

**COMPOSITE SERVICES DELIVERY**

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**ABSTRACT**

Embodiments of the present invention provide a method, system and computer program product for deploying and delivering composite services in an NGN network. A composite service enabling data processing system can include multiple channel servlets enabled to establish multiple different channels of access to a common session for a composite service. The system also can include a location registry including a table of entries associating the different channels of access with the common session for the composite service. The system yet further can include a model servlet configured for coupling to a model for the common session and for modifying state data in the model for the single session. Finally, the the model servlet can be enabled to synchronize views for each of the different channels of access to the common session for the composite service responsive to changes detected in the model.
305 Establish Session (Channel)

310 Provide Access to Service (Channel)

320 Done?

325 NO

330 Create Listener (Service)

335 Provide Access to Service (Channel')

340 Change in State?

345 YES

345 Update View (Channel, Channel')

350 NO

355 YES

355 End Session

FIG. 3
COMPOSITE SERVICES DELIVERY

BACKGROUND OF THE INVENTION

1. Field of the Invention

The present invention relates to the field of next generation networking (NGN) and more particularly to the deployment and delivery of composite services over an NGN network.

2. Description of the Related Art

Next generation networking (NGN) refers to emerging computing networking technologies that natively support data, video and voice transmissions. In contrast to the circuit switched telephone networks of days gone by, NGN networks are packet switched and combine voice and data in a single network. Generally, NGN networks are categorized by a split between call control and transport. Also, in NGN networks, all information is transmitted via packets which can be labeled according to their respective type. Accordingly, individual packets are handled differently depending upon the type indicated by a corresponding label.

The IP Multimedia Subsystem (IMS) is an open, standardized, operator friendly, NGN multimedia architecture for mobile and fixed services. IMS is a Voice over Internet Protocol (VoIP) implementation based upon a variant of the session initiation protocol (SIP), and runs over the standard Internet protocol (IP). Telecom operators in NGN networks offer network controlled multimedia services through the utilization of IMS. The aim of IMS is to provide new services to users of an NGN network in addition to currently available services. This broad aim of IMS is supported through the extensive use of underlying IP compatible protocols and corresponding IP compatible interfaces. In this way, IMS can merge the Internet with the wireless, cellular space so as to provide to cellular technologies ubiquitous access useful services deployed on the Internet.

Multimedia services can be distributed both within NGN networks and non-NGN networks, alike, through the use of markup specified documents. In the case of a service having a visual interface, visually oriented markup such as the extensible hypertext markup language (XHTML) and its many co-species can specify the visual interface for a service when rendered in a visual content browser through a visual content channel, for instance a channel governed by the hypertext transfer protocol (HTTP). By comparison, an audio interface can be specified for a service by voice oriented markup such as the voice extensible markup language (VoiceXML). In the case of an audio interface, a separate voice channel, for instance a channel governed according to SIP.

In many circumstances, it is preferred to configure services to be delivered across multiple, different channels of differing modalities, including the voice mode and the visual mode. In this regard, a service provider not always can predict the interactive modality through which a service is to be accessed by a given end user. To accommodate this uncertainty, a service can be prepared for delivery through each anticipated modality, for instance by way of voice markup and visual markup. Generating multiple different markup documents to satisfy the different modalities of access, however, can be tedious. In consequence, merging technologies such as the XHTML+VoiceXML (X+V) have been utilized to simplify the development process.

Specifically, X+V represents one technical effort to produce a multimodal application development environment. In X+V, XHTML and VoiceXML can be mixed in a single document. The XHTML portion of the document can manage visual interactions with an end user, while the VoiceXML portion of the document can manage voice interactions with the end user. In X+V, command, control and content navigation can be enabled while simultaneously rendering multimodal content. In this regard, the X+V profile specifies how to compute grammars based upon the visual hyperlinks present in a page.

Processing X+V documents, however, requires the use of a proprietary browser in the client devices utilized by end users when accessing the content. Distributing multimedia services to a wide array of end user devices, including pervasive devices across NGN networks, can be difficult if one is to assume that all end user devices are proprietarily configured to handle X+V and other unifying technologies. Rather, at best, it can only be presumed that devices within an NGN network are equipped to process visual interactions within one, standard channel of communication, and voice interactions within a second, standard channel of communication.

Thus, despite the promise of X+V, to truly support multiple modalities of interaction with services distributed about an NGN or, even a non-NGN network, different channels of communications must be established for each different modality of access. Moreover, each service must be separately specified for each different modality. Finally, once a session has been established across one modality of access to a service, one is not able to change mid-session to a different modality of access to the same service within the same session. As a result, the interactions across different channels accommodating different modalities of interaction remain unsynchronized and separate. Consequently, end users cannot freely switch between modalities of access for services in an NGN network.

BRIEF SUMMARY OF THE INVENTION

Embodiments of the present invention address deficiencies of the art in respect to deploying and delivering a service to be accessed through different channels of access in an NGN network, and providing a novel and non-obvious method, system and apparatus for deploying and delivering composite services in an NGN network. As used herein, a composite service is a service deployed across an NGN network that has been enabled to be accessed through multiple, different modalities of access in correspondingly different channels in a common session while maintaining the synchronization of the state of the service between the different channels of access.

In a first embodiment of the invention, a composite service enabling data processing system can include multiple channel servlets enabled to establish for a common session, multiple different channels of access to the composite service. The system also can include a location registry including a table of entries associating the different channels of access with the common session. The system yet further can include a model servlet configured for coupling to a model for the common session and for modifying state
data in the model for the common session. Finally, the model servlet can be enabled to synchronize views for each of the different channels of access to the composite service responsive to changes detected in the model.

[0013] In another embodiment of the invention, a composite services enablement method can include establishing multiple channels of access for a common session for a composite service, and synchronizing changes of state for a model corresponding to the common session in a view for each of the channels of access to the common session. Establishing the multiple channels of access to the common session for the composite service can include establishing for the common session at least a voice channel of access to the common session, and a visual channel of access to the common session.

[0014] Also, synchronizing changes of state for the model in a view for each of the channels of access to the services can include maintaining the state for the model, creating listeners for changes of state for the model, detecting changes in the state for the model in the listeners, and updating the view for each of the channels of access to the common session responsive to detecting the changes of state for the model in the listeners. Finally, the common session can be established for multiple channels of access to a composite service in an IMS for an NGN network.

[0015] Additional aspects of the invention will be set forth in part in the description which follows, and in part will be obvious from the description, or may be learned by practice of the invention. The aspects of the invention will be realized and attained by means of the elements and combinations particularly pointed out in the appended claims. It is to be understood that both the foregoing general description and the following detailed description are exemplary and explanatory only and are not restrictive of the invention, as claimed.

BRIEF DESCRIPTION OF THE SEVERAL VIEWS OF THE DRAWINGS

[0016] The accompanying drawings, which are incorporated in and constitute part of this specification, illustrate embodiments of the invention and together with the description, serve to explain the principles of the invention. The embodiments illustrated herein are presently preferred, it being understood, however, that the invention is not limited to the precise arrangements and instrumentalities shown, wherein:

[0017] FIG. 1 is a pictorial illustration of an IMS configured for use with a data processing system arranged to deploy and deliver composite services in an NGN network;

[0018] FIG. 2 is a schematic illustration of a data processing system arranged to deploy and deliver composite services in an NGN network; and,

[0019] FIG. 3 is a flow chart illustrating a process for delivering composite services in an NGN network.

DETAILED DESCRIPTION OF THE INVENTION

[0020] Embodiments of the present invention provide a method, system and computer program product for delivering composite services in an NGN network. In accordance with an embodiment of the present invention, different channels of access to a service can be established for accessing a service through corresponding different modalities of access including voice and visual modes. Specifically, interactions with a service within a session can be provided across selected ones of the different channels, each channel corresponding to a different modality of access to the service. In the ease of a voice modality and a visual modality, a separate markup document can be utilized in each selected channel according to the particular modality for that channel.

[0021] Importantly, each channel utilized for accessing a service within a session can be associated with each other channel accessing the service within the same session. In consequence, the state of the service—stored within a model in a model-view-controller architecture—can be maintained irrespective of the channel used to change the state of the service. Moreover, the representation of the service can be synchronized in each view for the selected ones of the different channels. As such, an end user can interact with the service in a single session across different channels of access using different modalities of access without requiring burdensome, proprietary logic deployed within a client computing device.

[0022] Advantageously, the system of the present invention can be embodied within an IMS in a NGN network. In illustration, FIG. 1 is a pictorial illustration of an IMS configured for use with a data processing system arranged to deploy and deliver composite services in an NGN network. As shown in FIG. 1, a composite service enablement data processing system 200 can be arranged to deploy and deliver a composite multimedia service 180 in an NGN network 120. As used herein, a “composite multimedia service” can be a service configured to be accessed through multiple different views of different modalities across correspondingly different channels of communications.

[0023] More specifically, the composite multimedia service 180 can be accessed through several different modalities, including a visual mode, an instant messaging mode and a voice mode. Each modality of access can be produced by a developer 190 through the use of a service deployment tool 170. The service deployment tool 170 can be configured to produce the different modalities of access for the composite multimedia service 180, including visual markup to provide visual access to the composite multimedia service 180, and voice markup to provide audible access to the composite multimedia service 180.

[0024] One or more gateway server platforms 110 can be coupled to the composite service enablement data processing system 200. Each of gateway server platforms 110 can facilitate the establishment of a communication channel for accessing the composite multimedia service 180 according to a particular modality of access. For example, the gateway server platforms 110 can include a content server such as a Web server enabled to serve visual markup for accessing the composite multimedia service 180 over the NGN network 120 through a visual mode. Likewise, the gateway server platforms 110 can include a voice server enabled to provide audible access to the composite multimedia service 180 over the NGN network 120 through an audible mode.

[0025] End users 130 can access the composite multimedia service 180 utilizing any one of a selection of client
access devices 150. Application logic within each of the client access devices 150 can provide an interface for a specific modality of access. Examples include a content browser within a personal computing device, an audible user interface within a pervasive device, a telephonic user interface within a telephone handset, and the like. Importantly, each of the provided modalities of access can utilize a separate one of multiple channels 160 to provide different modalities of access to the composite multimedia service 180. In this regard, a session with the composite multimedia service 180 can consist across the multiple channels 160 to provide different modalities of access to the composite multimedia service 180 for one of the end users 130.

[0026] In more particular illustration, FIG. 2 is a schematic illustration of the composite service enabled data processing system 200 of FIG. 1. The composite service enabled data processing system 200 can operate in an application server 275 and can include multiple channel servlets 235 configured to process communicative interactions with corresponding sessions 225 for a composite multimedia service over different channels of access 245, 250, 255 for different endpoint types 260A, 260B, 260C in an NGN network. In this regard, the channel servlets 235 can process voice interactions as a voice enabler and voice server to visual endpoint 260A incorporating a voice interface utilizing the Real Time Protocol (RTP) over HTTP, or a voice endpoint 260B utilizing SIP. Likewise, the channel servlets 235 can process visual interactions as a Web application to a visual endpoint 160A. As yet another example, the channel servlets 235 can process instant message interactions as an instant messaging server to an instant messaging endpoint 260C.

[0027] More specifically, the channel servlets 235 can be enabled to process HTTP requests for interactions with a corresponding session 225 for a composite multimedia service. The HTTP requests can originate from a visual mode-oriented Web page over a visual channel 245, from a visual mode-oriented instant messaging service interface over an instant messaging channel 255, or even in a voice mode over a voice channel 250 enabled by SIP. Similarly, the channel servlets 235 can be enabled to process SIP requests for interactions with a corresponding session 225 for a composite multimedia service through a voice enabler which can include suitable voice markup, such as VoiceXML and call control extensible markup language (CCXML) coupled to a SIP plat which, in combination, can be effective in processing voice interactions for the corresponding session 225 for the composite multimedia service, as it is known in the art.

[0028] Each of the channel servlets 235 can be coupled to a model servlet 220. The model servlet 220 can mediate interactions with a model 210 for an associated one of the sessions 225. Each of the sessions 225 can be managed within a session manager 220 which can correlate different channels of communication established through the channel servlets 235 with a single corresponding one of the sessions 225. The correlation of the different channels of communication can be facilitated through the use of a coupled location registry 230. The location registry 230 can include a table indicating a host name of systems and channels active for the corresponding one of the sessions 225.

[0029] The model servlet 215 can include program code enabled to access a model 210 for a corresponding session 225 for a composite multimedia service providing different channels of access 245, 250, 255 through different endpoints 260A, 260B, 260C. For instance, the model 210 can be encapsulated within an entity bean within a bean container. Moreover, the model 210 can store session data for a corresponding one of the sessions 225 irrespective of the channel of access 245, 250, 255 through which the session data for the corresponding one of the sessions 225 is created, removed or modified.

[0030] Notably, changes in state for each of the sessions 225 for a composite multimedia service can be synchronized across the different views 260 for the different channels of access 245, 250, 255 through a listener architecture. The listener architecture can include one or more listeners 240 for each model 210. Each listener can correspond to a different channel of access 245, 250, 255 and can detect changes in state for the model 210. Responsive to detecting changes in state for the model 210 for a corresponding one of the sessions 225 for a composite multimedia service, a listener 240 can provide a notification to subscribing views 260 through a corresponding one of the channel servlets 235 so as to permit the subscribing views 260 to refresh to incorporate the detected changes in state for the model 210.

[0031] In further illustration, FIG. 3 is a flow chart illustrating a process for synchronizing state changes in a model across different views providing different modalities of access across different channels for a single session with a composite multimedia service. Beginning in block 305, a session can be established to access a service through a view having a particular modality of access. The session can be established over a particular communications channel. Subsequently, in block 310, access to the service can be provided over the particular communications channel. In decision block 315, if a new channel has not been established over which the service is accessed, in decision block 320, access to the service can continue over the particular communications channel until the session is terminated in block 335.

[0032] In decision block 315, if a new channel of communications is established over which the service is to be accessed utilizing a different modality of access, in block 330, a listener service can be created for the service for the different views for each communications channel. In block 335, access can be provided to the service over the new communications channel. In decision block 340, if a change in state for the service is detected, in block 345, the view can be synchronized for each communications channel established over which the service is accessed utilizing a different modality of access. Subsequently, in decision block 350, if the session is to continue, access can continue to be provided to the service in block 335. Otherwise, the process can end in block 355.

[0033] Embodiments of the invention can take the form of an entirely hardware embodiment, an entirely software embodiment or an embodiment containing both hardware and software elements. In a preferred embodiment, the invention is implemented in software, which includes but is not limited to firmware, resident software, microcode, and the like. Furthermore, the invention can take the form of a computer program product accessible from a computer-
5. A composite services enablenment method comprising:
   establishing multiple channels of access to a common session for a composite service; and,
   synchronizing changes of state in a model corresponding to the common session in a view for each of the channels of access to the common session.

6. The method of claim 5, wherein establishing multiple channels of access to a common session for a composite service, comprises establishing for the common session at least a voice channel of access to the common session, and a visual channel of access to the common session.

7. The method of claim 5, wherein establishing multiple channels of access for a common session to a composite service, comprises establishing for a common session to a composite service in a next generation networking (NGN) network at least a voice channel of access to the common session, and a visual channel of access to the common session.

8. The method of claim 5, wherein synchronizing changes of state for the model in a view for each of the channels of access to the common session, comprises:
   maintaining the state of the model for the common session;
   creating listeners for changes of the state for the model;
   detecting changes in the state for the model in the listeners; and,
   updating the view for each of the channels of access to the common session responsive to detecting the changes of state for the model in the listeners.

9. A computer program product comprising a computer usable medium having computer usable program code for composite services enablement, the computer program product including:
   computer usable program code for establishing multiple channels of access to a common session for a composite service; and,
   computer usable program code for synchronizing changes of state for a model corresponding to the common session in a view for each of the channels of access to the common session.

10. The computer program product of claim 9, wherein the computer usable program code for establishing multiple channels of access to a common session for a composite service, comprises computer usable program code for establishing at least a voice channel of access to the common session, and a visual channel of access to the common session.

11. The computer program product of claim 9, wherein the computer usable program code for establishing multiple channels of access to a common session for a composite service, comprises computer usable program code for establishing for a common session, in a next generation networking (NGN) network at least a voice channel of access to the common session, and a visual channel of access to the common session.

12. The computer program product of claim 9, wherein the computer usable program code for synchronizing
changes of state for the model corresponding to the common session in a view for each of the channels of access to the common session, comprises:

- computer usable program code for maintaining the state of the model for the common session;
- computer usable program code for creating listeners for changes of the state for the model;
- computer usable program code for detecting changes in the state for the model in the listeners; and,
- computer usable program code for updating the view for each of the channels of access to the services responsive to detecting the changes of state for the model in the listeners.

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