

Title (en)

SYSTEM FOR REROUTING TELEPHONE TRAFFIC WITHIN A TELECOM NETWORK

Title (de)

SYSTEM ZUR LEITWEGUMLENGKUNG VON FERNSPRECHVERKEHR IN EINEM TELEKOMMUNIKATIONSNETZWERK

Title (fr)

SYSTEME POUR GERER LES APPELS TELEPHONIQUES DANS UN RESEAU

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Application

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Abstract (en)

[origin: WO9629812A1] The invention relates to a system for directing telephone traffic within a telephone network, comprising a telephone exchange unit (2) which is manned by a first telephone operator (23) or the like, telephone extension apparatus (21, 22) connected thereto, and a telephone operator manned equipment (3), wherein the telephone exchange unit includes, among other things, an interception unit (27) and the equipment (3) includes, among other things, an interception circuit (31). When a telephone extension apparatus (21) belonging to the telephone exchange unit has informed the interception unit (27) that it is unavailable and that all calls directed to this apparatus shall be forwarded to the telephone operator (23), and when said telephone operator is temporarily indisposed to receive incoming calls, each call directed to the telephone operator is forwarded to an alternative, equipment-associated answering position manned by a second telephone operator (32). The telephone exchange unit (2) is connected to the equipment (3) via a connection (13) intended for data traffic, whereby current interception information relating to telephone extension apparatus (21, 22) connected to the telephone exchange unit (2) can be sent from the interception unit (27) to the interception circuit (31) and therewith made available to the second telephone operator (32) associated with the alternative call answering position.

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