improve performance interactively and immediately, (4) preferred sets of "value locators" could be downloaded to serve as filters to customize the digital environment to produce more of the product use outcomes purchasers prefer, (5) filters and those who employ them (where users are willing to share that information) could be stored on the VLRs where vendors could access them to learn what customers want to buy across the marketplace, (6) responsive vendors can serve those needs faster, producing more rapid evolution toward the types of human welfare people themselves would like.

One result could be faster evolution of products, services, environments and markets to supply the types of human and product progress people need and want to purchase. A second result could be a faster transfer of commercial guidance from vendors to those who pay the money (e.g., customers. In the end, since customers spend the money they could now have an independent self-conscious ability, with interactive market-wide communications, to steer vendors toward selling them the world they would like to buy.

What is claimed is:

1. A system comprising a server that is electronically accessible to multiple client systems having products, services, software or information; the server comprising:

(i) means for storing information indicative of problems and solutions for using respective products, services, software, or information in the client systems as determined by users of the products, services, software, or information, and

(ii) means for executing software configured to:

receive solution information electronically from the client systems regarding what would make a product, service, software, or information operate more effectively,

store the received solution information in the storing means, and

in response to a trigger from one of the client systems, distribute the stored solution information for the product, service, software, or information electronically to the one of the client systems, wherein the trigger is received from the one of the client systems in response to exception arising from the use of the respective product, service, software, or information.

2. A method in which:

a user records information on a client device about a problem with use of the client device,

the client device sends the information to a server for storage,

the client device receives from the server solution information recorded by other users, the solution information being received in response to a problem arising from the user's interaction with the client device, and

the client device presents the received solution information to the user.

3. The method of claim **2** in which the device stores a script for probing a user for information about a problem with use of the client device.

4. The method of claim **3** in which the device receives the script from the server.

5. The method of claim **2** in which the solution information guides the user's interaction with the client device.

6. The method of claim **2** in which the solution information is received from the server in response to a request of the user of the client device.

7. The method of claim **2** in which the solution information is received from the server in response to an exception resulting from use of the client device.

8. The method of claim **2** in which the information received by the client device comprises navigational pointers.

9. The method of claim **2** in which the information received by the client device comprises hypertext.

10. A system comprising a server that is electronically accessible to multiple client systems having products, services, software or information; the server comprising:

(i) a memory for storing information that provides solutions for use of respective products, services, software, or information in the client systems as determined by users of the products, services, software, or information, and

(ii) a processor configured to execute software configured to:

receive solution information electronically from the client systems regarding what would make a product, service, software, or information valuable,

store the received solution information in the memory, and

in response to a trigger from one of the client systems, distribute the stored solution information for the product, service, software, or information electronically to the one of the client systems, wherein the trigger is received from the one of the client systems in response to an exception arising from the use of the respective product, service, software, or information.

11. The system of claim **10** in which the solution information obtained from the client system is obtained from passive evaluation.

12. A system comprising a server that is electronically accessible to multiple handheld client telephones; the server comprising:

(i) a memory for storing problem and solution information indicative of the problems and solutions of handheld client telephones as determined by users of the handheld client telephones, and

(ii) a processor configured to execute software configured to:

receive problem information electronically from the handheld client telephones regarding what would make users more successful in using handheld client telephones,

store the received problem information in the memory, and

in response to a trigger from one of the handheld client telephones, distribute corresponding stored solution information for a problem electronically to the one handheld client telephone, wherein the trigger is received from the one handheld client telephone in response to an exception arising from the use of the handheld client telephone.

13. A method in which:

a user records value information about using a client handheld telephone on the client handheld telephone;

the client handheld telephone sends the value information to a server for storage,

the client handheld telephone receives from the server additional value information recorded by other users, in response to an exception triggered by the user's interaction with the client handheld telephone, and

the client handheld telephone presents the user with the additional value information.

14. The method of claim **13** in which the additional value information received by the handheld client telephone guides the user's interaction with the handheld client telephone.