

R.Setchi and N.Lagos. **Context modelling for product support systems** , ROBTEP 2006, 31 May-2 June 2006, Kosice, Slovakia.

Product support systems (PRSSs) aim to provide training in a particular subject or situation related to a product by providing accurate and up-to-date information in a coherent and personalised manner. On the other hand, context-aware systems can monitor internal or external stimuli and adapt their operation accordingly. This paper advocates the view that product support could be substantially enhanced by developing context-aware PRSSs where the context of use is modelled through a set of context-related attributes and interactions. The paper presents a formal, ontology-based model of context-aware PRSSs that integrates knowledge about users, their activities, environment, and physical constraints.