



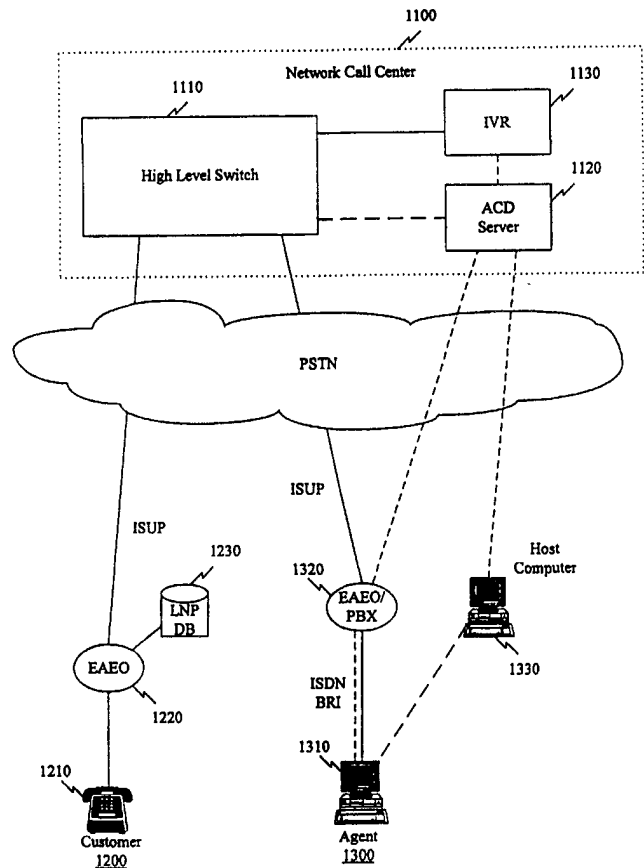
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(54) Title: CALL CENTER SERVICES FOR LOCAL CALLS USING LOCAL NUMBER PORTABILITY

(57) Abstract

A call servicing system permits agents to service customer calls dialed with a local telephone number. The system includes a network call center that connects a plurality of agent switches to a plurality of customer switches. The agent switches direct calls to and from service agents, and the customer switches direct calls to and from customers. The system further includes a database connected to at least one of the customer switches. The database stores forwarding information corresponding to local telephone numbers dialed by the customers. When a customer switch receives a call requesting service from one of the customers dialing a local telephone number, the switch queries the database, using the local telephone number, to retrieve forwarding information corresponding to the local telephone number, and routes the call to the network call center using the forwarding information. The network call center queues the call, and transmits it to one of the service agents via one of the agent switches.



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