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[Continued on next page]

(54) Title: CONVERGED CALL CENTER

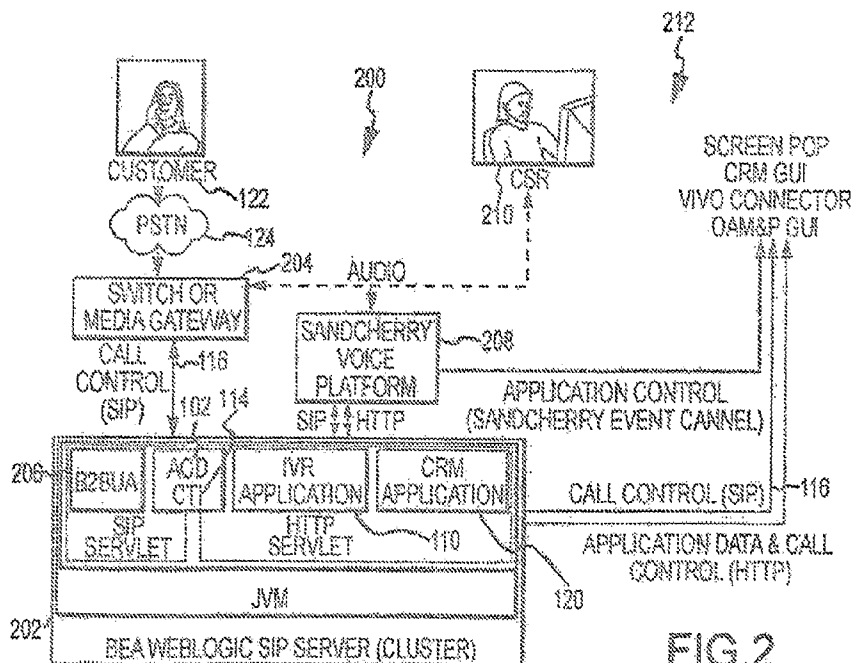


FIG. 2

(57) Abstract: A converged call center is provided (200). The converged call center provides a switch connectable to a customer through a telephone network. The switch connects to a converge container (Fig. 2, 202) comprising a plurality of applications (Fig. 2, IVR 110, CTI 114, CRM 120) necessary for the call center functionality. The converged container (202) is connected to a voice platform (208) to facilitate communication between the applications, the customer, and a customer service representative.



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INTERNATIONAL SEARCH REPORT

International application No.

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A. CLASSIFICATION OF SUBJECT MATTER IPC: H04M 3/00(2006.01) USPC: 379/265.02 According to International Patent Classification (IPC) or to both national classification and IPC		
B. FIELDS SEARCHED Minimum documentation searched (classification system followed by classification symbols) U.S. : 379/265.02 Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched N/A Electronic data base consulted during the international search (name of data base and, where practicable, search terms used) EAST;ACD (call center) and SIP with IVR		
C. DOCUMENTS CONSIDERED TO BE RELEVANT		
Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
Y	US 7,242,760 (SHIRES)10 July 2007 (10.07.2007), entire documents	1-18
	US 5,884,032 (BATEMAN) 16 March 1999(16.03.1999), see entire document	1-18
<input type="checkbox"/> Further documents are listed in the continuation of Box C. <input type="checkbox"/> See patent family annex.		
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"L" document which may throw doubts on priority claim(s) or which is cited to establish the publication date of another citation or other special reason (as specified)	"Y" document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art	
"O" document referring to an oral disclosure, use, exhibition or other means	"&" document member of the same patent family	
"P" document published prior to the international filing date but later than the priority date claimed		
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Name and mailing address of the ISA/US Mail Stop PCT, Attn: ISA/US Commissioner for Patents P.O. Box 1450 Alexandria, Virginia 22313-1450 Facsimile No. (571) 273-3201		Authorized officer Quynh H. Nguyen <i>Ken</i> Telephone No. 571-272-7489

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Box IV TEXT OF THE ABSTRACT (Continuation of Item 5 of the first sheet)

NEW ABSTRACT

A converged call center is provided (200). The converged call center provides a switch connectable to a customer through a telephone network. The switch connects to a converge container (Fig. 2, 202) comprising a plurality of applications (Fig. 2, IVR 110, CTI 114, CRM 120) necessary for the call center functionality. The converged container (202) is connected to a voice platform (208) to facilitate communication between the applications, the customer, and a customer service representative.