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Note: Bibliography reflects the latest situation

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(54) **METHODS AND APPARATUS FOR CONTROLLING CALL PULLBACK BY AN AUTOMATIC CALL DISTRIBUTION (ACD) SYSTEM FROM AN INTERACTIVE VOICE RESPONSE (IVR) SYSTEM AND FOR ALLOWING AN ACD CALLER TO COMPLETE A CRITICAL TRANSACTION WHILE CONNECTED TO THE IVR**

VERFAHREN UND VORRICHTUNGEN ZUR STEUERUNG DER RUFUMLEITUNG VON EINEM AUTOMATISCHEN ANRUFVERTEILSYSTEM (ACD) AUS EINEM INTERAKTIVEN SPRACHANTWORTSYSTEM (IVR), UND ZUR SCHAFFUNG DER MÖGLICHEN FÜR EINEN ANRUFRER, WÄHREND ER MIT DEM INTERAKTIVEN SPRACHANTWORTSYSTEM (IVR) VERBUNDEN IST, EINEN KRITISCHEN VORGANG ZU ENDE ZU FÜHREN

PROCEDES ET APPAREIL POUR CONTROLER LE RENVOI D'APPELS PAR UN SERVEUR ACD A PARTIR D'UN SERVEUR IVR ET POUR PERMETTRE A UN APPELANT D'UN SERVEUR ACD D'EFFECTUER UNE TRANSACTION TOUT EN ETANT CONNECTE AVEC LE SERVEUR IVR

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**04024430.3 / 1 501 269**
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**Corporate Intellectual Property**  
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- (56) References cited:  
**EP-A- 0 377 395** **DE-A- 19 635 329**  
**US-A- 6 122 365** **US-B1- 6 195 357**

**EP 1 391 104 B8**

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