Title (en)
A CALL-CENTER WITH AGENTS THAT ARE DISTRIBUTED OVER THE INTERNET

Title (de)
ANRUFZENTRALE MIT AUF DEM INTERNET VERTEILTEN ARBEITSPLÄTZEN

Title (fr)
CENTRE D'APPELS COMPRENANT DES AGENTS REPARTIS SUR L'INTERNET

Publication
EP 1153502 A1 20011114 (EN)

Application
EP 00902840 A 20000207

Priority
• IL 0000080 W 20000207
• US 25118799 A 19990217

Abstract (en)
[origin: WO0049794A1] Method and apparatus for interconnecting local and/or remote agents serving a call-center, which are locally connected to said call-center or distributed over an IP network, respectively, with customers/callers who are telephonically connected to the call-center, or distributed over an IP network. The distributed remote agents are accessed in real time, over an IP network, and calls are routed using an ACD. Inbound calls from telephonically connected callers, as well as IP callers, are received in the ACD, which routes these calls to available local or remote agents. Several outputs of the ACD may be connected directly to local agents, and the remaining outputs are connected to remote agents via a gateway. Inbound calls from IP callers are received via another gateway. Upon receiving an inbound call, the ACD starts seeking a first available agent, who may be local or remote. Once a first available agent is allocated, the inbound call is automatically routed to that agent. The data, if any, associated with the call, such as the user ID information, is transferred to the agent's workstation over the data network, with the call. Outbound calls are handled in a similar manner by using a dialer.

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H04M 3/51; H04M 7/00

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

CPC (source: EP)
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