided by you in this form will be subject to the following routine uses:

1 The information on this form will be treated confidentially to the extent allowed under the Freedom of Information Act (5 U.S.C. 552) and the Privacy Act (5 U.S.C. 552a). Records from this system of records may be disclosed to the Department of Justice to determine whether the Freedom of Information Act requires disclosure of these records.

2. A record from this system of records may be disclosed, as a routine use, in the course of presenting evidence to a court, magistrate, or administrative tribunal, including disclosures to opposing counsel in the course of settlement negotiations.

3 A record in this system of records may be disclosed, as a routine use, to a Member of Congress submitting a request involving an individual, to whom the record pertains, when the individual has requested assistance from the Member with respect to the subject matter of the record.

4. A record in this system of records may be disclosed, as a routine use, to a contractor of the Agency having need for the information in order to perform a contract. Recipients of information shall be required to comply with the requirements of the Privacy Act of 1974, as amended, pursuant to 5 U.S.C. 552a(m).

5. A record related to an International Application filed under the Patent Cooperation Treaty in this system of records may be disclosed, as a routine use, to the International Bureau of the World Intellectual Property Organization, pursuant to the Patent CooperationTreaty.

6. A record in this system of records may be disclosed, as a routine use, to another federal agency for purposes of National Security review (35 U.S.C. 181) and for review pursuant to the Atomic Energy Act (42 U.S.C. 218(c)).

7. A record from this system of records may be disclosed, as a routine use, to the Administrator, General Services, or his/her designee, during an inspection of records conducted by GSA as part of that agency's responsibility to recommend improvements in records management practices and programs, under authority of 44 U.S.C. 2904 and 2906. Such disclosure shall be made in accordance with the GSA regulations governing inspection of records for this purpose, and any other relevant (i.e., GSA or Commerce) directive. Such disclosure shall not be used to make determinations about individuals.

8. A record from this system of records may be disclosed, as a routine use, to the public after either publication of the application pursuant to 35 U.S.C. 122(b) or issuance of a patent pursuant to 35 U.S.C. 151. Further, a record may be disclosed, subject to the limitations of 37 CFR 1.14, as a routine use, to the public if the record was filed in an application which became abandoned or in which the proceedings were terminated and which application is referenced by either a published application, an application open to public inspections or an issued patent.

9. A record from this system of records may be disclosed, as a routine use, to a Federal, State, or local law enforcement agency, if the USPTO becomes aware of a violation or potential violation of law or regulation.

CROSS-APPLICATION WALKTHROUGH GUIDES FROM DESKTOP APP TO DESKTOP APP, DESKTOP APP TO BROWSER AND BROWSER TO DESKTOP APP

BACKGROUND

[0001] A digital adoption platform (DAP) is a type of software that is layered on top of another software app or website to help facilitate end user proficiency by helping to guide users through key tasks and provide contextual information as users navigate the user interface of the product. Users are provided with information to help familiarize them and become more proficient. This helps to drive adoption.

[0002] For example, a DAP may generate a help tip as part of a walkthrough of an application, where a walkthrough provides guidance for using a software product. Background information on an example DAP implementation is found in various sources, including U.S. Pat. No. 11,372,661 assigned to Whatfix Private Limited, the contents of which are hereby incorporated by reference. A DAP supports content authoring modules and content playback modules to generate, for example, smart tips as a user navigates elements of a user interface of an underlying software application.

[0003] A DAP supports content creators creating new flows or other guided features to enable higher adoption of client applications. Content Creators of the product can create content, record a flow, and the content is played back the same flow as and when required when end-user clients navigate the client application.

[0004] However, there are a variety of technical problems that have prevented supporting DAP across different desktop applications, i.e., from a desktop app to another desktop app. There are also a variety of technical problems that have prevented supporting DAP across combinations of

desktop applications and web apps, such as from a desktop app to a web app, or from a web app to a desktop app.

SUMMARY

[0005] A technique to support a walkthrough across different applications is disclosed, such as walkthroughs between desktop applications, and walkthroughs between a desktop application and a web application. In one implementation, a central flow route processor may be provided to support routing walkthroughs between applications. The central flow route processor may include an application identity table to identify application identifiers, process names, and class names.

[0006] In one implementation, a system for supporting digital adoption platform (DAP) walkthroughs across target applications, includes a flow processor configured to support communication of flow state information between walkthrough applications and route a walkthrough between at least one of: 1) between two or more desktop applications, 2) between a desktop application and a web application, and 3) between a web application and a desktop application.

[0007] In one implementation, the flow processor identifies, for an application, an application identifier (ID) and a corresponding process and class name. In some implementation, the flow processor utilizes an application identity table to identify applications and associated process and class information for each application.

[0008] In one implementation, the flow processor monitors a flow identifier (ID) associated with a browser extension for web apps and a flow ID associated with a custom protocol for desktop apps. In some implementations, the flow processor supports communication of flow state information between different desktop applications. In some implementations, the flow processor

supports communication of flow state information between a desktop application and a web application.

[0009] One implementation also includes a DAP guidance system and an application programming interface (API), wherein the flow processor includes a response request processor configured to generate a finder response, in response to a finder request.

[0010] In one implementation, the flow processor is compatible with at least one of the Windows®, MAC®, and/ or Linux® operating systems.

[0011] In one example of a method, the method includes starting a walkthrough on an application at a selected step N of the walkthrough, where N is a positive integer. A finder request is generated for selected step of the walkthrough. A process name and class name is obtained for the request of the application from an application identity table storing information on application identifiers and associated process names and class names. The request is transferred to an application container based on the process name and class name to start a new walkthrough starting from step N.

[0012] In one example, the method includes getting elements from an application matching a query corresponding to the request.

[0013] In one example, the method further includes using data present in a finder request to decide where a current guided tooltip needs to be shown.

[0014] In one example of the method, the walkthrough is routed between desktop applications.

[0015] In one example of the method, the walkthrough is routed between a desktop application and a web application.

[0016] In one example of the method, the walkthrough is routed between a web application and a desktop application.

[0017] In one example, the method includes transferring flow state information of a walkthrough across applications.

[0018] In one example, the method includes using custom protocol to transfer flow state information for desktop applications.

BRIEF DESCRIPTION OF THE DRAWINGS

[0019] Fig 1A illustrates a cross-application instruction system in accordance with an example implementation.

[0020] Fig. 1B illustrates an example of an application identity table in accordance with an example implementation.

[0021] Fig. 2A illustrates an example of a mapping in an application identity table in accordance with an implementation.

[0022] Fig. 2B illustrates an example in which a container includes a process ID and a Windows® handle ID in accordance with an implementation.

[0023] Fig 3. is a flowchart of an example method to support cross-application walkthroughs between desktop applications in accordance with an implementation.

[0024] Fig. 4 is a flowchart of an example method to support cross-application walkthroughs between desktop apps and web apps in accordance with an implementation.

[0025] Fig. 5 illustrates a general computer environment in accordance with an implementation.

DETAILED DESCRIPTION

[0026] A technique is described that supports creating walkthroughs that span across different applications. An individual walkthrough for a particular application may have a sequence of steps in a guided assistance flow that may take the form of a help tip displayed on a graphical user interface based on a cursor position on a graphical user interface of an application. The

technique may be used to span a guided assistance flow between different desktop applications. In some implementations, it may also be used to span across a combination of desktop application(s) and web application(s) such as from a desktop app to a web app, or from a web app to a desktop app This supports creating walkthroughs that provide a guided assistance flow that continues across different applications.

[0027] Referring to Fig. 1A, in one example of an interaction system 100, there are three main components. There is a DAP guidance system 101. This is the system a user interacts with. The user can trigger a guided assistance flow from one of the visible DAP widgets. In one implementation, when a walkthrough is initiated by the user, a relevant element is found using DAP element identification algorithms and a DAP guided assistance tooltip is drawn on the user interface.

[0028] In one implementation, each different application supported for providing DAP guided assistance has assigned to it an application container 111 and a unique identifier whose mapping is stored in the Application Identity Table 125 of a central flow route processor (CFRP) 121. For example, consider as an example a first application that is a desktop application has a Web container uniquely identified by a first unique ID. Inside the first web container 111-1 a DAP application is embedded, which takes care of providing guided assistance to the user on the user application.

[0029] Consider now a second application which is a web application. A second container 111-2 may be an application web container which is mapped to a user application different from the first application, such as a web application. The web application will have a second container identified by a second unique ID. The container can be enabled via a web extension in the

browser. Inside this second container the DAP is embedded application which takes care of providing guided assistance to the user on the web browser.

[0030] In the most general case, there can be an arbitrary integer positive number, M of containers and applications running, and DAP guidance assistance can be provided across different applications, including desktop and web applications. The number M denotes a variable number of applications.

[0031] Each application container may have a unique ID identifying whether the corresponding application is a particular desktop application or a particular type of web application. There can be any reasonable number of web applications and desktop applications running at a given time, and DAP guidance assistance can be provided across all running applications. This approach is compatible with spanning across different desktop applications and spanning between desktop applications and web applications.

[0032] In one implementation, the CFRP 121 is the system which works behind the scenes to keep track of all the desktop and web applications that the DAP Guidance system 101 makes available for guided assistance. In one implementation, CFRP 121 implements a process that supports routing walkthroughs across multiple applications.

[0033] In one implementation, the CFRP 121 supports a central message communication mechanism to exchange the state of running a walkthrough across applications, such as across different desktop applications or across combinations of desktop and web. This is one of the features that supports routing walkthroughs across different applications. In one implementation, guided assistance is supported for browser-based apps (also referred to as web apps) and for desktop-based apps.

[0034] In one implantation, a web app walkthrough can be started by passing a flow_id, which is the ID of the flow (e.g., a flow value) through a custom URL. The application to be accessed must have a DAP application integrated into it to be able to read the a flow and be triggered by the flow value. In one implementation, the flow_id is an identifier, such as an ID parameter (e.g., as an example,_wfx_flow value.) After a web page finishes loading, the flow_id can be used to start a walkthrough guide. The communication of contextual state information for web apps can include using browser extensions to maintain context across web apps.

[0035] In browser-based web apps, a browser extension can keep track of all the windows and tabs opened and closed through a common shared background context. The background context can also be maintained through service workers. A central process for browser-based web apps can be used to keep track of all browser-based web apps and help in message or event communication between open tabs or windows. For example, for web app, a sample url is: https://example.com?_wfx_flow=<flow-id>

[0036] However, for a desktop app, a custom protocol can be used to maintain context across desktop apps or across a desktop app and a web application. When it comes to desktop applications, conventional browser extensions can't be used to take care of maintaining the context across desktop applications. This has prevented providing guided assistance walkthroughs across desktop apps. This has also prevented providing a walkthrough that spans across a browser application and desktop application because these two different systems have no central message communication mechanism to exchange the state of a running walkthrough to allow cross system walkthroughs.

[0037] In the Windows® operating system, a custom protocol for desktop apps can be created using Asynchronous pluggable protocols technology. Asynchronous pluggable protocols enable

developers to create pluggable protocol handlers that work on Internet explorer and other browsers. A custom Uniform Resource Identifier (URI) can be used to register and trigger an application in the Windows® operating system. Once the application has successfully launched, command-line parameters can be used to retrieve the URI that launched it which provide optional parameters for consumption. This permits a communication channel to be formed between a browser and a desktop application. It will be understood that analogous approaches may be used for other operating systems that have analogous custom protocols.

[0038] In one implementation, the CFRP 121 provides a central message communication mechanism that supports communication between different applications and mimics the behavior of a browser extension's central background process. In one implementation, the central flow route processor 121 exchanges the state of any running walkthrough guide to support continuing guiding the user across applications.

[0039] In one implementation, the CFRP 121 includes a request and response processor 123 to support receiving finder requests and issuing finder responses for the DAP guidance system 101 to find elements for a particular walkthrough step (e.g., Step N, where N is an arbitrary positive integer number such as Step 1, 2, 3 . . .) and show the correct tooltip help.

[0040] An API 141 includes an automation query executor143. The API provides access to the application elements tree of a graphical user interface, as discussed below in more detail.

[0041] In regard to Fig 1A, it will be understood that the DAP guidance system 101, CFRP 121, and API 142 may be implemented at least in part on DAP software executing on a user's computer. For example, interprocess communication may be used to communicate between the CFRP 121 and the API 141. The various major processors illustrated in Fig. 1A may be implemented as computer software instructions executing on a user's computer. However, more

generally it will be understood that at least some of the processing could be performed via a network computing device or a cloud-based service in terms of alternate implementation possibilities.

[0042] **Example of Guided Assistance Flow Continuing From One Desktop Application To Another Desktop Application**

[0043] In one implementation a DAP guidance system 101 supports a walkthrough as a guided assistance flow that includes a series of steps with each step containing information such as a process name, element identification properties, step completion actions, and window details.

[0044] In one implementation, when running a guided assistance flow, if a step must jump from one app to another app, there needs to be a trigger at the step completion that is initiated based on user interaction. At each step completion, a check is performed to determine if the next step process name and class name is different from the application where the flow is currently running.

[0045] In one implementation, during the check done at step completion, if the process and class name stored in the step object are different, then a message is generated and forwarded to the CFRP 121, which in one implementation keeps track of all the processes associated with a user account. This CFRP 121 maintains an Application Identity Table 125 which contains a record for each instance of the application opened by the user. The records in the Application Identity Table 125 are used as a resource to aid in providing guided help to the user.

[0046] As an example, the Application Identity Table 125 may support two or more desktop applications or combinations of desktop applications and web applications.

[0047] In one implementation, a check step is performed for the appropriate process in the Application Identity Table 125 and its process and class name combination are compared with the one present in the current step object.

[0048] In one implementation, the step object is forwarded to the appropriate process to continue playing the guided flow. If the step is supposed to play on a different application, then that application is brought to the foreground for continuation of user workflow.

[0049] Consider a guided assistance flow continuing from one desktop application to another desktop application. A user may start a walkthrough at Step N in block 103. A finder request is created for Step N and sent to the CFRP 121 in block 105. The CFRP 121 returns a finder responder to the finder response processor 107, which in turn is used to show the step tooltip help for the element in block 109.

[0050] Referring to Fig. 1A, in one implementation, the Application Identity Table 125 is an active mapping for all applications, for which DAP guidance is supported, of their unique identifiers and their respective unique containers. Fig. 1B illustrates in more detail an example of an Application Identity Table 125 and corresponding application containers. In one implementation, as illustrated in Fig. 2A, the application uniqueness is identified by the combination of Process Name and Class Name. However, more generally, other identification techniques could be used.

[0051] Referring to Fig. 2B, in one implementation, each application container is a unique per application instance. This addresses the situation in which there are multiple instances of the same application running on the user machine with the same application ID, having the same combination of process name and class name. Even if there is more than one instance of an application, there is a chance that the application instances are running as a single process so

they may have the same process identifier (Id). What differentiates them in such a case is that they always have a different window handle Id. Thus, in one implementation, a container ID includes a combination of a processId and a windowHandle Id.

[0052] Referring again to Fig, 1A, in one implementation, the CFRP 121 includes a Request and Response Processor 123 . The Request and Response Processor (RARP) 123 is the part of the system that takes care of managing the requests coming from DAP guidance system 101 and responses coming from API 141. The Request and Response Processor 123 also takes care of checking the Application Identity Table 125 at each step to take care of routing the flow transfer to appropriate application containers 111 based on the request data. The request data carries information about the process and class name where guided assistance is needed to be provided.

[0053] Referring to Fig. 1A, in one implementation the API 141 is a system that provides access to the application elements tree of a graphical user interface. Based on the query sent by the DAP guidance system 101, it gets the elements matching the query and sends them back to the DAP guidance system 101 for further processing, which includes filtering through the list of all found elements and finding the possible element where the tooltip needs to be shown.

[0054] Referring to Fig. 3, a process of Desktop-to-Desktop flow transfer is now described that uses a system similar to that of Fig. 1A. In block 302, a user starts a walkthrough on an application. In block 304, using the data available in the walkthrough object, a finder request is created to be sent to the CFRP 121.

[0055] In one implementation, the RARP 123, which implements a process to use the data present in a finder request to decide where the current guided tooltip needs to be shown. The finder request contains a query for getting element details from the application. In block 305, the RARP 123 looks into the Application Identity Table 125 for the process name and class name

combination as provided in the request object. Based on the information from the Application Identity Table 125, the request is transferred by the RARP 123 to the appropriate application container to start a new walkthrough starting from Step N.

[0056] In block 308, the application container 111 then sends a request to the RARP 123 to get elements from the application matching the query.

[0057] In block 310, the finder response processor 107 acknowledges the response coming from the CFRP 121 and shows the tooltip.

[0058] In block 312, a guided assistance flow continuing from a web application in a browser to a desktop application.

[0059] Example of Guided Assistance Flow Continuing From A Web App In A Browser To A Desktop App

[0060] In one implementation, flows for the web are triggered using an application link URL with a parameter flow_id identifying a walkthrough to be started for a user. An example of the link is the one below:

[0061] https://mail.google.com/mail?_wfx_=86d06b00-a5cc-11ec-beef-000d3a5780c8#label/Jira

[0062] The `_wfx_,` parameter here contains the id of the flow that needs to be triggered when the page load completes in the browser.

[0063] In one implementation, for the desktop solution a similar mechanism is built to trigger flows using a custom protocol. In the Windows® operating system, a custom protocol can be created using asynchronous pluggable protocols technology. Asynchronous pluggable protocols enable developers to create pluggable protocol handlers that work on Internet explorer and other browsers. The custom URI scheme can be used to register and trigger any application in the windows operating system. Once the application has successfully launched, it can use command-

line parameters to retrieve the URI that launched it which means we can provide optional parameters for consumption. When opened in the browser, it starts a flow transfer utility which writes flow information into a file. In one implementation, a DAP player system is implemented to read flow information from this file and continue the flow.

[0064] In one implementation, the same URL is triggered from within the widgets such as flow, self help, tasklist etc. The URL should start the flow on the target application when the link is clicked.

[0065] Fig. 4 is a flowchart of an example of events that occur when a user clicks on a link. The description for each step is as follows: In block 402, the user clicks link from browser or any other application - The interaction to switch a flow from a web to desktop application will be via a link. An example format of the link is as follows:

[0066] wfxflow://flow=<flow_id>&process=<processName>&class=<class>

[0067] Flow_id - The unique id of the flow

[0068] processName - The name of the desktop application process

[0069] Class - The class of the desktop application process

[0070] In block 404 is a request is made for permission to open flow transfer utility. To open a desktop application from browser, the process registers a URL protocol, which will redirect the URL to a Windows® application. A flow transfer utility is triggered whenever click on the link is detected. The browser will prompt the user for permission to open the flow transfer utility whenever the link is clicked.

[0071] In block 406, there is a start flow transfer utility (util.) Once the user gives permission to open a flow transfer utility, it will be launched by the browser. In one implementation, the entire link is passed as an argument to the flow transfer utility.

[0072] In block 408, the flow transfer utility writes to a shared file database which could even be a JSON file in a commonly accessible location. In one implementation, the flow transfer utility will write the flow id to this local storage file.

[0073] In block 410, the DAP guided assistance system 101 listens to changes made to the shared database file and reads the flow info from local file. When the user brings the desktop application to the foreground the guided walkthrough will start and the user will receive help on the application without any delay or interruptions. In this entire process, the DAP guided assistance system never restarts which is usually the case in the windows URL protocol handler as we are using a different lightweight process for ensuring the communication between web application, desktop application and the DAP guided assistance system.

[0074] The system 100 can be implemented to be leverage off support for Windows® and for Mac®/Linux®. For Mac® and Linux®, the approach includes supporting custom protocol registration, so this solution can be extended to them as well. This includes registering the protocol in the respective Mac® and/ or Linux® installations, which will allow opening applications from the browser via links.

[0075] It will be understood that instruction system 100 may be implemented to provide DAP assistance as an end user navigates an application. The previously described methods may be implemented as computer program instructions executed on a computer processor. Referring to Figs. 5A and 5B, the instruction system 100 may be implemented to support providing DAP guidance on a user's computer as illustrated in Fig. 5A which may have conventional computer features such as a memory 510, data store 520, output device 514, input device 512, processor 508, and network computing unit 504 to support network communications 506, and a data bus 502 for internal components to communicate with each other.

[0076] Some of the benefits of the technique is that is makes it possible to create walkthroughs that are routed across different desktop applications and between desktop applications and web applications. When it comes to desktop applications, there previously haven't been browser extension to take care of maintaining the context across desktop applications. Also, in the past it wasn't possible to run a walkthrough which spans across a browser application and desktop application because these in the past two different systems had no central message communication mechanism to exchange the state of a running walkthrough to allow cross system walkthroughs.

[0077] In the above description, for purposes of explanation, numerous specific details are set forth in order to provide a thorough understanding of the present disclosure. However, it should be understood that the technology described herein can be practiced without these specific details. Further, various systems, devices, and structures are shown in block diagram form in order to avoid obscuring the description. For instance, various implementations are described as having particular hardware, software, and user interfaces. However, the present disclosure applies to any type of computing device that can receive data and commands, and to any peripheral devices providing services.

[0078] In some instances, various implementations may be presented herein in terms of algorithms and symbolic representations of operations on data bits within a computer memory. An algorithm is here, and generally, conceived to be a self-consistent set of operations leading to a desired result. The operations are those requiring physical manipulations of physical quantities. Usually, though not necessarily, these quantities take the form of electrical or magnetic signals capable of being stored, transferred, combined, compared, and otherwise

manipulated. It has proven convenient at times, principally for reasons of common usage, to refer to these signals as bits, values, elements, symbols, characters, terms, numbers, or the like.

[0079] To ease description, some elements of the system and/or the methods are referred to using the labels first, second, third, etc. These labels are intended to help to distinguish the elements but do not necessarily imply any particular order or ranking unless indicated otherwise.

[0080] It should be borne in mind, however, that all of these and similar terms are to be associated with the appropriate physical quantities and are merely convenient labels applied to these quantities. Unless specifically stated otherwise as apparent from the following discussion, it is appreciated that throughout this disclosure, discussions utilizing terms including "processing," "computing," "calculating," "determining," "displaying," or the like, refer to the action and processes of a computer system, or similar electronic computing device, that manipulates and transforms data represented as physical (electronic) quantities within the computer system's registers and memories into other data similarly represented as physical quantities within the computer system memories or registers or other such information storage, transmission or display devices.

[0081] Various implementations described herein may relate to an apparatus for performing the operations herein. This apparatus may be specially constructed for the required purposes, or it may comprise a general-purpose computer selectively activated or reconfigured by a computer program stored in the computer. Such a computer program may be stored in a computer readable storage medium, including, but is not limited to, any type of disk including floppy disks, optical disks, CD ROMs, and magnetic disks, read-only memories (ROMs), random access memories (RAMs), EPROMs, EEPROMs, magnetic or optical cards, flash memories including USB keys

with non-volatile memory or any type of media suitable for storing electronic instructions, each coupled to a computer system bus.

[0082] The technology described herein can take the form of an entirely hardware implementation, an entirely software implementation, or implementations containing both hardware and software elements. For instance, the technology may be implemented in software, which includes, but is not limited to, firmware, resident software, microcode, etc. Furthermore, the technology can take the form of a computer program object accessible from a computer-usable or computer-readable medium providing program code for use by or in connection with a computer or any instruction execution system. For the purposes of this description, a computer-usable or computer readable medium can be any non-transitory storage apparatus that can contain, store, communicate, propagate, or transport the program for use by or in connection with the instruction execution system, apparatus, or device.

[0083] A data processing system suitable for storing and/or executing program code may include at least one processor coupled directly or indirectly to memory elements through a system bus. The memory elements can include local memory employed during actual execution of the program code, bulk storage, and cache memories that provide temporary storage of at least some program code in order to reduce the number of times code must be retrieved from bulk storage during execution. Input or I/O devices (including, but not limited to, keyboards, displays, pointing devices, etc.) can be coupled to the system either directly or through intervening I/O controllers.

[0084] Network adapters may also be coupled to the system to enable the data processing system to become coupled to other data processing systems, storage devices, remote printers, etc., through intervening private and/or public networks. Wireless (e.g., Wi-Fi™) transceivers,

Ethernet adapters, and Modems, are just a few examples of network adapters. The private and public networks may have any number of configurations and/or topologies. Data may be transmitted between these devices via the networks using a variety of different communication protocols including, for example, various Internet layer, transport layer, or application layer protocols. For example, data may be transmitted via the networks using transmission control protocol / Internet protocol (TCP/IP), user datagram protocol (UDP), transmission control protocol (TCP), hypertext transfer protocol (HTTP), secure hypertext transfer protocol (HTTPS), dynamic adaptive streaming over HTTP (DASH), real-time streaming protocol (RTSP), real-time transport protocol (RTP) and the real-time transport control protocol (RTCP), voice over Internet protocol (VOIP), file transfer protocol (FTP), WebSocket (WS), wireless access protocol (WAP), various messaging protocols (SMS, MMS, XMS, IMAP, SMTP, POP, WebDAV, etc.), or other known protocols.

[0085] Finally, the structure, algorithms, and/or interfaces presented herein are not inherently related to any particular computer or other apparatus. Various general-purpose systems may be used with programs in accordance with the teachings herein, or it may prove convenient to construct more specialized apparatus to perform the required method blocks. The required structure for a variety of these systems will appear from the description above. In addition, the specification is not described with reference to any particular programming language. It will be appreciated that a variety of programming languages may be used to implement the teachings of the specification as described herein.

[0086] The foregoing description has been presented for the purposes of illustration and description. It is not intended to be exhaustive or to limit the specification to the precise form disclosed. Many modifications and variations are possible in light of the above teaching. As

will be understood by those familiar with the art, the specification may be embodied in other specific forms without departing from the spirit or essential characteristics thereof. Likewise, the particular naming and division of the modules, routines, features, attributes, methodologies, and other aspects are not mandatory or significant, and the mechanisms that implement the specification or its features may have different names, divisions and/or formats.

[0087] Furthermore, the modules, routines, features, attributes, methodologies, and other aspects of the disclosure can be implemented as software, hardware, firmware, or any combination of the foregoing. Also, wherever a component, an example of which is a module, of the specification is implemented as software, the component can be implemented as a standalone program, as part of a larger program, as a plurality of separate programs, as a statically or dynamically linked library, as a kernel loadable module, as a device driver, and/or in every and any other way known now or in the future. Additionally, the disclosure is in no way limited to implementation in any specific programming language, or for any specific operating system or environment.

WHAT IS CLAIMED IS:

1. A system for supporting digital adoption platform (DAP) walkthroughs across target applications, comprising:

a flow processor configured to support communication of flow state information between walkthrough applications and route a walkthrough between at least one of: 1) between two or more desktop applications, 2) between a desktop application and a web application, and 3) between a web application and a desktop application.

2. The system of claim 1, wherein the flow processor identifies, for an application, an application identifier (ID) and a corresponding process and class name.

3. The system of claim 2, wherein the flow processor utilizes an application identity table to identify applications and associated process and class information for each application.

4. The system of claim 1, wherein the flow processor monitors a flow identifier (ID) associated with a browser extension for web apps and a flow ID associated with a custom protocol for desktop apps.

5. The system of claim 4, wherein the flow processor supports communication of flow state information between different desktop applications.

6. The system of claim 4 wherein the flow processor supports communication of flow state information between a desktop application and a web application.

7. The system of claim 1, further comprising a DAP guidance system and an application programming interface (API), wherein the flow processor includes a response request processor configured to generate a finder response, in response to a finder request.

8. The system of claim 1, wherein the flow processor is compatible with the Windows®, MAC®, and/ or Linux® operating systems.

9. A system for supporting digital adoption platform (DAP) walkthroughs across target applications, comprising:

a DAP guidance system having an application container for a plurality of applications, with each application container supporting a walkthrough for a different application;

a flow processor configured to support communication of flow state information between walkthrough applications and route a walkthrough between at least one of: 1) between two or more desktop applications, 2) between a desktop application and a web application, and 3) between a web application and a desktop application.

10. The system of claim 9, wherein the flow processor identifies, for an application, an application identifier (ID) and a corresponding process and class name.

11. The system of claim 10, wherein the flow processor utilizes an application identity table to identify applications and associated process and class information for each application.

12. The system of claim 9, wherein the flow processor monitors a flow identifier (ID) associated with a browser extension for web apps and a flow ID associated with a custom protocol for desktop apps.

13. The system of claim 12, wherein the flow processor supports communication of flow state information between different desktop applications.

14. The system of claim 12 wherein the flow processor supports communication of flow state information between a desktop application and a web application.

15. The system of claim 9, wherein the DAP guidance system generates, for an application container, a finder request for a step of a walkthrough, wherein the flow processor includes a response request processor configured to generate a finder response to a finder request.

16. The system of claim 9, wherein the flow processor is compatible with the Windows®, MAC®, and /or Linux® operating systems.

17. A method for routing a walkthrough across applications, comprising:

starting a walkthrough on an application at a selected step N of the walkthrough, where N is a positive integer;

generating a finder request for selected step of the walkthrough;

obtaining a process name and class name for the request of the application from an application identity table storing information on application identifiers and associated process names and class names; and

transferring the request to an application container based on the process name and class name to start a new walkthrough starting from step N.

18. The method of claim 17, further comprising getting elements from an application matching a query corresponding to the request.

19. The method of claim 17, further comprising using data present in a finder request to decide where a current guided tooltip needs to be shown.

20. The method of claim 17, wherein walkthrough is routed between two different desktop applications and flow state information is communicated between the two different desktop applications.

21. The method of claim 17, wherein the walkthrough is routed between a desktop application and a web application and flow state information is communicated between the desktop application and the web application.

22. The method of claim 17, wherein the walkthrough is routed between a web application and a desktop application. and flow state information is communicated between the web application and the desktop application.

23. The method of claim 17, further comprising transferring flow state information of a walkthrough across applications.

24. The method of claim 23, wherein a custom protocol is utilized to maintain context to transfer flow state information for desktop applications.

ABSTRACT

A technique to support a walkthrough across different applications is disclosed. Walkthroughs between desktop applications is supported. Walkthroughs between a desktop application and a web application may also be supported. A central flow route processor may be provided to support routing walkthroughs between applications. The central flow route processor may include an application identity table to identify application identifiers, process names, and class names.

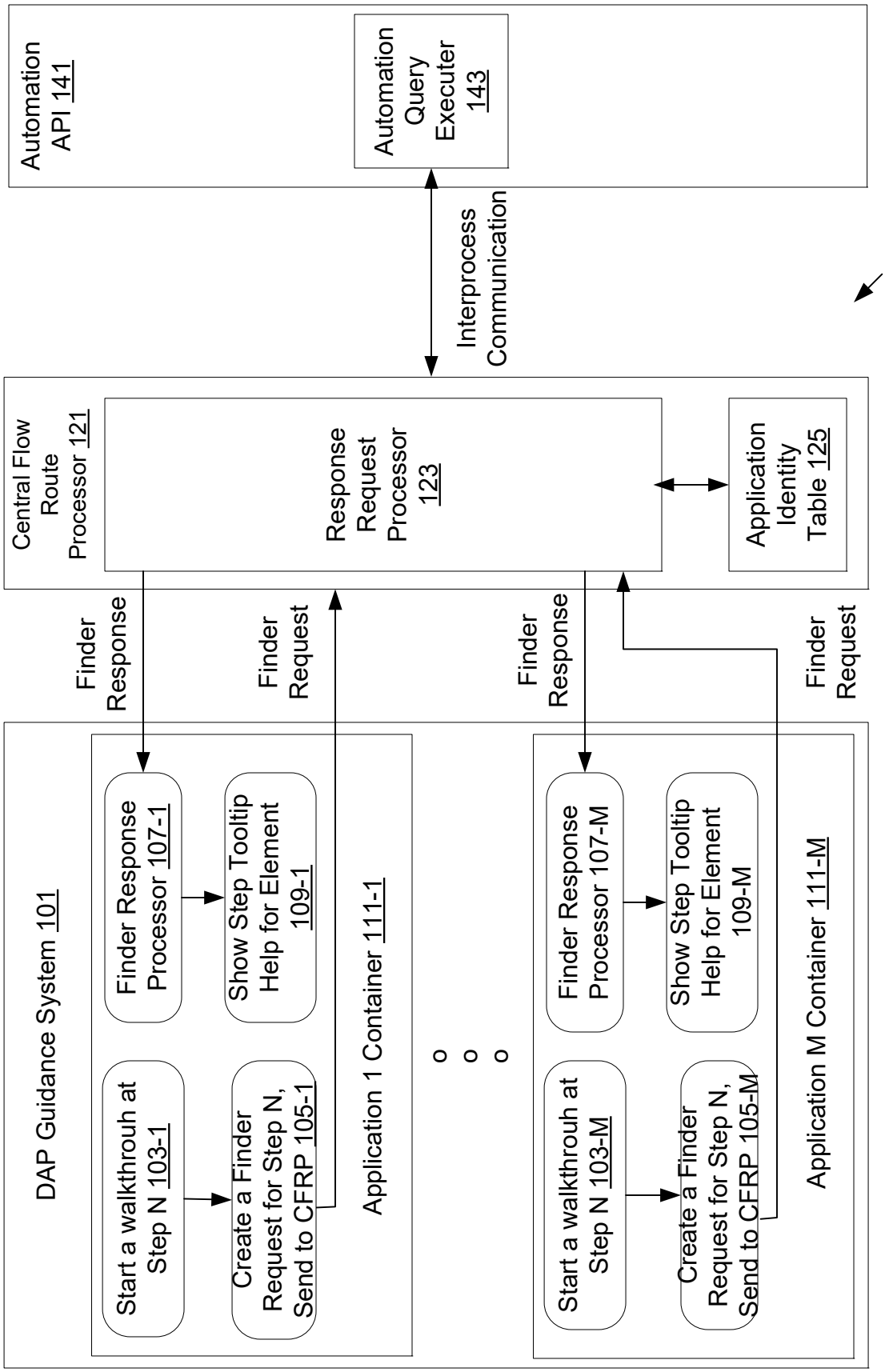
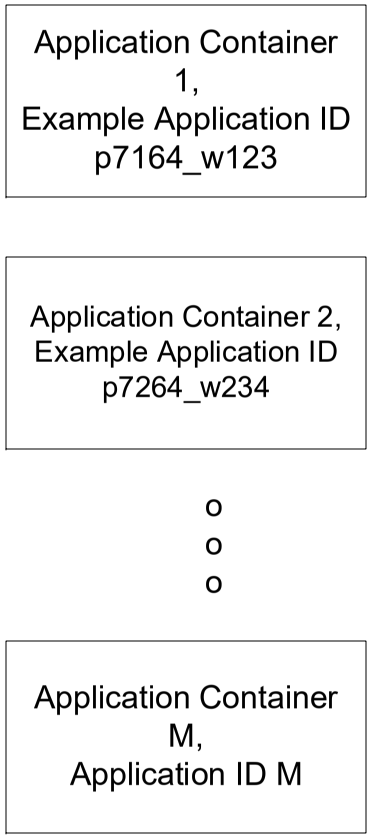

Automation API 141
Automation Query Executer 143
Interprocess Communication
100
Central Flow Route Processor 121
Response Request Processor 123
Application Identity Table 125
Finder Response
Finder Request
Finder Response
Finder Request
DAP Guidance System 101
Application 1 Container 111-1
Finder Response Processor 107-1
Show Step Tooltip Help for Element 109-1
Start a walkthrouh at Step N 103-1
Create a Finder Request for Step N, Send to CFRP 105-1
Application M Container 111-M
Finder Response Processor 107-M
Show Step Tooltip Help for Element 109-M
Start a walkthrouh at Step N 103-M
Create a Finder Request for Step N, Send to CFRP 105-M

Fig. 1A



Application Identity Table 125	
Application ID	Process and Class Name
p7164_w123	Chrome_Teams
p7264_w234	HND**Exceedra
o	
o	
o	
Application ID M	Process and Class Name M

Fig. 1B

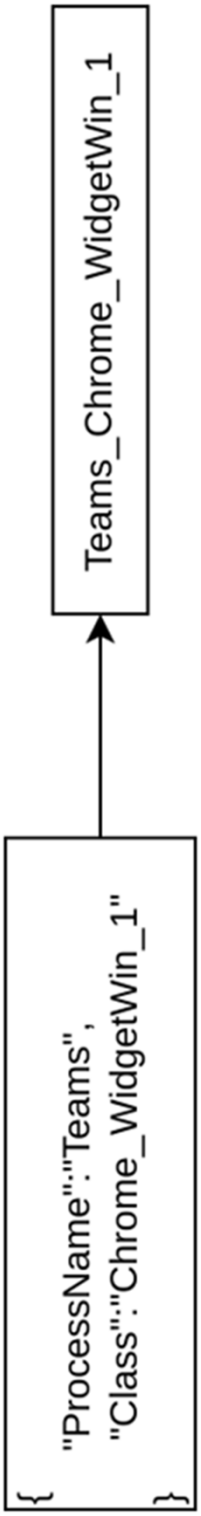

{
"ProcessName":"Teams",
"Class":"Chrome_WidgetWin_1"
}
Teams_Chrome_WidgetWin_1

Fig. 2A

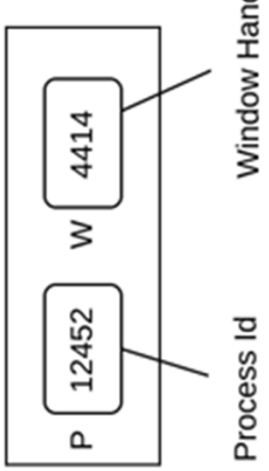

P
12452
Process Id
W
4414
Window Handle Id

Fig. 2B

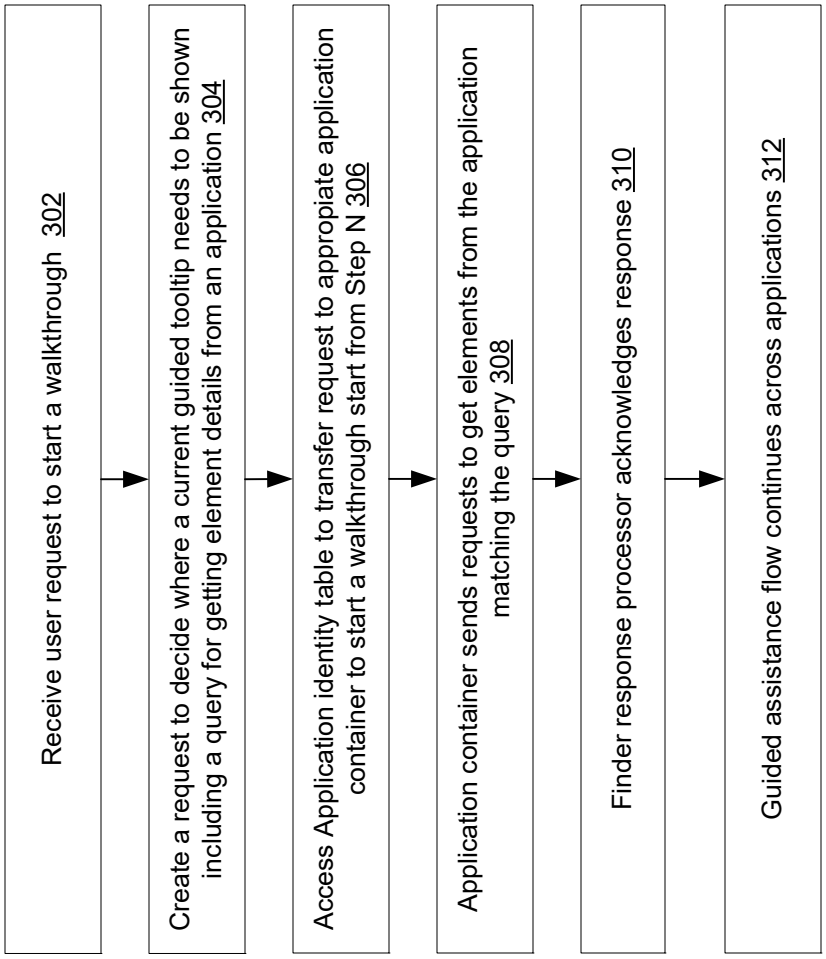

Receive user request to start a walkthrough 302
Create a request to decide where a current guided tooltip needs to be shown including a query for getting element details from an application 304
Access Application identity table to transfer request to appropiate application container to start a walkthrough start from Step N 306
Application container sends requests to get elements from the application matching the query 308
Finder response processor acknowledges response 310
Guided assistance flow continues across applications 312

Fig. 3

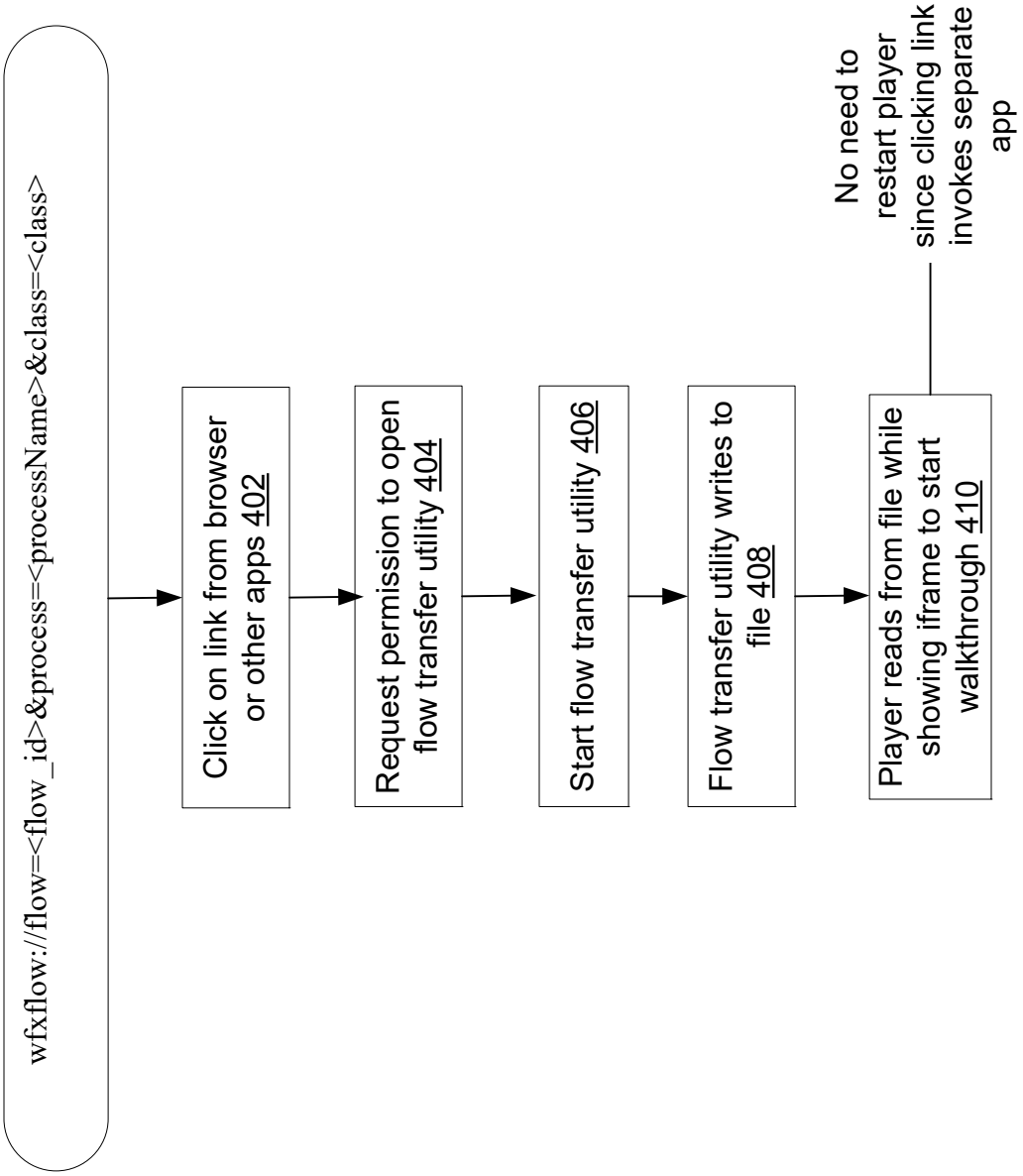

wfxflow://flow=<flow_id>&process=<processName>&class=<class>
Click on link from browser or other apps 402
Request permission to open flow transfer utility 404
Start flow transfer utility 406
Flow transfer utility writes to file 408
Player reads from file while showing iframe to start walkthrough 410
No need to restart player since clicking link invokes separate app

Fig. 4

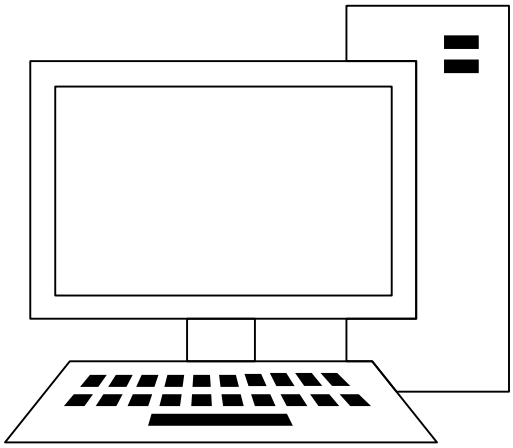


Fig. 5A

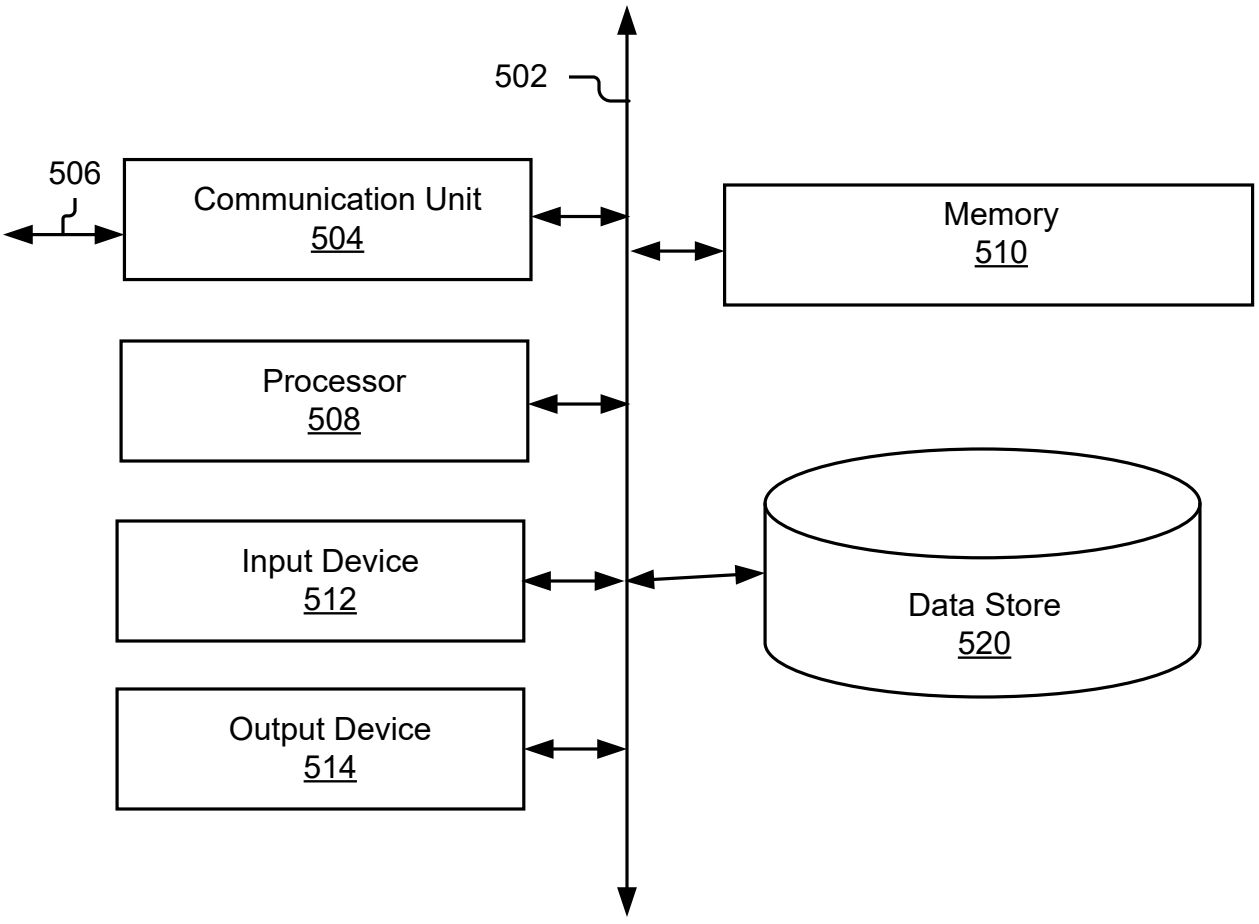

502
506
Communication Unit
504
Memory
510
Processor
508
Input Device
512
Data Store
520
Output Device
514

Fig. 5B

PTO/AIA/01 (06-12)
Approved for use through 11/30/2020. OMB 0651-0032
U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

DECLARATION (37 CFR 1.63) FOR UTILITY OR DESIGN APPLICATION USING AN APPLICATION DATA SHEET (37 CFR 1.76)

Title of Invention	CROSS-APPLICATION WALKTHROUGH GUIDES FROM DESKTOP APP TO DESKTOP APP, DESKTOP APP TO BROWSER AND BROWSER TO DESKTOP APP

As the below named inventor, I hereby declare that:

This declaration is directed to:

- [■] The attached application, or
- [ ] United States application or PCT international application number _____

  filed on _____.

The above-identified application was made or authorized to be made by me.

I believe that I am the original inventor or an original joint inventor of a claimed invention in the application.

I hereby acknowledge that any willful false statement made in this declaration is punishable under 18 U.S.C. 1001 by fine or imprisonment of not more than five (5) years, or both.

WARNING:

Petitioner/applicant is cautioned to avoid submitting personal information in documents filed in a patent application that may contribute to identity theft. Personal information such as social security numbers, bank account numbers, or credit card numbers (other than a check or credit card authorization form PTO-2038 submitted for payment purposes) is never required by the USPTO to support a petition or an application. If this type of personal information is included in documents submitted to the USPTO, petitioners/applicants should consider redacting such personal information from the documents before submitting them to the USPTO. Petitioner/applicant is advised that the record of a patent application is available to the public after publication of the application (unless a non-publication request in compliance with 37 CFR 1.213(a) is made in the application) or issuance of a patent. Furthermore, the record from an abandoned application may also be available to the public if the application is referenced in a published application or an issued patent (see 37 CFR 1.14). Checks and credit card authorization forms PTO-2038 submitted for payment purposes are not retained in the application file and therefore are not publicly available.

LEGAL NAME OF INVENTOR

Inventor: Muthukrishnan Thukkaram Date (Optional) : 04/24/2023

Signature: / DocuSigned by: Muthukrishnan Thukkaram / 67F5CF2CC3AA4F7...

Note: An application data sheet (PTO/SB/14 or equivalent), including naming the entire inventive entity, must accompany this form or must have been previously filed. Use an additional PTO/AIA/01 form for each additional inventor.

PTO/AIA/01 (06-12)
Approved for use through 11/30/2020. OMB 0651-0032
U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

DECLARATION (37 CFR 1.63) FOR UTILITY OR DESIGN APPLICATION USING AN APPLICATION DATA SHEET (37 CFR 1.76)

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- ☒ The attached application, or
- ☐ United States application or PCT international application number ________________________ filed on ________________________________.

The above-identified application was made or authorized to be made by me.

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LEGAL NAME OF INVENTOR

Inventor: Rahul Mhambrey   Date (Optional) : 04/25/2023

Signature: / DocuSigned by: [signature] 0C00E2A2D74D449... /

Note: An application data sheet (PTO/SB/14 or equivalent), including naming the entire inventive entity, must accompany this form or must have been previously filed. Use an additional PTO/AIA/01 form for each additional inventor.

Privacy Act Statement

The **Privacy Act of 1974 (P.L. 93-579)** requires that you be given certain information in connection with your submission of the attached form related to a patent application or patent. Accordingly, pursuant to the requirements of the Act, please be advised that: (1) the general authority for the collection of this information is 35 U.S.C. 2(b)(2); (2) furnishing of the information solicited is voluntary; and (3) the principal purpose for which the information is used by the U.S. Patent and Trademark Office is to process and/or examine your submission related to a patent application or patent. If you do not furnish the requested information, the U.S. Patent and Trademark Office may not be able to process and/or examine your submission, which may result in termination of proceedings or abandonment of the application or expiration of the patent.

The information provided by you in this form will be subject to the following routine uses:

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2. A record from this system of records may be disclosed, as a routine use, in the course of presenting evidence to a court, magistrate, or administrative tribunal, including disclosures to opposing counsel in the course of settlement negotiations.
3. A record in this system of records may be disclosed, as a routine use, to a Member of Congress submitting a request involving an individual, to whom the record pertains, when the individual has requested assistance from the Member with respect to the subject matter of the record.
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5. A record related to an International Application filed under the Patent Cooperation Treaty in this system of records may be disclosed, as a routine use, to the International Bureau of the World Intellectual Property Organization, pursuant to the Patent Cooperation Treaty.
6. A record in this system of records may be disclosed, as a routine use, to another federal agency for purposes of National Security review (35 U.S.C. 181) and for review pursuant to the Atomic Energy Act (42 U.S.C. 218(c)).
7. A record from this system of records may be disclosed, as a routine use, to the Administrator, General Services, or his/her designee, during an inspection of records conducted by GSA as part of that agency's responsibility to recommend improvements in records management practices and programs, under authority of 44 U.S.C. 2904 and 2906. Such disclosure shall be made in accordance with the GSA regulations governing inspection of records for this purpose, and any other relevant (*i.e.*, GSA or Commerce) directive. Such disclosure shall not be used to make determinations about individuals.
8. A record from this system of records may be disclosed, as a routine use, to the public after either publication of the application pursuant to 35 U.S.C. 122(b) or issuance of a patent pursuant to 35 U.S.C. 151. Further, a record may be disclosed, subject to the limitations of 37 CFR 1.14, as a routine use, to the public if the record was filed in an application which became abandoned or in which the proceedings were terminated and which application is referenced by either a published application, an application open to public inspection or an issued patent.
9. A record from this system of records may be disclosed, as a routine use, to a Federal, State, or local law enforcement agency, if the USPTO becomes aware of a violation or potential violation of law or regulation.

PTO/SB/08a (01-22)
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U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(**Not for submission under 37 CFR 1.99)**

Application Number	
Filing Date	
First Named Inventor	Muthukrishnan Thukkaram
Art Unit	
Examiner Name	
Attorney Docket Number	10875-09939 US

U.S.PATENTS

Examiner Initial*	Cite No	Patent Number	Kind Code[1]	Issue Date	Name of Patentee or Applicant of cited Document	Pages,Columns,Lines where Relevant Passages or Relevant Figures Appear
	1	11461090		2022-10-04	Namburu et al.	

If you wish to add additional U.S. Patent citation information please click the Add button.

U.S.PATENT APPLICATION PUBLICATIONS

Examiner Initial*	Cite No	Publication Number	Kind Code[1]	Publication Date	Name of Patentee or Applicant of cited Document	Pages,Columns,Lines where Relevant Passages or Relevant Figures Appear
	1					

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Examiner Initial*	Cite No	Foreign Document Number[3]	Country Code[2] i	Kind Code[4]	Publication Date	Name of Patentee or Applicant of cited Document	Pages,Columns,Lines where Relevant Passages or Relevant Figures Appear	T[5]
	1							☐

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NON-PATENT LITERATURE DOCUMENTS

Examiner Initials*	Cite No	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc), date, pages(s), volume-issue number(s), publisher, city and/or country where published.	T[5]

INFORMATION DISCLOSURE STATEMENT BY APPLICANT (**Not for submission under 37 CFR 1.99)**		
	Application Number	
	Filing Date	
	First Named Inventor	Muthukrishnan Thukkaram
	Art Unit	
	Examiner Name	
	Attorney Docket Number	10875-09939 US

	1		☐

If you wish to add additional non-patent literature document citation information please click the Add button

EXAMINER SIGNATURE

Examiner Signature		Date Considered	

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through a citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

[1] See Kind Codes of USPTO Patent Documents at www.USPTO.GOV or MPEP 901.04. [2] Enter office that issued the document, by the two-letter code (WIPO Standard ST.3). [3] For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. [4] Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST.16 if possible. [5] Applicant is to place a check mark here if English language translation is attached.

INFORMATION DISCLOSURE STATEMENT BY APPLICANT (**Not for submission under 37 CFR 1.99)**		
	Application Number	
	Filing Date	
	First Named Inventor	Muthukrishnan Thukkaram
	Art Unit	
	Examiner Name	
	Attorney Docket Number	10875-09939 US

CERTIFICATION STATEMENT

Please see 37 CFR 1.97 and 1.98 to make the appropriate selection(s):

☐ That each item of information contained in the information disclosure statement was first cited in any communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of the information disclosure statement. See 37 CFR 1.97(e)(1).

OR

☐ That no item of information contained in the information disclosure statement was cited in a communication from a foreign patent office in a counterpart foreign application, and, to the knowledge of the person signing the certification after making reasonable inquiry, no item of information contained in the information disclosure statement was known to any individual designated in 37 CFR 1.56(c) more than three months prior to the filing of the information disclosure statement. See 37 CFR 1.97(e)(2).

☐ See attached certification statement.

☐ The fee set forth in 37 CFR 1.17 (p) has been submitted herewith.

☒ A certification statement is not submitted herewith.

SIGNATURE

A signature of the applicant or representative is required in accordance with CFR 1.33, 10.18. Please see CFR 1.4(d) for the form of the signature.

Signature	/Edward Van Gieson/	Date (YYYY-MM-DD)	2023-04-26
Name/Print	Edward Van Gieson	Registration Number	44,386

This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 1 hour to complete, including gathering, preparing and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. **SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.**

Privacy Act Statement

The Privacy Act of 1974 (P.L. 93-579) requires that you be given certain information in connection with your submission of the attached form related to a patent application or patent. Accordingly, pursuant to the requirements of the Act, please be advised that: (1) the general authority for the collection of this information is 35 U.S.C. 2(b)(2); (2) furnishing of the information solicited is voluntary; and (3) the principal purpose for which the information is used by the U.S. Patent and Trademark Office is to process and/or examine your submission related to a patent application or patent. If you do not furnish the requested information, the U.S. Patent and Trademark Office may not be able to process and/or examine your submission, which may result in termination of proceedings or abandonment of the application or expiration of the patent.

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2. A record from this system of records may be disclosed, as a routine use, in the course of presenting evidence to a court, magistrate, or administrative tribunal, including disclosures to opposing counsel in the course of settlement negotiations.

3. A record in this system of records may be disclosed, as a routine use, to a Member of Congress submitting a request involving an individual, to whom the record pertains, when the individual has requested assistance from the Member with respect to the subject matter of the record.

4. A record in this system of records may be disclosed, as a routine use, to a contractor of the Agency having need for the information in order to perform a contract. Recipients of information shall be required to comply with the requirements of the Privacy Act of 1974, as amended, pursuant to 5 U.S.C. 552a(m).

5. A record related to an International Application filed under the Patent Cooperation Treaty in this system of records may be disclosed, as a routine use, to the International Bureau of the World Intellectual Property Organization, pursuant to the Patent Cooperation Treaty.

6. A record in this system of records may be disclosed, as a routine use, to another federal agency for purposes of National Security review (35 U.S.C. 181) and for review pursuant to the Atomic Energy Act (42 U.S.C. 218(c)).

7. A record from this system of records may be disclosed, as a routine use, to the Administrator, General Services, or his/her designee, during an inspection of records conducted by GSA as part of that agency's responsibility to recommend improvements in records management practices and programs, under authority of 44 U.S.C. 2904 and 2906. Such disclosure shall be made in accordance with the GSA regulations governing inspection of records for this purpose, and any other relevant (i.e., GSA or Commerce) directive. Such disclosure shall not be used to make determinations about individuals.

8. A record from this system of records may be disclosed, as a routine use, to the public after either publication of the application pursuant to 35 U.S.C. 122(b) or issuance of a patent pursuant to 35 U.S.C. 151. Further, a record may be disclosed, subject to the limitations of 37 CFR 1.14, as a routine use, to the public if the record was filed in an application which became abandoned or in which the proceedings were terminated and which application is referenced by either a published application, an application open to public inspections or an issued patent.

9. A record from this system of records may be disclosed, as a routine use, to a Federal, State, or local law enforcement agency, if the USPTO becomes aware of a violation or potential violation of law or regulation.

Doc Code: PA..
Document Description: Power of Attorney

PTO/AIA/82A (07-13)
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TRANSMITTAL FOR POWER OF ATTORNEY TO ONE OR MORE REGISTERED PRACTITIONERS

NOTE: This form is to be submitted with the Power of Attorney by Applicant form (PTO/AIA/82B) to identify the application to which the Power of Attorney is directed, in accordance with 37 CFR 1.5, unless the application number and filing date are identified in the Power of Attorney by Applicant form. If neither form PTO/AIA/82A nor form PTO/AIA82B identifies the application to which the Power of Attorney is directed, the Power of Attorney will not be recognized in the application.

Application Number	
Filing Date	
First Named Inventor	Muthukrishnan Thukkaram
Title	CROSS-APPLICATION WALKTHROUGH GUIDES FROM DESKTOP APP TO DESKTOP APP, DESKTOP APP TO BROWSER AND BROWSER TO DESKTOP APP
Art Unit	
Examiner Name	
Attorney Docket Number	10875-09939 US

SIGNATURE of Applicant or Patent Practitioner

Signature	/Edward Van Gieson/	Date (Optional)	
Name	Edward Van Gieson	Registration Number	44,386
Title (if Applicant is a juristic entity)	Attorney of Record		
Applicant Name (if Applicant is a juristic entity)	Whatfix Private Limited		

NOTE: This form must be signed in accordance with 37 CFR 1.33. See 37 CFR 1.4(d) for signature requirements and certifications. If more than one applicant, use multiple forms.

☐ *Total of _____ forms are submitted.

This collection of information is required by 37 CFR 1.131, 1.32, and 1.33. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to take 3 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. **SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.**

If you need assistance in completing the form, call 1-800-PTO-9199 and select option 2.

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POWER OF ATTORNEY BY APPLICANT

I hereby revoke all previous powers of attorney given in the application identified in either the attached transmittal letter or the boxes below.

Application Number	Filing Date

(Note: The boxes above may be left blank if information is provided on form PTO/AIA/82A.)

☑ I hereby appoint the Patent Practitioner(s) associated with the following Customer Number as my/our attorney(s) or agent(s), and to transact all business in the United States Patent and Trademark Office connected therewith for the application referenced in the attached transmittal letter (form PTO/AIA/82A) or identified above: 93219

OR

☐ I hereby appoint Practitioner(s) named in the attached list (form PTO/AIA/82C) as my/our attorney(s) or agent(s), and to transact all business in the United States Patent and Trademark Office connected therewith for the patent application referenced in the attached transmittal letter (form PTO/AIA/82A) or identified above. (Note: Complete form PTO/AIA/82C.)

Please recognize or change the correspondence address for the application identified in the attached transmittal letter or the boxes above to:

☑ The address associated with the above-mentioned Customer Number

OR

☐ The address associated with Customer Number:

OR

☐ Firm or Individual Name					
Address					
City		State		Zip	
Country					
Telephone		Email			

I am the Applicant (if the Applicant is a juristic entity, list the Applicant name in the box):

WHATFIX PRIVATE LIMITED

☐ Inventor or Joint Inventor (title not required below)

☐ Legal Representative of a Deceased or Legally Incapacitated Inventor (title not required below)

☑ Assignee or Person to Whom the Inventor is Under an Obligation to Assign (provide signer's title if applicant is a juristic entity)

☐ Person Who Otherwise Shows Sufficient Proprietary Interest (e.g., a petition under 37 CFR 1.46(b)(2) was granted in the application or is concurrently being filed with this document) (provide signer's title if applicant is a juristic entity)

SIGNATURE of Applicant for Patent

The undersigned (whose title is supplied below) is authorized to act on behalf of the applicant (e.g., where the applicant is a juristic entity).

Signature	/ DocuSigned by: Khadim Batti F1E6D4F3518942C... /	Date (Optional)	11/29/2022
Name	Khadim Hussain Ismail Batti		
Title	CEO		

NOTE: Signature - This form must be signed by the applicant in accordance with 37 CFR 1.33. See 37 CFR 1.4 for signature requirements and certifications. If more than one applicant, use multiple forms.

☐ Total of forms are submitted.

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