

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

**EP 1238526 A2 20020911 (DE)**

Application

**EP 00979678 A 20001212**

Priority

- EP 00979678 A 20001212
- EP 0012607 W 20001212
- EP 99125227 A 19991217

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.

IPC 1-7

**H04M 3/523**; **H04M 7/00**; **H04M 3/42**

IPC 8 full level

**H04M 3/42** (2006.01); **H04M 3/523** (2006.01); **H04M 7/00** (2006.01)

CPC (source: EP US)

**H04M 3/523** (2013.01 - EP US); **H04M 3/42068** (2013.01 - EP US); **H04M 7/0093** (2013.01 - EP US); **H04M 2207/203** (2013.01 - EP US)

Citation (search report)

See references of WO 0145372A2

Designated contracting state (EPC)

CH DE ES FR IT LI PT

DOCDB simple family (publication)

**EP 1109389 A1 20010620**; CN 1199427 C 20050427; CN 1435044 A 20030806; EP 1238526 A2 20020911; US 2003076942 A1 20030424; US 7027584 B2 20060411; WO 0145372 A2 20010621; WO 0145372 A3 20011220

DOCDB simple family (application)

**EP 99125227 A 19991217**; CN 00819003 A 20001212; EP 0012607 W 20001212; EP 00979678 A 20001212; US 14971702 A 20021015