

Title (en)

PROCESSING OF CALL SESSION INFORMATION

Title (de)

VERARBEITUNG INFORMATIONEN EINER ANRUF-SESSION

Title (fr)

TRAITEMENT D'INFORMATIONS SUR DES SESSIONS DE COMMUNICATION

Publication

EP 1293088 A2 20030319 (EN)

Application

EP 01937746 A 20010525

Priority

- US 0117101 W 20010525
- US 57831600 A 20000525

Abstract (en)

[origin: WO0191433A2] An agent server (20) receives a message relating to a call session from an agent client (10) connected to a data network (12). The agent server (20) extracts information from the message, sends the information to a web browser (24), and updates data in the web browser (24) based upon the message information. The data may be displayed in a web page and may include information pertinent to the call session. The data is provided automatically in real time.

IPC 1-7

H04M 7/00; H04L 29/06

IPC 8 full level

H04M 7/00 (2006.01)

CPC (source: EP)

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