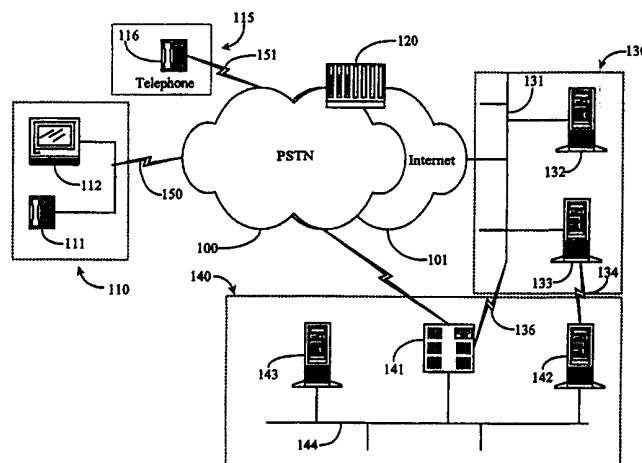




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(54) Title: METHOD AND APPARATUS FOR AUTOMATIC NETWORK CONNECTION BETWEEN A SMALL BUSINESS AND A CLIENT



(57) Abstract

An Internet system for providing call-back services for a subscriber (110) includes a web page having a call-back link to a subscription server (130); a call-back application operating on the subscription server (130) and adapted for accepting input from a browsing person linked to the subscription server (130) by the call-back link; and a call-switching system (140) connected to and responsive to the call-back application on the subscription server (130). In this system the browsing person, upon activating the call-back link, is linked to the call-back application on the subscription server (130) and prompted for input including a call-back number, and the subscription server (130), after accepting the input, directs the call-switching system (140) in establishing a telephony link between the subscriber and the browsing person. In some instances the telephony switch is part of a call-center with connected agents, and agents are assigned to represent selected subscribers. In this instance call-back connection is made between a browsing person and an agent.

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INTERNATIONAL SEARCH REPORT

International application No.

PCT/US98/18643

A. CLASSIFICATION OF SUBJECT MATTER

IPC(6) :H04M 7/00

US CL :370/352

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. : 370/352, 354, 355, 400, 401, 410; 379/210, 211, 212, 213; 395/200.31, 200.32, 200.33, 200.47, 200.48, 200.49

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

search terms: call back; Internet, Web

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
Y,P	US 5,838,682 A (DEKELBAUM et al) 17 November 1998, col. 1-16	1-14
Y,P	US 5,867,495 A (ELLIOTT et al) 02 February 1999, Fig. 69M	1-14
Y,P	US 5,848,143 A (ANDREWS et al) 08 December 1998, Fig. 14	4,6

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Name and mailing address of the ISA/US
Commissioner of Patents and Trademarks
Box PCT
Washington, D.C. 20231

Facsimile No. (703) 305-3230

Authorized officer

KWANG B. YAO

Telephone No. (703) 308-0000