

Title (en)

IMPLEMENTATION OF ADDITIONAL FUNCTIONS AND PERFORMANCE CRITERIA OF A CALL DISTRIBUTION SYSTEM

Title (de)

REALISIERUNG VON ZUSÄTZLICHEN FUNKTIONEN UND LEISTUNGSMERKMALEN EINES ANRUFVERTEILSYSTEMS

Title (fr)

REALISATION DE FONCTIONS ET DE CARACTERISTIQUES DE PUISSANCE SUPPLEMENTAIRES D'UN SYSTEME DE DISTRIBUTION D'APPELS

Publication

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Application

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Abstract (en)

[origin: WO0139521A1] The invention is characterised in that at least one part of at least two user connections (TA1...6), having configured performance criteria and being allocated to at least two network devices (LE1...3), is assigned to at least one group (NWCD), to which performance criteria and/or characteristics (SDN, TskGrp1,2) of a call centre can be assigned. The group (NWCD) is controlled by one of said network devices (LE1), whereby the user connections (TA1,3,4,6) which have not been physically allocated to this network device (LE1) are allocated to said device as virtual user connections.

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IPC 8 full level

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