Title (en)

METHOD FOR PLACING INCOMING CALLS IN A QUEUE AND FORWARDING FROM THE QUEUE TO DESTINATION CONNECTIONS

Title (de)

VERFAHREN UM EINGEHENDE ANRUFE IN EINER WARTESCHLANGE ZU BRINGEN UND UM DIESE VON DER WARTESCHLANGE ZU ZIELVERBINDUNGEN WEITER ZU LEITEN

Title (fr)

PROCEDE POUR LE PLACEMENT EN FILE D'ATTENTE D'APPELS ENTRANTS ET POUR LEUR RENVOI AUTOMATIQUE DE LA FILE D'ATTENTE VERS LES CONNEXIONS DE DESTINATION

Publication

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Application

EP 00920788 A 20000426

Priority

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Abstract (en)

[origin: WO0065815A1] A method for arranging incoming calls to a subscriber number in a queue and for routing the calls from the queue to destination extensions (107), which are located under at least two separate PBXs (106), in which method, an intelligent telephone network (102, 103) is used to detect a call made to the subscriber number, the call is routed to an audio response unit (104) connected to the intelligent telephone network, the call is placed in a queue in the audio response unit (104), the state of the destination connections (107) is monitored, and the call is routed from the queue, when an idle destination extension (107) is detected.

IPC 1-7

H04M 3/523; H04Q 3/64

IPC 8 full level

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CPC (source: EP)

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