

# WSS 2004

## The Second International Workshop on Web-based Support Systems

In Conjunction with IEEE/WIC/ACM WI/IAT'04



Beijing, China, September 20, 2004

Edited by

**J. T. Yao**  
University of Regina

**V. V. Raghavan**  
University of Louisiana at  
Lafayette

**G.Y. Wang**  
Chongqing University of Posts  
and Telecommunications



ISBN: 0-9734039-6-9