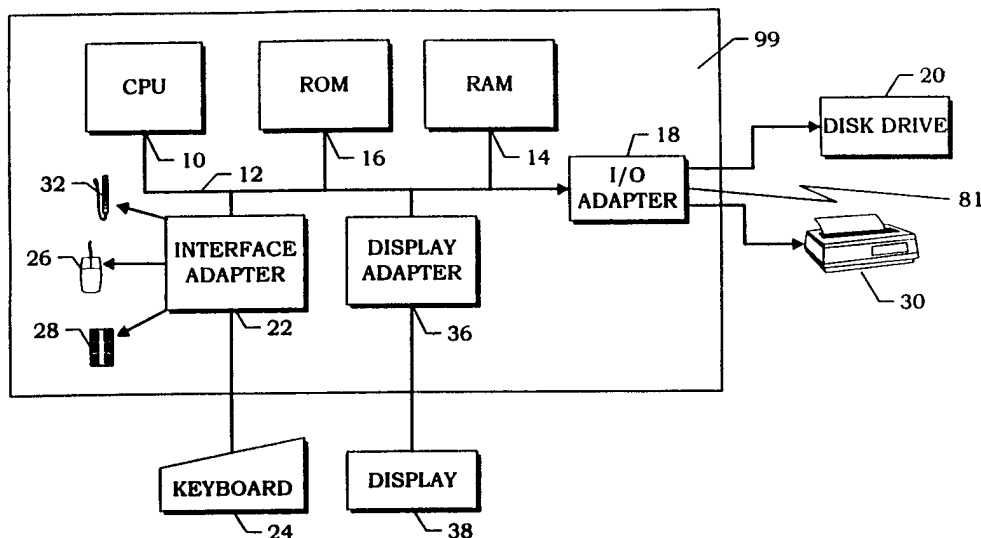




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(21) International Application Number: PCT/US98/01868		(71)(72) Applicants and Inventors: EASTEP, Guido, M. [US/US]; 3005 Saint Germain Road, McKinney, TX 75070 (US). LITZENBERGER, Paul, R. [US/US]; 320 West Oak Street, Wylie, TX 75098 (US). OREBAUGH, Shannon, R. [US/US]; 12588 Rock Ridge Road, Herndon, VA 20170 (US). ELLIOTT, Isaac, K. [US/US]; 3855 Orchard Drive, Colorado Springs, CO 80920 (US). STELLE, Rick [US/US]; 6314 Dewsbury Drive, Colorado Springs, CO 80918 (US). SCHRAGE, Bruce [US/US]; 6560 W. Gambol Quail Drive, Colorado Springs, CO 80918 (US). BAXTER, Craig, A. [US/US]; 8495 Vance Court, Colorado Springs, CO 80919 (US). ATKINSON, Wesley [US/US]; 22 Morning Star Circle, Woodland Park, CO 80863 (US). KNOSTMAN, Chuck [US/US]; 1750 Smoke Ridge Drive, Colorado Springs, CO 80918 (US). CHEN, Bing [US/US]; 6040 Breeze Court, Colorado Springs, CO 80919 (US). VANDERSLUIS, Kristan [US/US]; 4385 Granby Circle, Colorado Springs, CO 80918 (US).	
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(54) Title: A COMMUNICATION SYSTEM ARCHITECTURE



(57) Abstract

A system and method for routing telephone calls, data and other multimedia information through a hybrid network which may include transfer of information across the internet. Profile information is utilized by the system throughout the media experience for routing, billing, monitoring, reporting and other media control functions. The system can include prioritized routing. The system can also facilitate callback sessions and present a display to a caller via a web page that includes status information pertaining to the callback session. Calls and callbacks can also be routed over the hybrid network. Through use of the system, users can manage more aspects of a network than previously possible, and may control network activities from a central site.

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INTERNATIONAL SEARCH REPORT

International Application No
PCT/US 98/01868

A. CLASSIFICATION OF SUBJECT MATTER

IPC 6 H04M7/00 H04M3/48 H04L12/64 H04L29/06

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)

IPC 6 H04M H04L

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 practical, 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	MATTA I ET AL: "PROCEEDINGS OF THE CONFERENCE ON COMPUTER COMMUNICATIONS (INFOCOM), TORONTO, JUNE 12 - 16, 1994" PROCEEDINGS OF THE CONFERENCE ON COMPUTER COMMUNICATIONS (INFOCOM), TORONTO, JUNE 12 - 16, 1994, vol. VOL. 3, 12 June 1994, INSTITUTE OF ELECTRICAL AND ELECTRONICS ENGINEERS, pages 492-499, XP000496559 see page 992, left-hand column, line 1 - page 993, left-hand column, line 33 --- -/--	1,27



Further documents are listed in the continuation of box C.



Patent family members are listed in annex.

° Special categories of cited documents :

"A" document defining the general state of the art which is not considered to be of particular relevance

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"O" document referring to an oral disclosure, use, exhibition or other means

"P" document published prior to the international filing date but later than the priority date claimed

"T" later document published after the international filing date or priority date and not in conflict with the application but cited to understand the principle or theory underlying the invention

"X" document of particular relevance; the claimed invention cannot be considered novel or cannot be considered to involve an inventive step when the document is taken alone

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"&" document member of the same patent family

Date of the actual completion of the international search

6 July 1998

Date of mailing of the international search report

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Name and mailing address of the ISA

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INTERNATIONAL SEARCH REPORT

Internal Application No
PCT/US 98/01868

C.(Continuation) DOCUMENTS CONSIDERED TO BE RELEVANT		
Category °	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	BOHN R ET AL: "MITIGATING THE COMING INTERNET CRUCH: MULTIPLE SERVICE LEVELS VIA PRECEDENCE" JOURNAL OF HIGH SPEED NETWORK, vol. 3, no. 4, 1994, pages 335-349, XP002055271 see page 340, line 28 - page 341, line 26 ---	1,27
A	DIEHL S: "DATA'S NEW VOICE" BYTE, vol. 21, no. 9, September 1996, page 129/130, 132, 134/135 XP000641466 ---	
A	LI C -S ET AL: "'TIME-DRIVEN PRIORITY" FLOW CONTROL FOR REAL-TIME HETEROGENEOUS INTERNETWORKING" PROCEEDINGS OF IEEE INFOCOM 1996. CONFERENCE ON COMPUTER COMMUNICATIONS, FIFTEENTH ANNUAL JOINT CONFERENCE OF THE IEEE COMPUTER AND COMMUNICATIONS SOCIETIES. NETWORKING THE NEXT GENERATION SAN FRANCISCO, MAR. 24 - 28, 1996, vol. VOL. 1, no. CONF. 15, 24 March 1996, INSTITUTE OF ELECTRICAL AND ELECTRONICS ENGINEERS, pages 189-197, XP000622310 -----	

INTERNATIONAL SEARCH REPORT

International application No.
PCT/US 98/01868

Box I Observations where certain claims were found unsearchable (Continuation of item 1 of first sheet)

This International Search Report has not been established in respect of certain claims under Article 17(2)(a) for the following reasons:

1. ☐ Claims Nos.:
because they relate to subject matter not required to be searched by this Authority, namely:

2. ☐ Claims Nos.:
because they relate to parts of the International Application that do not comply with the prescribed requirements to such an extent that no meaningful International Search can be carried out, specifically:

3. ☐ Claims Nos.:
because they are dependent claims and are not drafted in accordance with the second and third sentences of Rule 6.4(a).

Box II Observations where unity of invention is lacking (Continuation of item 2 of first sheet)

This International Searching Authority found multiple inventions in this international application, as follows:

see additional sheet

1. ☐ As all required additional search fees were timely paid by the applicant, this International Search Report covers all searchable claims.
2. ☐ As all searchable claims could be searched without effort justifying an additional fee, this Authority did not invite payment of any additional fee.
3. ☐ As only some of the required additional search fees were timely paid by the applicant, this International Search Report covers only those claims for which fees were paid, specifically claims Nos.:
4. ☒ No required additional search fees were timely paid by the applicant. Consequently, this International Search Report is restricted to the invention first mentioned in the claims; it is covered by claims Nos.:

1-27

Remark on Protest

- ☐ The additional search fees were accompanied by the applicant's protest.
- ☐ No protest accompanied the payment of additional search fees.

INTERNATIONAL SEARCH REPORT

International Application No. PCT/US 98/01868

FURTHER INFORMATION CONTINUED FROM PCT/ISA/ 210

1. Claims: 1-27

Hybrid telecommunication system or computer program for prioritizing access and routing and storing a service control parameter in a memory coupled to the prioritizing access router.

2. Claims: 28-77

Hybrid telecommunication system comprising :

- one or more call routers
- a memory coupled to each call router and having stored therein a call parameter database, the call router being configured to provide an intelligent service platform
- an automated call distributor
- a call queue manager
- an agent workstation.

3. Claims: 78-131

Hybrid telecommunication system, method or computer program for initiating a callback session.