How to Provide Service using Intention and Service Models
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Abstract— The paper is one of parts for providing intelligent services. To do so, we focus on user intentions. Lots of researches for human intentions focus on human actions because actions are followed by intentions. So they treat human actions as human intentions. But sometimes there are differences between actions and the intentions. Abraham Maslow, a psychologist, presented the theory of human motivations[1]. He said that all human actions were based on their own needs. Therefore, we think that if we describe human needs and make some proper models to contain them, we can catch human intentions and make devices provide good services. That’s the main motive of this paper.

Keywords—intention, intention model, service model, proactive, intelligent service