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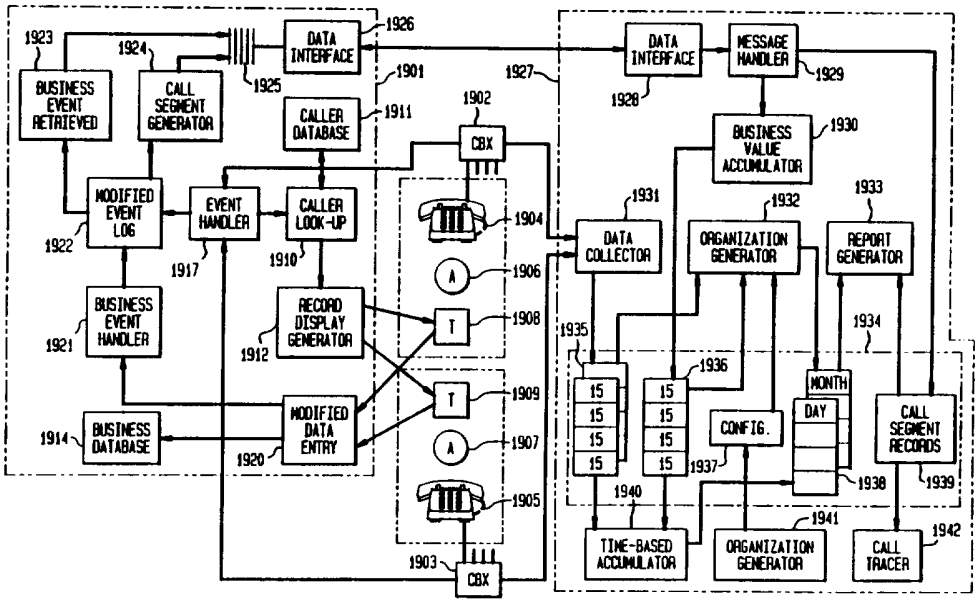
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(54) Title: METHOD AND APPARATUS FOR INTERFACING COMPUTERS TO EXCHANGE TELEPHONE CALL BUSINESS INFORMATION

(57) Abstract

An apparatus and method is provided for exchanging telephone call information between two computers (1901, 1927), one of which is coupled to a computerized branch exchange (CBX) (1902, 1903) which services a plurality of telephone agents, the other of which contains telephone call statistics relating to the CBX. Business value records, each including information which relates a telephone agent to a business value datum such as a sales value from a telephone call, are generated in the first computer (1901) and transmitted to the second computer (1927) for storage into a database. Similarly, account code records, each including information which relates a telephone agent to an account code indicating the nature of a particular telephone call, are generated in the first computer and transmitted to the second computer. Call segment records, each including information relating to a particular telephone call segment, are also generated in the first computer and transmitted to the second computer. The second computer receives the transmitted business value, account code and call segment records, stores them into a database, and accumulates business value and account code value across a plurality of records according to a fixed time interval and one or more organizational hierarchies. A report generator is provided for generating useful reports from the accumulated values.



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INTERNATIONAL SEARCH REPORT

In tional Application No
PCT/US 95/13071

A. CLASSIFICATION OF SUBJECT MATTER
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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)
IPC 6 H04M

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the international search (name of data base and, where practical, search terms used)

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
A	US,A,5 164 983 (BROWN ET AL) 17 November 1992 see column 10, line 42 - line 68	1,12,23, 25,32
A	EP,A,0 568 770 (IBM) 10 November 1993 see abstract	1,12,23, 25,32
A	WO,A,84 01871 (WESTERN ELECTRIC) 10 May 1984 see page 5, line 19 - page 7, line 8; figures 2,3	1,12,23, 25,32
A	WO,A,92 09164 (UNIFI COMMUNICATIONS) 29 May 1992	

☐ Further documents are listed in the continuation of box C.

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