

Title (en)

ENTERPRISE CONTACT SERVER WITH ENHANCED ROUTING FEATURES

Title (de)

SERVER ZUR VERBINDUNGSNAHME MIT UNTERNEHMEN MIT VERBESSERTEN ROUTING-MERKMALEN

Title (fr)

SERVEUR DE CONTACT D'ENTREPRISE AVEC CARACTERISTIQUES D'ACHEMINEMENT AMELIOREES

Publication

EP 1180288 A1 20020220 (EN)

Application

EP 00932697 A 20000522

Priority

- US 0014058 W 20000522
- US 31756199 A 19990524

Abstract (en)

[origin: WO0072535A1] The present invention is an Enterprise Contact Server (100) that enables customers to submit call-back requests to agents (13) located at any one of a plurality of call centers (116) via the Internet (32), or virtually any other communications technology available.

IPC 1-7

H04L 12/64

IPC 8 full level

H04L 29/06 (2006.01); **H04L 29/08** (2006.01); **H04M 3/42** (2006.01); **H04M 3/51** (2006.01); **H04M 3/523** (2006.01); **H04M 11/00** (2006.01)

CPC (source: EP)

H04L 65/401 (2022.05); **H04L 67/14** (2013.01); **H04M 3/5191** (2013.01); **H04M 3/5237** (2013.01); **H04M 7/0027** (2013.01); **H04L 69/329** (2013.01); **H04M 3/5231** (2013.01); **H04M 3/5233** (2013.01)

Designated contracting state (EPC)

AT BE CH CY DE DK ES FI FR GB GR IE IT LI LU MC NL PT SE

DOCDB simple family (publication)

WO 0072535 A1 20001130; AU 5038500 A 20001212; AU 771695 B2 20040401; BR 0010933 A 20020423; CA 2374329 A1 20001130; EP 1180288 A1 20020220; EP 1180288 A4 20030611; JP 2003500929 A 20030107; MX PA01012024 A 20020621

DOCDB simple family (application)

US 0014058 W 20000522; AU 5038500 A 20000522; BR 0010933 A 20000522; CA 2374329 A 20000522; EP 00932697 A 20000522; JP 2000619880 A 20000522; MX PA01012024 A 20000522