

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 A4 20030611 (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; **H04M 3/523**; **H04M 3/51**

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)

Citation (search report)

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- [YX] WO 9854877 A2 19981203 - GENESYS TELECOMM LAB INC [US]
- [A] EP 0856980 A2 19980805 - ROLM SYSTEMS [US]
- [A] US 5825869 A 19981020 - BROOKS NANCY SINLING [CA], et al
- [A] WEBSITE: "Press Release 8-9-1997", WEBSITE PRESS RELEASE, 8 September 1997 (1997-09-08), pages 1 - 4, XP002231318, Retrieved from the Internet <URL:www.weblines.com/news/press/1997/9-8-97.htm> [retrieved on 20030214]
- See references of WO 0072535A1

Designated contracting state (EPC)

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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

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