

Title (en)

CALL DISTRIBUTION IN DISTRIBUTED CALL CENTERS

Title (de)

ANRUFVERTEILUNG BEI VERTEILTEN ANRUFZENTRALEN

Title (fr)

REPARTITION DES APPELS EN CAS DE CENTRAUX D'APPEL REPARTIS

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Application

EP 01960626 A 20010804

Priority

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- EP 0109041 W 20010804

Abstract (en)

[origin: WO0215547A1] The invention relates to a method for acceptance and processing of calls within a telephone network (2) that comprises lines for a speech and for a data channel for connecting a caller (13) with groups of subscribers (1) that are connected to the network. A group of subscribers (1) is associated with a network code via which all members of the group of subscribers (1) can be called by a caller. A control (4) distributes the calls (6) directed to a group of subscribers (1) to the individual members of the group according to predetermined criteria. The method is further characterized in that data sets are exchanged via the data channel that are associated with a connection, and a control unit (4) that is integrated in the network carries out the control function and has access to the complete data sets. A group of subscribers (1) is associated with a control unit (4) that automatically takes a decision regarding the connection of a caller (13) with a specific member of the group.

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IPC 8 full level

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Citation (search report)

See references of WO 0215547A1

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