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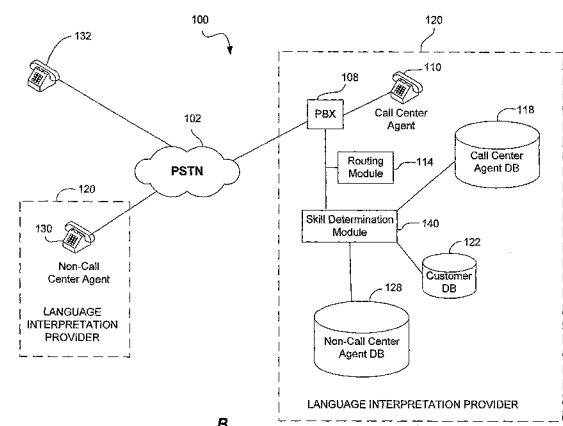
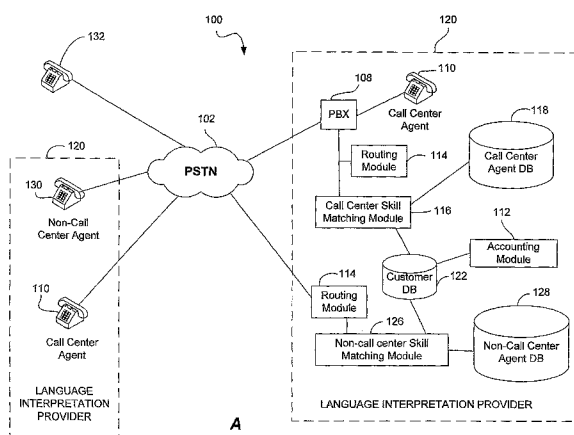
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[Continued on next page]

(54) Title: SYSTEM AND METHOD FOR PROVIDING INCOMING CALL DISTRIBUTION



(57) Abstract: A method and system of routing incoming call is disclosed. An incoming call is received at a call center of a language interpretation provider. The incoming call is made by a customer requesting language interpretation service. The customer can be for example a business entity or an individual. A level of skill required by the customer is determined. The level of skill required represents a minimum skill set that an interpreter of the language interpretation provider should possess in order to provide the language interpretation service requested by the customer. The language interpretation service is provided during the incoming call. The incoming call can be queued at a first queue that distributes incoming calls to a call center interpreter. The call center interpreter is permanently connected to the call center of the language interpretation provider through a voice link. If a customer-defined event occurs, the incoming call is routed to a second queue that distributes incoming calls to a non-call center interpreter. The non-call center interpreter is not permanently connected to the call center of the language interpretation provider.



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A. CLASSIFICATION OF SUBJECT MATTER

IPC: H04M 3/00(2006.01);H04M 5/00(2006.01)

USPC: 379/265.01,265.12

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. : 379/265.01,265.12

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)

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	US 5,392,343 (DAVITT et al) 21 February 1995 (21.02.1995), column 5, lines 17-48, column 7, lines 14-28	1-51
A	US 5,875,422 (ESLAMOLCHI et al) 23 February 1999 (23.02.1999), column 1, lines 42-62	1-51



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