

Title (en)
SHARING LICENSES IN A CALL CENTER WITH PER-SEAT LICENSING

Title (de)
GEMEINSAME BENUTZUNG VON LIZENZEN IN EINEM CALLCENTER MIT PER-SITZ LIZENZIERUNG

Title (fr)
PARTAGE DE LICENCES DANS UN CENTRE D'APPEL AVEC CONCESSION DE LICENCE PAR SIÈGE

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Application
EP 09710507 A 20090213

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Abstract (en)
[origin: WO2009101190A1] The invention relates to the processing of telephone calls to and from a call centre. The invention introduces virtual user agents which are agents associated with virtual users and which are able to register with a call centre call distributing system in association with agent positions. The call distributing system will subsequently distribute calls to the available virtual user agents in the same manner as the distribution of calls to actual user agents is performed. Instead of having a set agent position associated with a particular user agent, the invention allows any registered agent position to be used in conjunction with any user agent so that a registered agent position may be associated with a virtual user agent. A virtual user agent acts on behalf of a real user agent which is located remote from the virtual user agent.

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