

Title (en)

PROCESS FOR DYNAMIC ROUTING OF CUSTOMER CONTACTS TO SERVICE PROVIDERS IN REAL TIME

Title (de)

VERFAHREN FÜR DYNAMISCHES ROUTING VON KUNDENKONTAKTEN ZU DIENSTANBIETERN IN ECHTZEIT

Title (fr)

PROCEDE POUR LE ROUTAGE DYNAMIQUE DE CONTACTS DE CLIENT A DES PRESTATAIRES DE SERVICES EN TEMPS REEL

Publication

EP 1847133 A4 20090805 (EN)

Application

EP 05854728 A 20051219

Priority

- US 2005046066 W 20051219
- US 2037504 A 20041222
- US 16259205 A 20050915

Abstract (en)

[origin: WO2006069039A2] A dynamic contact routing system includes establishing a plurality of service provider accounts. The service providers submit bids for a per-contact charge. A contact list is created wherein the service providers are ranked from the highest bidder to the lowest bidder. A contact received from a potential customer is routed to the highest ranked bidder service provider on the contact list. If the contact is not responded to or rejected, the contact is rerouted to the next highest ranked service provider on the contact list. The service provider's account who has received the contact is charged the pre-contact amount by that service provider.

IPC 8 full level

H04M 3/523 (2006.01); **G06Q 30/00** (2012.01)

CPC (source: EP KR)

G06F 17/00 (2013.01 - KR); **G06Q 30/02** (2013.01 - EP); **H04L 12/14** (2013.01 - KR); **H04M 3/523** (2013.01 - EP); **H04M 15/00** (2013.01 - EP); **H04M 15/10** (2013.01 - EP); **H04M 15/8044** (2013.01 - EP); **H04M 15/805** (2013.01 - EP); **H04M 2203/405** (2013.01 - EP); **H04M 2215/42** (2013.01 - EP); **H04M 2215/745** (2013.01 - EP); **H04M 2215/7457** (2013.01 - EP)

Citation (search report)

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- [X] DE 10241852 A1 20040401 - DEUTSCHE TELEKOM AG [DE]
- [X] US 5790642 A 19980804 - TAYLOR JOHN [US], et al
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- See references of WO 2006069039A2

Designated contracting state (EPC)

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DOCDB simple family (publication)

WO 2006069039 A2 20060629; **WO 2006069039 A3 20061221**; AU 2005319281 A1 20060629; AU 2005319281 B2 20091008; CA 2589868 A1 20060629; EP 1847133 A2 20071024; EP 1847133 A4 20090805; KR 20070087192 A 20070827

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