

Title (en)

TELEPHONE ANSWERING EQUIPMENT AND METHOD FOR TRANSFERRING INFORMATION TO TELEPHONE EQUIPMENT

Title (de)

FERNSPRECHANRUFBEANTWORTER UND VERFAHREN ZUM TRANSFER VON INFORMATIONEN ZU EINEM FERNSPRECHGERÄT

Title (fr)

EQUIPEMENT REPONDEUR TELEPHONIQUE ET PROCEDE PERMETTANT DE TRANSFERER DES INFORMATIONS A CET EQUIPEMENT TELEPHONIQUE

Publication

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Application

EP 98962761 A 19981201

Priority

- SE 9802200 W 19981201
- SE 9704768 A 19971219

Abstract (en)

[origin: WO9933248A1] The present invention relates to advanced telephone answering equipment, also called a call centre, and to a particular type of message intended to be received by the call centre. The message includes information intended for a receiving person and a machine code intended for the call centre. The message is edited by a sending person, such as to divide the information and the machine code in different blocks. The receiver can cause the call centre to present the information in the message in a desired manner, i.e. in the same way as a caller can be presented with information from a call centre at the present time. The structure in which the message can be presented has, however, been made possible by the sender in the editing or formulating process. The machine code is, for instance, transferred as a DTMF-code.

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IPC 8 full level

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