

Title (en)

SYSTEM AND METHOD FOR WEB-BASED REAL TIME COMMUNICATION WITH CONTACT CENTERS

Title (de)

SYSTEM UND VERFAHREN ZUR WEB-GESTÜTZTEN ECHTZEITKOMMUNIKATION MIT ANRUFZENTRALEN

Title (fr)

SYSTÈME ET PROCÉDÉ POUR UNE COMMUNICATION EN TEMPS RÉEL PAR INTERNET AVEC DES CENTRES DE CONTACTS

Publication

**EP 2915134 A4 20160420 (EN)**

Application

**EP 13851607 A 20131105**

Priority

- US 201213669288 A 20121105
- US 201213669384 A 20121105
- US 2013068556 W 20131105

Abstract (en)

[origin: WO2014071391A1] A method for connecting a website user to a contact center agent includes: monitoring user interaction associated with the website user; receiving a call request via the website; identifying an agent or an interactive voice response based on the monitored user interaction; and establishing a communication channel supported by a web browser between the website user and the identified agent or the interactive voice response.

IPC 8 full level

**G06Q 10/06** (2012.01); **G06Q 30/00** (2012.01); **G06Q 30/02** (2012.01)

CPC (source: EP)

**G06Q 10/0631** (2013.01); **G06Q 30/016** (2013.01); **G06Q 30/0281** (2013.01); **H04L 65/1108** (2022.05)

Citation (search report)

- [I] US 2007116238 A1 20070524 - JACOBI YANIV [IL], et al
- [I] US 2012278115 A1 20121101 - ACHARYA ARUP [US], et al
- [I] US 2010158236 A1 20100624 - CHANG YI [US], et al

Citation (examination)

- WO 2008098123 A1 20080814 - UTBK INC [US], et al
- See also references of WO 2014071391A1

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 2014071391 A1 20140508**; CN 104995655 A 20151021; CN 104995655 B 20181116; EP 2915134 A1 20150909; EP 2915134 A4 20160420

DOCDB simple family (application)

**US 2013068556 W 20131105**; CN 201380069625 A 20131105; EP 13851607 A 20131105