

Title (en)

METHOD FOR PLAYING A SEQUENCE OF AUDIO CONTENTS AS WAITING MESSAGE, AND CALL CENTRE SYSTEM

Title (de)

VERFAHREN ZUM ABSPIELEN EINER SEQUENZ VON AUDIOINHALTEN ALS WARTENACHRICHT UND CALLCENTERSYSTEM

Title (fr)

PROCÉDÉ PERMETTANT DE REPRODUIRE UNE SÉQUENCE DE CONTENUS AUDIO EN TANT QUE MESSAGE D'ATTENTE, ET SYSTÈME DE CENTRE D'APPEL

Publication

**EP 2643979 A1 20131002 (EN)**

Application

**EP 11788144 A 20111124**

Priority

- FR 1059692 A 20101124
- US 95395010 A 20101124
- EP 2011070964 W 20111124

Abstract (en)

[origin: WO2012069600A1] A method for playing a sequence of audio contents as waiting message of a private automatic branch exchange (PABX) (10), the PABX - being able to receive incoming calls from a telephonic network (30) and to put them on hold, - the PABX being connected to an advertisement management server (20), storing a set of audio contents (A1,A2,...) being recorded audio messages, the method comprising the steps of: (a) creating a template sequence message (S) at the advertisement management server (20), - said template sequence message (S) comprising a plurality of successive slots (S1, S2,... ) able to receive an audio content; (b) sending the template sequence message (S) and the set (A) of audio contents to the PABX; (c) for each incoming call received and placed on hold by the PABX, performing the steps of: (c1 ) organizing the set (A) of audio contents in a random order; (c2) inserting the successive audio contents (A1, A2,... ) respectively in the successive slots (S1, S2,...) of the template sequence message (S) according to the random order; and (c3) playing the completed template sequence message (S\*) in which the audio cotents have been inserted as long as the incoming call is on hold.

IPC 8 full level

**G06Q 30/00** (2012.01); **H04M 3/487** (2006.01); **H04Q 3/62** (2006.01)

CPC (source: EP)

**G06Q 30/02** (2013.01); **H04M 3/4285** (2013.01); **H04M 3/4878** (2013.01); **H04Q 2213/1315** (2013.01); **H04Q 2213/1322** (2013.01); **H04Q 2213/1326** (2013.01)

Citation (search report)

See references of WO 2012069600A1

Designated contracting state (EPC)

AL 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 RS SE SI SK SM TR

DOCDB simple family (publication)

**WO 2012069600 A1 20120531**; EP 2643979 A1 20131002

DOCDB simple family (application)

**EP 2011070964 W 20111124**; EP 11788144 A 20111124