

Title (en)

SERVER-BASED CALL CENTER PLATFORM THAT SUPPORTS NON-DEDICATED AGENT POSITIONS

Title (de)

DIENTPLATTFORM-BASIERTE ANRUFZENTRALE MIT FREI-ZUORDENBAREN AGENTEN-ARBEITSPLÄTZE

Title (fr)

PLATE-FORME CENTRE D'APPEL AXEE SUR UN SERVEUR ET PRENANT EN CHARGE DES POSITIONS NON SPECIALISEES

Publication

**EP 1097559 A1 20010509 (EN)**

Application

**EP 99930575 A 19990623**

Priority

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Abstract (en)

[origin: WO0003531A1] A server-based call center platform that supports non-dedicated agent positions having a server connected to a switching system by a plurality of lines. The switching system includes a router which, in response to a predetermined telephone number, delivers a call to the server on a selected one of the plurality of lines and identifies the call as an agent position call. The server includes a DTMF detector that is connectable to the selected line to receive DTMF signaling from the agent position and a processor that is adapted to change the state of the agent position from its current state to a second state responsive to the DTMF signaling.

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**H04M 3/50**

IPC 8 full level

**H04M 3/51** (2006.01); **H04Q 1/45** (2006.01); **H04Q 3/72** (2006.01)

CPC (source: EP)

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Citation (search report)

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