

Title (en)
CENTRALISED ADMINISTRATION OF A CALL CENTRE

Title (de)
ZENTRALE ADMINISTRATION EINES CALLCENTERS

Title (fr)
GESTION CENTRALISEE D'UN CENTRE D'APPELS

Publication
EP 1397904 A2 20040317 (DE)

Application
EP 02740392 A 20020611

Priority
• DE 0202132 W 20020611
• DE 10129322 A 20010619

Abstract (en)
[origin: WO02103990A2] The invention relates to the operation and the administration of a call centre (10), the network elements and the applications (22, 22') thereof being distributed in a network and especially being available via the internet. Switching centres (16) of a public network are involved in the administration. The communication between different network elements, especially between applications (22, 22') and servers (24, 26) of different domains, is carried out by converting interfaces of applications (22, 22') into a protocol designed for interdomain communication.

IPC 1-7
H04M 3/51; **H04M 7/00**

IPC 8 full level
H04M 3/523 (2006.01); **H04M 3/22** (2006.01)

CPC (source: EP US)
H04M 3/5237 (2013.01 - EP US); **H04M 3/22** (2013.01 - EP US)

Citation (search report)
See references of WO 02103990A2

Designated contracting state (EPC)
AT BE CH CY DE DK ES FI FR GB GR IE IT LI LU MC NL PT SE TR

DOCDB simple family (publication)
WO 02103990 A2 20021227; **WO 02103990 A3 20030530**; CA 2489979 A1 20021227; CN 1545796 A 20041110; DE 10129322 A1 20030102; EP 1397904 A2 20040317; US 2003007624 A1 20030109

DOCDB simple family (application)
DE 0202132 W 20020611; CA 2489979 A 20020611; CN 02816254 A 20020611; DE 10129322 A 20010619; EP 02740392 A 20020611; US 17387702 A 20020619