

Title (en)

CALL CENTER ADMINISTRATION MANAGER

Title (de)

ANRUFZENTRALEN-ADMINISTRATIONSMANAGER

Title (fr)

GESTIONNAIRE D'ADMINISTRATION DE CENTRE D'APPELS

Publication

EP 1374055 A4 20060802 (EN)

Application

EP 01964033 A 20010814

Priority

- US 0125526 W 20010814
- US 79822601 A 20010302

Abstract (en)

[origin: WO02071226A1] A network-based call center for managing a company's interactions with its customers used resources (112, 114) supplied by an application service provider (116). The call center stores sensitive information on a database (166) within the company's private network (110), behind a firewall. When a call center resource (112, 114) or another client or server obtains new sensitive information, the resource (112, 114) writes the information to the database (166) and then erases the information. When a resource (112, 114) needs sensitive information stored on the database (166), the resource (112, 114) requests the information from the database (166), uses it, and then erases the information. The call center further provides a browser-based tool (146), running on the Internet (140), for enabling non-technical personnel of the company to provision a call center from the resources (112, 114) of the application service provider (116).

IPC 1-7

G06F 11/30; **G06F 15/173**

IPC 8 full level

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CPC (source: EP)

H04L 65/1069 (2013.01); **H04L 65/401** (2022.05); **H04M 3/5233** (2013.01); **H04M 3/5237** (2013.01); **H04L 63/083** (2013.01); **H04L 63/104** (2013.01); **H04L 65/1016** (2013.01)

Citation (search report)

- [Y] US 5185780 A 19930209 - LEGGETT ERNEST W [US]
- [Y] US 6175564 B1 20010116 - MILOSLAVSKY ALEC [US], et al
- See references of WO 02071226A1

Citation (examination)

WO 9960766 A1 19991125 - CALLSCAN LIMITED [GB], et al

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DOCDB simple family (publication)

WO 02071226 A1 20020912; CA 2439694 A1 20020912; CA 2439694 C 20110705; EP 1374055 A1 20040102; EP 1374055 A4 20060802; JP 2004535090 A 20041118

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