

Title (en)
TELECOMMUNICATIONS CALL CENTRE

Title (de)
TELEKOMMUNIKATIONS ANRUFZENTRALE

Title (fr)
CENTRE DE TELECOMMUNICATIONS

Publication
EP 0908044 A1 19990414 (EN)

Application
EP 97926163 A 19970610

Priority
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• IB 9700778 W 19970610

Abstract (en)
[origin: WO9750235A1] A telecommunications system comprises a server (20) arranged to issue information to a customer (10) and to receive data from the customer over a data network (15) and a processing means, coupled to the server (20), which is arranged to extract, from the received data, a telephone number of the customer. For improved security and efficiency, the system further comprises initiation means to initiate a telephone call to that customer via a telephone network (25) independently of the data network and an automated response system which is arranged to communicate with the customer by means of the telephone call (11).

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H04M 3/50

IPC 8 full level
H04M 3/493 (2006.01); **H04M 3/51** (2006.01); **H04M 3/523** (2006.01); **H04M 7/00** (2006.01)

CPC (source: EP)
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