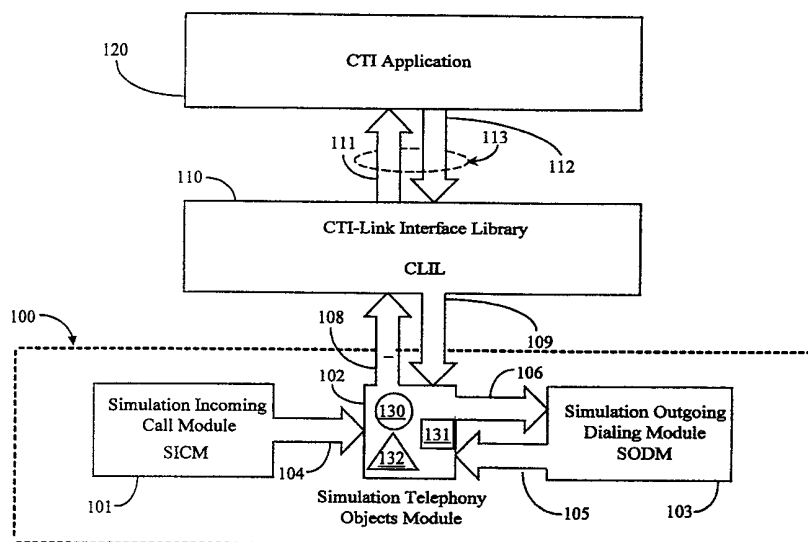




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(54) Title: METHODS IN COMPUTER SIMULATION OF TELEPHONY SYSTEMS**(57) Abstract**

A computer simulation system adapted for simulating a telephony call center comprises individual software modules simulating separate entities of the call center in the simulated call center, and a graphical user interface (GUI). In the GUI the individual software modules are presented as icons movable and connectable on the screen to alter characteristics of the simulated call center. In a preferred embodiment the simulation system is adapted for testing computer telephony integration (CTI) (120) applications. In this embodiment one of the software module icons comprises a (CTI) link interface library (110) adapted to provide communication between the simulated call center (100) and the CTI application in a manner that the simulated call center will behave as a specific switch type in a specific instance. Also in a preferred embodiment one of the individual software modules is a telephony objects module (102) representing a telephony switch and connected telephony devices, agents, and associated behavior. In this aspect individual telephony objects are represented in the GUI as icons that may be selected and added to or subtracted from the telephony objects module to alter the behavior repertoire of the module.

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INTERNATIONAL SEARCH REPORT

International application No.
PCT/US98/13644

A. CLASSIFICATION OF SUBJECT MATTER

IPC(6) : G06G 7/48; H04M 3/00, 3/22, 1/24

US CL : 364/578; 379/1

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. : 364/578; 379/1

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 practicable, search terms used)

APS, IEEE

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X, P	US 5,652,791 A (SUNDERMAN et al.) 29 JULY 1997, abstract, fig. 1-3 (especially #208), col. 2, lines 15-67, col. 3, lines 1-9, col. 3, lines 37-67, col. 4, lines 1-67	1-13
X	US 5,519,773 A (DUMAS et al.) 21 MAY 1996, abstract, fig. 11 (especially # 3020), COL. 8, LINES 8-67, COL. 9, LINES 1-56	1-13
Y	US 5,491,783 A (DOUGLAS et al.) 13 FEBRUARY 1996, abstract, col. 1, lines 64-67, col. 2, lines 1-67, col. 3, lines 1-38	1-13
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PCT/US98/13644

C (Continuation). DOCUMENTS CONSIDERED TO BE RELEVANT

Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	US 5,285,494 A (SPRECHER et al.) 08 FEBRUARY 1994, abstract, fig. 1, 2 (especially # 128), 9, 11 (especially # 248), col. 1, lines 29-68, col. 4, lines 35-59	1-13
X	US 5,488,648 A (WOMBLE) 30 JANUARY 1996, abstract, fig. 1-6, col. 1, lines 38-55, col. 2, lines 3-22,	1-13