

Title (en)

METHOD FOR SIGNALING AND PROCESSING INCOMING CALLS FOR A CALL CENTER

Title (de)

VERFAHREN ZUM SIGNALISIEREN UND VERARBEITEN EINGEHENDER RUFE FÜR EIN CALL-CENTER

Title (fr)

PROCEDE DE SIGNALISATION ET DE TRAITEMENT D'APPELS ARRIVANTS DESTINES A UNE CENTRALE D'APPEL

Publication

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Application

**EP 00979678 A 20001212**

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Abstract (en)

[origin: EP1109389A1] The invention relates to a method for signaling and processing incoming calls for a call center. The invention further relates to a corresponding exchange and a corresponding call center. According to the invention, incoming calls for the call center and the subscriber numbers of the callers are signaled to the call center by the exchange via an internet protocol link between the exchange and the call center.

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