

Title (en)
SYSTEM AND METHOD FOR CALL PARK AND TRANSFER IN A TELECOMMUNICATIONS NETWORK

Title (de)
SYSTEM UND VERFAHREN ZUM HALTEN EINES ANRUFES UND ZUR RUFWEITERLEITUNG IN EINEM TELEKOMMUNIKATIONSNETZWERK

Title (fr)
SYSTEME ET PROCEDE DE MISE EN GARDE PAR INDICATIF ET DE TRANSFERT D'APPELS DANS UN RESEAU DE TELECOMMUNICATIONS

Publication
EP 0958689 A4 20021030 (EN)

Application
EP 98906119 A 19980206

Priority

- US 9802090 W 19980206
- US 79684097 A 19970207

Abstract (en)
[origin: WO9835482A2] A system and method for call parking in a telecommunications network that combine the functionality of call parking and intelligent call routing. The system and method provide management of parking resources and complete control of the call throughout the entire duration of the call. The system and method also provide a centralized, network-based platform for call parking, such that a single platform, or multiple platforms of common use, can be used to park calls that are intended for any call center or other destination, thus improving the efficiency of call parking resources. The system and method make a common pool of parking resources available to all customers, thus improving the availability of parking and queuing resources at call center ACDs and other customer premise equipment. In addition, once a call is parked on a parking platform, it can be released and transferred to an alternate destination.

IPC 1-7
H04M 3/00; **H04M 5/00**

IPC 8 full level
H04M 3/42 (2006.01); **H04M 3/00** (2006.01); **H04M 3/523** (2006.01); **H04M 3/428** (2006.01); **H04M 3/533** (2006.01)

CPC (source: EP)
H04M 3/523 (2013.01); **H04M 3/5237** (2013.01); **H04M 3/4285** (2013.01); **H04M 3/533** (2013.01); **H04M 2203/2011** (2013.01); **H04M 2207/12** (2013.01)

Citation (search report)

- [A] US 5506898 A 19960409 - COSTANTINI RALPH J [US], et al
- [X] GAWRYS G W ET AL: "ISDN: INTEGRATED NETWORK/PREMISES SOLUTIONS", INTEGRATING THE WORLD THROUGH COMMUNICATIONS. TORONTO, JUNE 22 - 25, 1986, INTERNATIONAL CONFERENCE ON COMMUNICATIONS, NEW YORK, IEEE, US, vol. 1, 22 June 1986 (1986-06-22), pages 1 - 5, XP002008867
- See references of WO 9835482A2

Designated contracting state (EPC)
BE CH DE FR GB IE IT LI NL SE

DOCDB simple family (publication)
WO 9835482 A2 19980813; **WO 9835482 A3 19981210**; AU 6143498 A 19980826; CA 2279912 A1 19980813; EP 0958689 A2 19991124; EP 0958689 A4 20021030; JP 2002514365 A 20020514

DOCDB simple family (application)
US 9802090 W 19980206; AU 6143498 A 19980206; CA 2279912 A 19980206; EP 98906119 A 19980206; JP 53484898 A 19980206