

Title (en)

MOBILE COMMUNICATION DEVICE FOR ESTABLISHING AUTOMATED CALL BACK

Title (de)

MOBILKOMMUNIKATIONSGERÄT ZUR HERSTELLUNG EINES AUTOMATISCHEN RÜCKRUFES

Title (fr)

DISPOSITIF DE COMMUNICATION MOBILE POUR ÉTABLIR UN RAPPEL AUTOMATISÉ

Publication

EP 2392190 A2 20111207 (EN)

Application

EP 10736139 A 20100128

Priority

- US 2010000238 W 20100128
- US 32051709 A 20090128
- US 32051609 A 20090128

Abstract (en)

[origin: WO2010087966A2] A communication system and method for receiving incoming communications from mobile communication devices and for initiating a call-back. The communication system receives incoming communications from a mobile communication device, such as data requests. The data requests may be for a list of providers or companies and for a list of corresponding queues related to customer services, such as billing, for example. Further, the communication system typically includes components and queues for initiating a call-back sequence to a communication receiving device and placing an identifier associated with the communication receiving device in a user-selected queue. The communication system also determines the wait time in a queue and places an outgoing call to the communication receiving device. If a call back request is received from the mobile communication device, a call back to the communication receiving device is placed based upon the assigned placeholder in the queue.

IPC 8 full level

H04M 3/523 (2006.01)

CPC (source: EP)

H04M 3/5231 (2013.01); **H04M 3/5238** (2013.01); **H04M 1/2749** (2020.01); **H04M 1/724** (2021.01); **H04M 2201/38** (2013.01)

Cited by

CN111866288A

Designated contracting state (EPC)

AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HR HU IE IS IT LI LT LU LV MC MK MT NL NO PL PT RO SE SI SK SM TR

DOCDB simple family (publication)

WO 2010087966 A2 20100805; WO 2010087966 A3 20101111; CA 2750940 A1 20100805; CA 2750940 C 20190402; EP 2392190 A2 20111207; EP 2392190 A4 20120801

DOCDB simple family (application)

US 2010000238 W 20100128; CA 2750940 A 20100128; EP 10736139 A 20100128