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We claim:

1. A computer implemented method for synchronizing calls with Web sessions, comprising:

allocating a processor configured for supplementing a customer call with a linked Web session (100) by automatically establishing a linked Web session between a customer care support (CCS) facility (102) that delivers information visually (420, 430, 442, 450, 460) to a customer's device (106, 206, 207, 720), wherein the customer call is supplemented with the linked Web session, and wherein communication of the linked Web session is synchronized with communication of the customer call .

2. The method as claimed in Claim 1, said CCS comprising any of an interactive voice response (IVR) system, one or more voice agents, or any other automated or live system that relies primarily on non-visual communication.

3. The method as claimed in Claim 1, said connected device comprising any of a mobile phone, laptop, PDA, tablet, or any other suitable equipment that provides access to networked services.

4. The method as claimed in Claim 1, wherein said linked Web session is established between said CCS and said customer by any of:

forwarding corresponding Web links or content to said customer via any of SMS and email;

asking or instructing said customer to visit a personalized Web page;

opening a preconfigured Web page whenever said customer calls a predefined number;

initiating with a registered customer device a linked session in response to a CCS request; and

said customer initiating a session on said customer's device and linking to said session.

5. The method as claimed in Claim 1, wherein said Web session comprises any of an automated Web session and an agent-guided Web session.

6. A computer implemented method for synchronizing calls with Web sessions, comprising:

a customer care support (CCS) facility (102) receiving a query from a customer pursuant to an ongoing non-visual session (100);

said CCS performing a process of:

identifying a connected device that a customer can access at the moment (203, 640),

if there are one or more devices that said customer can access at the moment, identifying a type of at least one of the connected devices to which synchronized calls with Web session can be delivered based on previous interaction that said customer had with said CCS, and

if no connected device is automatically detected, checking with the customer on devices that said customer can access at the moment; and

said CCS delivering information visually to said customer via said connected device (106, 206, 207, 720), wherein the delivering information visually is synchronized with communication of the non-visual session.

7. The method as claimed in Claim 6, wherein the non-visual session includes an audio session.

8. The method as claimed in Claim 6, comprising:

said CCS offering said customer an option of receiving service over a Web session, as well as voice, by sending a link to said customer by which said customer can access additional content if said customer can access a connected device.

9. The method as claimed in Claim 8, comprising:

in response to said customer exercising said option and selecting said service, said CCS initiating a Web session and linking said Web session with said ongoing non-visual session by any of:

said CCS sending a link to said customer by any of email, SMS, instant message, or any other digital communication that, when selected by said customer, initiates a linked session;

said CCS playing a message that directs said customer to a personalized Web page that initiates a linked session;

said connected device used by said customer to place a phone call initiating a linked session in response to a CCS request;

responsive to a device registered by said customer with said CCS initiating a linked session in response to a CCS request, initiating a session with said customer via a mobile device and linking said mobile device in response to receipt of identifying information.

10. The method as claimed in Claim 9, comprising any of:

a wireless carrier or Internet service provider (ISP) configuring a mobile device to open a specific Web page based on a number called, wherein said customer's mobile number is passed to said Web page in a request, or said Web page prompts said customer to enter a mobile number, to link a customer call to a Web session; and

downloading a third party app to said customer's mobile device, wherein said CCS sends a notification to said third party app and, upon receiving notification of said customer launching said third party app, said third party app making a data request to said third party to be linked to a CCS session;

wherein upon launching of an app installed on a mobile device, said customer is prompted for identifying information, and wherein said CCS then links a session with a recent or current CCS session for the same customer.

11. A computer implemented method for synchronizing calls with Web sessions, comprising:

receiving information that identifies when a customer is experiencing an issue or being alerted about an issue through a communication medium;

in response to such situation, a customer care support (CCS) facility (102) receiving a phone call from a customer to engage in voice interaction to resolve said alert;

said CCS checking for available connected devices that a user can access at the moment (103, 104);

said CCS deciding whether supplementing said call with a Web session (100) is necessary depending on the nature of content that said CCS has to use to support said customer;

determining that said alert is resolvable via said phone call and then said CCS resolving said alert;

when said customer is able to communicate more effectively using visual content, then said CCS confirming said customer's device and supplementing said call accordingly by automatically establishing a linked Web session with the customer care support (CCS) facility that delivers information visually to a customer's device (106, 206, 207, 720);

said CCS receiving from the customer a confirmation of resolution of said issue; and

said CCS confirming said issue as resolved.

12. The method as claimed in Claim 11, wherein when said customer can be better served using visual content and said customer has a smart phone, said CCS sending a Web link to said customer which initiates a linked session in which said customer can access said visual content.

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13. The method as claimed in Claim 11, wherein said issue comprises confirming authentication of a customer when received by an interactive voice response system (IVR) or voice agent;

said CCS handing off or diverting said customer from said IVR or voice agent to an online or mobile Web session; and

said CCS receiving authentication information from said customer via said online or mobile Web session;

wherein said authentication information is securely entered.

14. The method as claimed in Claim 11, wherein said issue comprises a voice recognition conversation including information that an IVR system or voice agent cannot reliably identify during an ongoing communication with said IVR system or voice agent;

said CCS handing off or diverting said customer from said IVR or voice agent to an online or mobile Web session;

said CCS receiving said information by manual customer entry via said online or mobile Web session; and

once said information is manually entered, said processor associated with said CCS permitting said IVR system or live agent conversation to continue.

15. The method as claimed in Claim 11, comprising:

said CCS diverting said customer to a Web session and, at the same time, discontinuing said voice interaction.

16. The method as claimed in Claim 11, comprising:

responsive to said customer starting a chat session and placing a phone call at the same time, said CCS receiving identifying information of said customer that links said chat session and said phone call in response to any of receiving a phone number said customer entered in said chat session, or receiving an account number said customer entered in both said chat session and said phone call.

17. An apparatus for synchronizing calls with Web sessions, comprising:

a processor configured for supplementing or diverting a customer call with a linked Web session by establishing a linked Web session with a customer care support (CCS) facility (102) that delivers information visually to a customer's device (103, 104) , wherein the customer call is supplemented with the linked Web session (100), and wherein communication of the linked Web session is synchronized with communication of the customer call;

said CCS comprising any of an interactive voice response (IVR) system, one or more voice agents, or any other automated or live system that relies primarily on non-visual communication;

said customer's device comprising any of a mobile phone, laptop, PDA, tablet, or any other suitable equipment that provides access to networked services;

wherein said linked Web session is established between said CCS and said customer by one or more of:

forwarding corresponding Web links or content to said customer via any of SMS and email;

asking or instructing said customer to visit a personalized Web page;

opening a preconfigured Web page whenever said customer calls a predefined number;

initiating with a registered customer device a linked session in response to a CCS request; and

in response to said customer initiating a session on said customer's device and linking to said session.

18. An apparatus for synchronizing calls to Web sessions, comprising:

a processor associated with a customer care support (CCS) facility (102) and configured for receiving a query from a customer pursuant to an ongoing non-visual session (100);

said processor configured for performing a process of:

detecting a connected device (103, 104) that a customer can access at the moment,

if there are one or more devices that said customer can access at the moment (203, 640), identifying a type of at least one of the connected devices to which synchronized calls with Web session can be delivered based on previous interaction that said customer had with said CCS, and

if no connected device is detected, checking with the customer on devices that said customer can access at the moment;

said processor configured delivering information visually to said customer via said connected device (106, 206, 207, 720); and

said processor configured for offering said customer an option of receiving service over a Web session, as well as voice, by sending an email link

to said customer by which said customer can access additional content if said customer can access a connected device, wherein communication of the Web session is synchronized with communication of the voice session.

19. The apparatus as claimed in Claim 18, comprising:

responsive to said customer exercising said option and selecting said service, said processor configured for initiating a Web session and linking said Web session with said ongoing non-visual session by any of:

said processor configured for sending a link to said customer by any of email, SMS, instant message, or any other digital communication that, when selected by said customer, initiates a linked session;

said processor configured for playing a message that directs said customer to a personalized Web page that initiates a linked session;

said processor associated with said connected device used by said customer to place a phone call configured for initiating a linked session in response to a CCS request;

a device registered by said customer with said processor initiating a linked session in response to a CCS request; and

in response to said customer initiating a session on a mobile device and linking said mobile device by entering identifying information.

20. An apparatus for diverting callers to Web sessions, comprising:

a processor associated with a customer care support (CCS) facility (102) receiving a query from a customer pursuant to an ongoing non-visual session (100);

said processor associated with said customer care support facility being configured for automatically detecting a connected device that a customer can access at the moment (203, 640), checking with the customer on devices that said customer can access at the moment (103, 104) to offer the customer the option of receiving service over a Web session, as well as voice by sending an email link to the customer by which the customer can access additional content, or predicting a type of devices that customer can access based on previous interaction that said customer had with said customer care support facility;

said processor associated with said customer care support facility being configured for delivering information visually to said customer via said connected device (106, 206, 207, 720); and

said processor associated with a customer care support being configured for coordinating between a first interpreter for the non-visual session and a second interpreter for the information delivered visually (420, 430, 442, 450, 460), merging a call control for the non visual session and a dialog control, across a browser, for the information delivered visually by combining execution environments into a unified, state chart XML (SCXML) interpreter (205 - 207, 650, 662, 664, 666, 668, 740, 750).

21. The apparatus as claimed in Claim 20, comprising:

said processor associated with said customer care support facility being configured for offering said customer an option of receiving service over a Web session, as well as voice, by sending a link to said customer by which said customer can access additional content if said customer can access a connected device.

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22. The apparatus as claimed in Claim 21, wherein said processor associated with said customer care support facility is configured for:

in response to said customer exercising said option and selecting said service, initiating a Web session and linking said Web session with said ongoing non-visual session by any of:

sending a link to said customer by any of email, SMS, instant message, or any other digital communication that, when selected by said customer, initiates a linked session;

playing a message that directs said customer to a personalized Web page that initiates a linked session;

wherein a processor associated with said connected device is configured for being used by said customer to place a phone call initiating a linked session in response to a customer care support request;

responsive to a device registered by said customer with said processor associated with said customer care support initiating a linked session in response to a customer care support request, said processor initiating a session with said customer via a mobile device and linking said mobile device in response to receipt of identifying information.

23. The apparatus as claimed in Claim 22, comprising any of:

a wireless carrier or Internet service provider (ISP) configuring a mobile device to open a specific Web page based on a number called, wherein said customer's mobile number is passed to said Web page in a request, or said Web page prompts said customer to enter a mobile number, to link a customer call to a Web session; and

downloading a third party app to said customer's mobile device, wherein said processor associated with said CCS sends a notification to said third party app and, upon receiving notification of said customer launching said third party app, said third party app making a data request to said third party to be linked to a CCS session;

wherein upon launching of an app installed on a mobile device, said customer is prompted for identifying information, and wherein said processor associated with said CCS then links a session with a recent or current CCS session for the same customer.

24. A computer implemented method for diverting callers to Web sessions, comprising:

receiving, by a processor associated with a customer care support (CCS) facility (102), a query from a customer pursuant to an ongoing non-visual session (100);

performing, by the processor, automatically detecting a connected device that a customer can access at the moment (203, 640), checking with the customer on devices that said customer can access at the moment (103, 104) to offer the customer the option of receiving service over a Web session, as well as voice by sending an email link to the customer by which the customer can access additional content, or predicting a type of devices that customer can access based on previous interaction that said customer had with said customer care support;

delivering, by the processor, information visually to said customer via said connected device (106, 206, 207, 720); and

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coordinating, by the processor, between a first interpreter for the non-visual session and a second interpreter for the information delivered visually (420, 430, 442, 450, 460), merging a call control for the non-visual session and a dialog control, across a browser, for the information delivered visually by combining execution environments into a unified, state chart XML (SCXML) interpreter (205 - 207, 650, 662, 664, 666, 668, 740, 750).

Dated this 18th day of December 2014

(Snigdha Rani Das)
Regd. No. IN/PA-667
of D.P.AHUJA & CO.
APPLICANT'S AGENT

Amended 1

ABSTRACT

2972/KOLNP/2014

METHOD AND APPARATUS FOR DIVERTING CALLERS TO WEB SESSIONS

A computer implemented method, as shown in Figures 1, 4, 5, and 6, synchronizes calls with Web sessions by allocating a processor that is configured for intelligently supplementing a customer call with a linked Web session (100) by automatically establishing a linked Web session between a customer care support (CCS) facility (102) that delivers information visually (420, 430, 442, 450, 460) to a customer's device (106, 206, 207, 720). The customer call is supplemented with the linked Web session and communication of the linked Web session is synchronized with communication of the customer call.

Figures 1, 4, 5, and 6

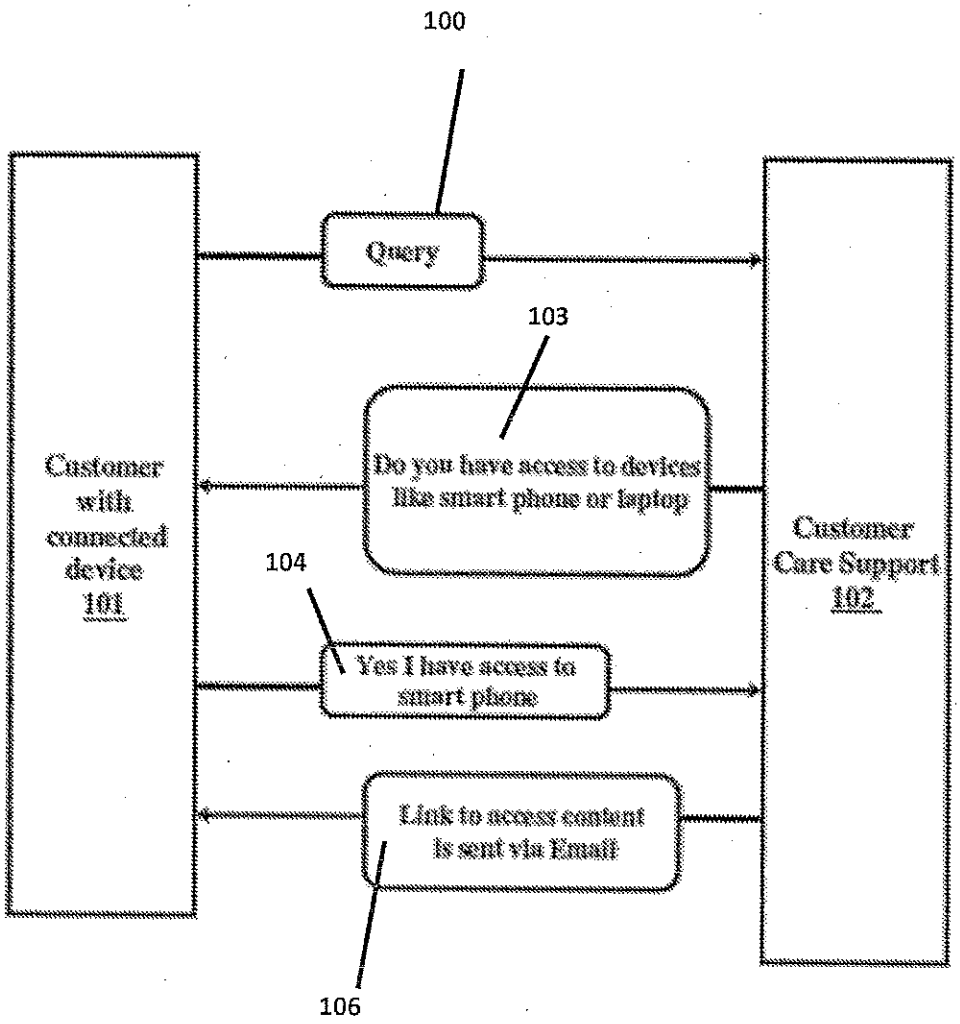

FIGURE 1

S.D.AHUJA
of D.P.AHUJA & CO.
APPLICANT'S AGENT

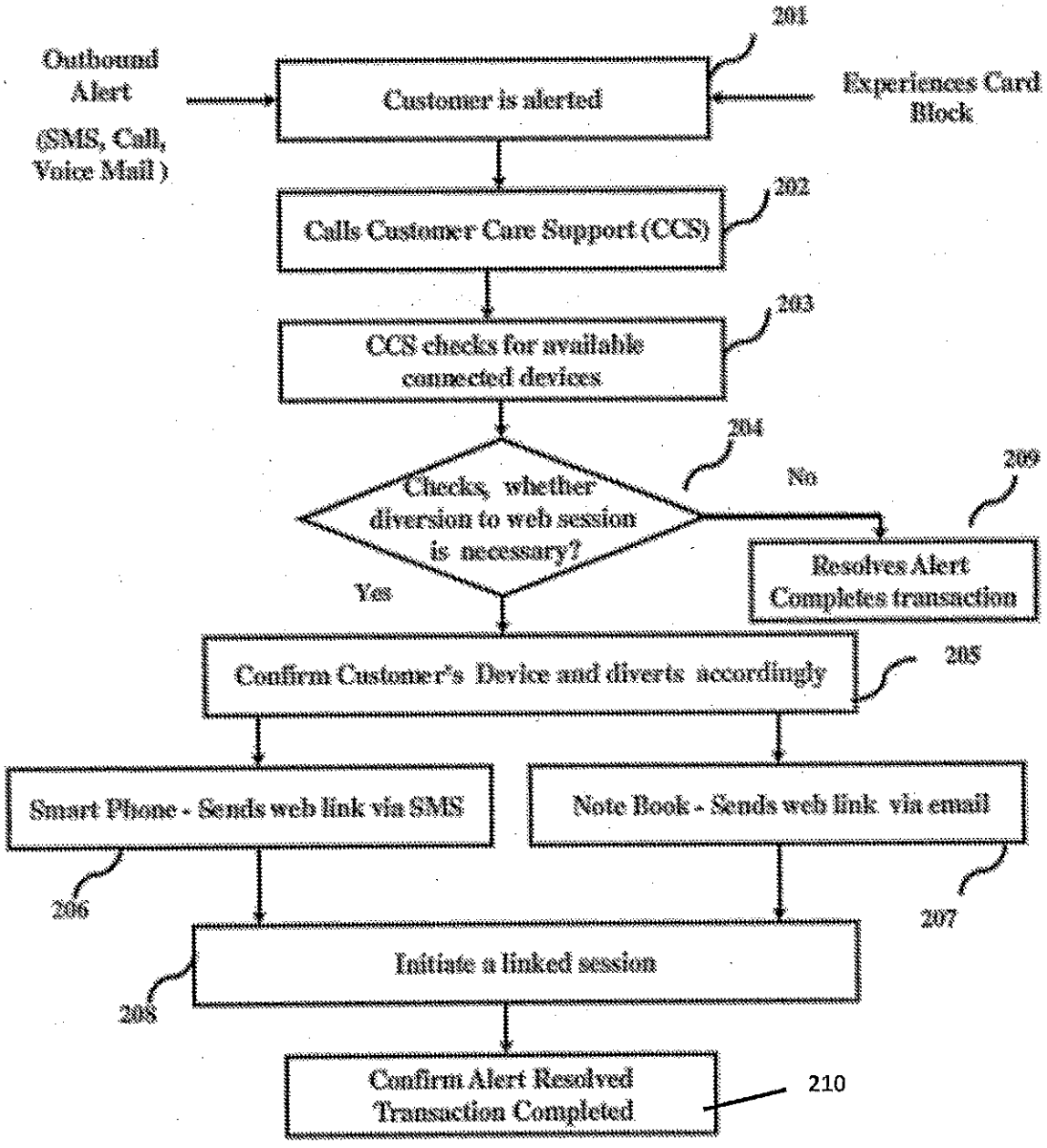

FIGURE 2

S.D.AHUJA
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APPLICANT'S AGENT

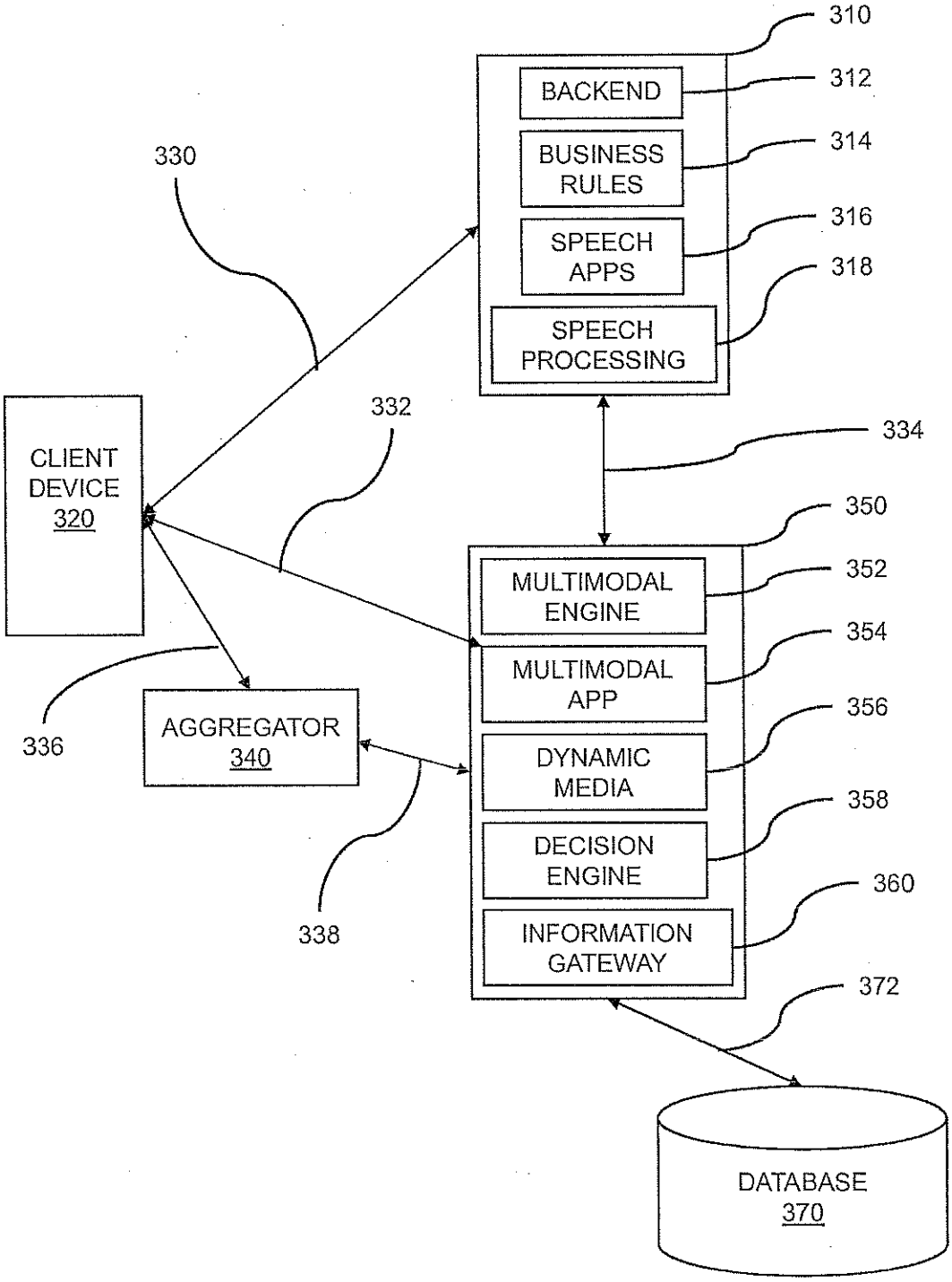

FIGURE 3

S.D.AHUJA
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APPLICANT'S AGENT

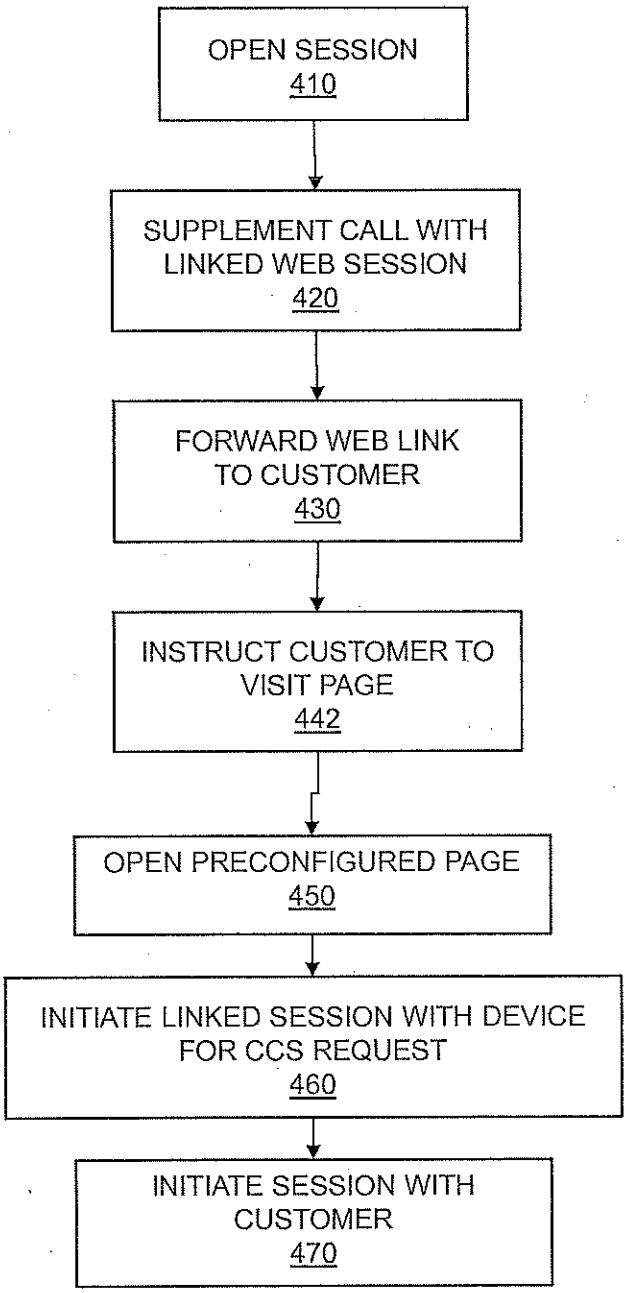

Figure 4

S.D.AHUJA
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APPLICANT'S AGENT

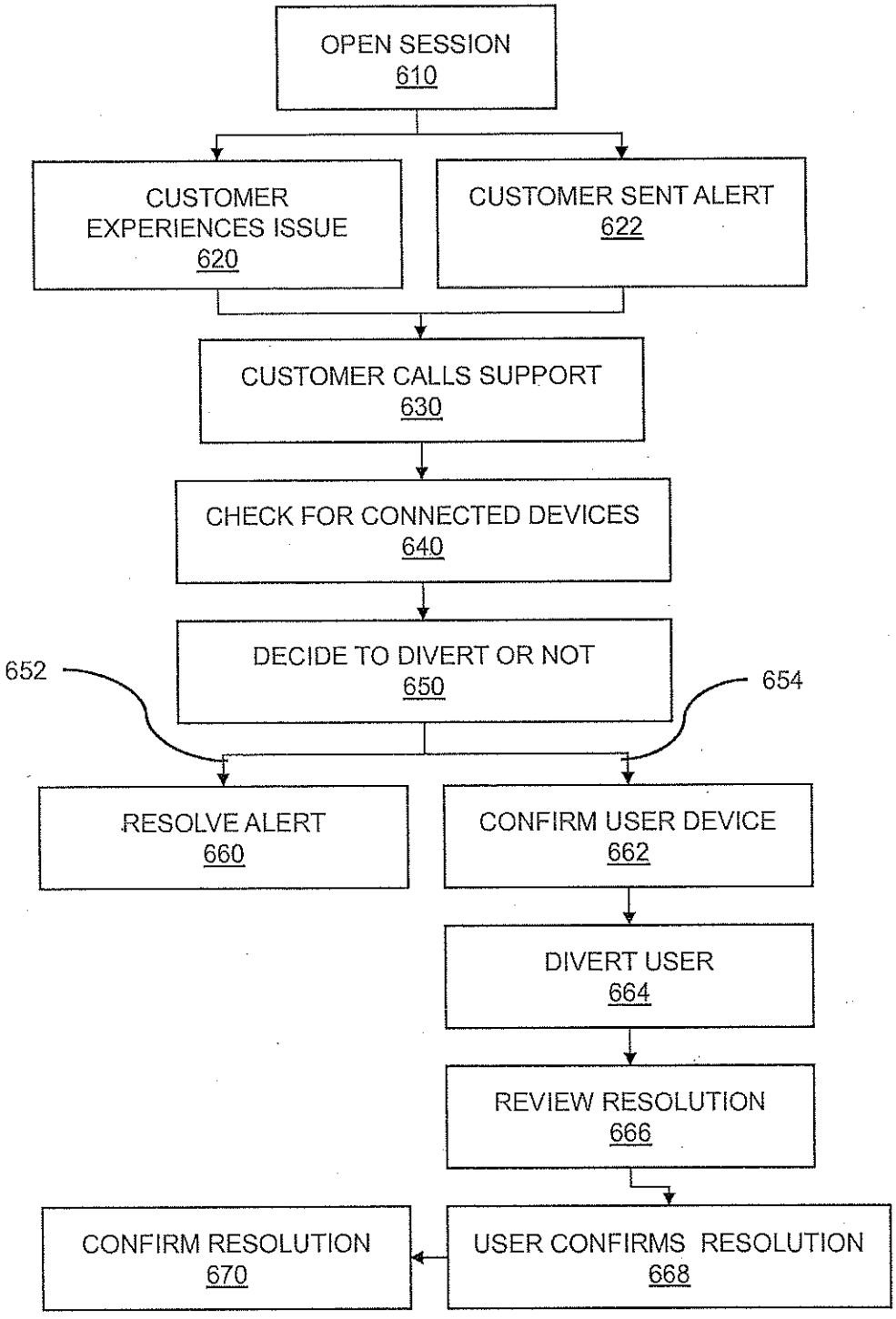

Figure 5

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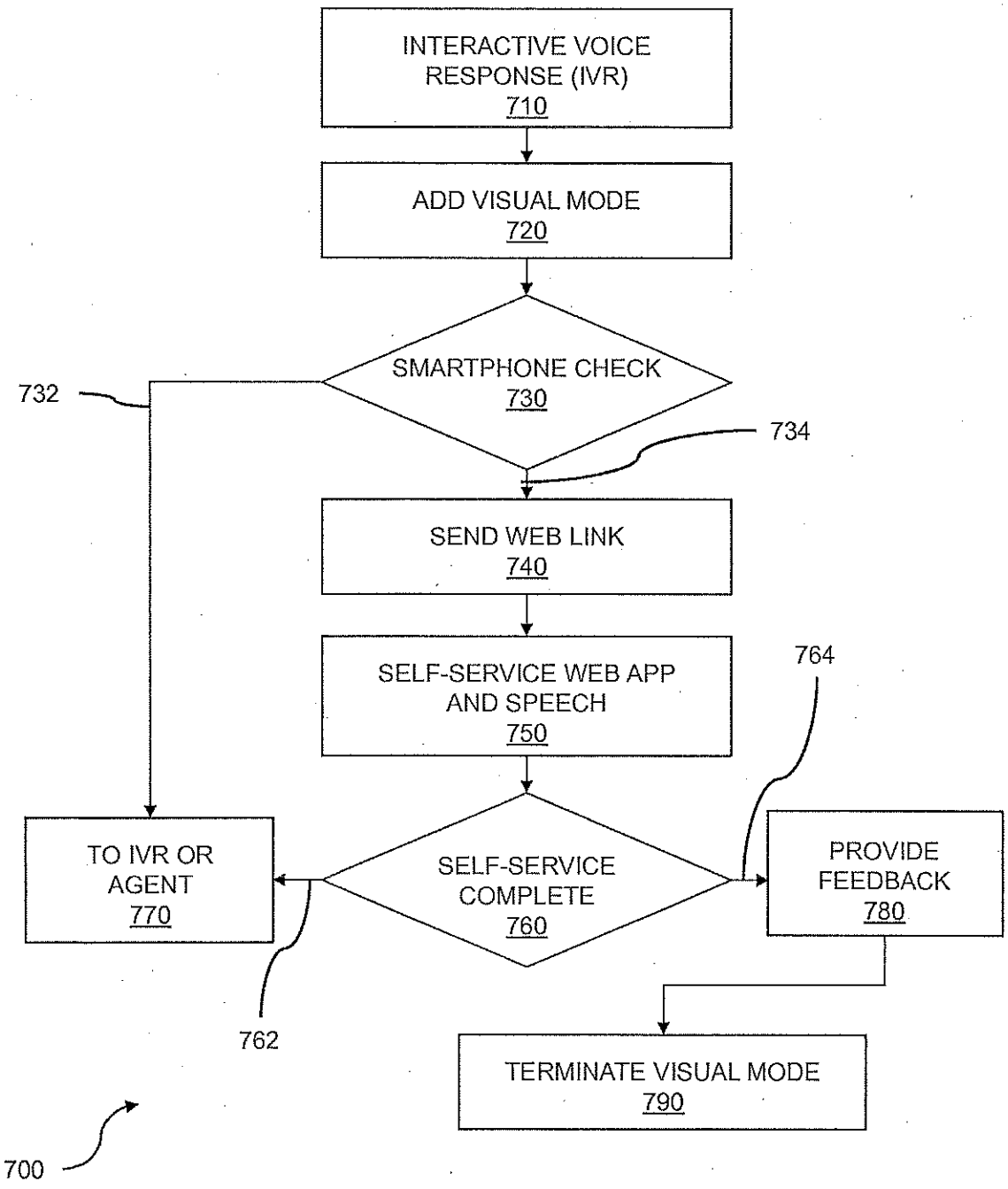

FIGURE 6

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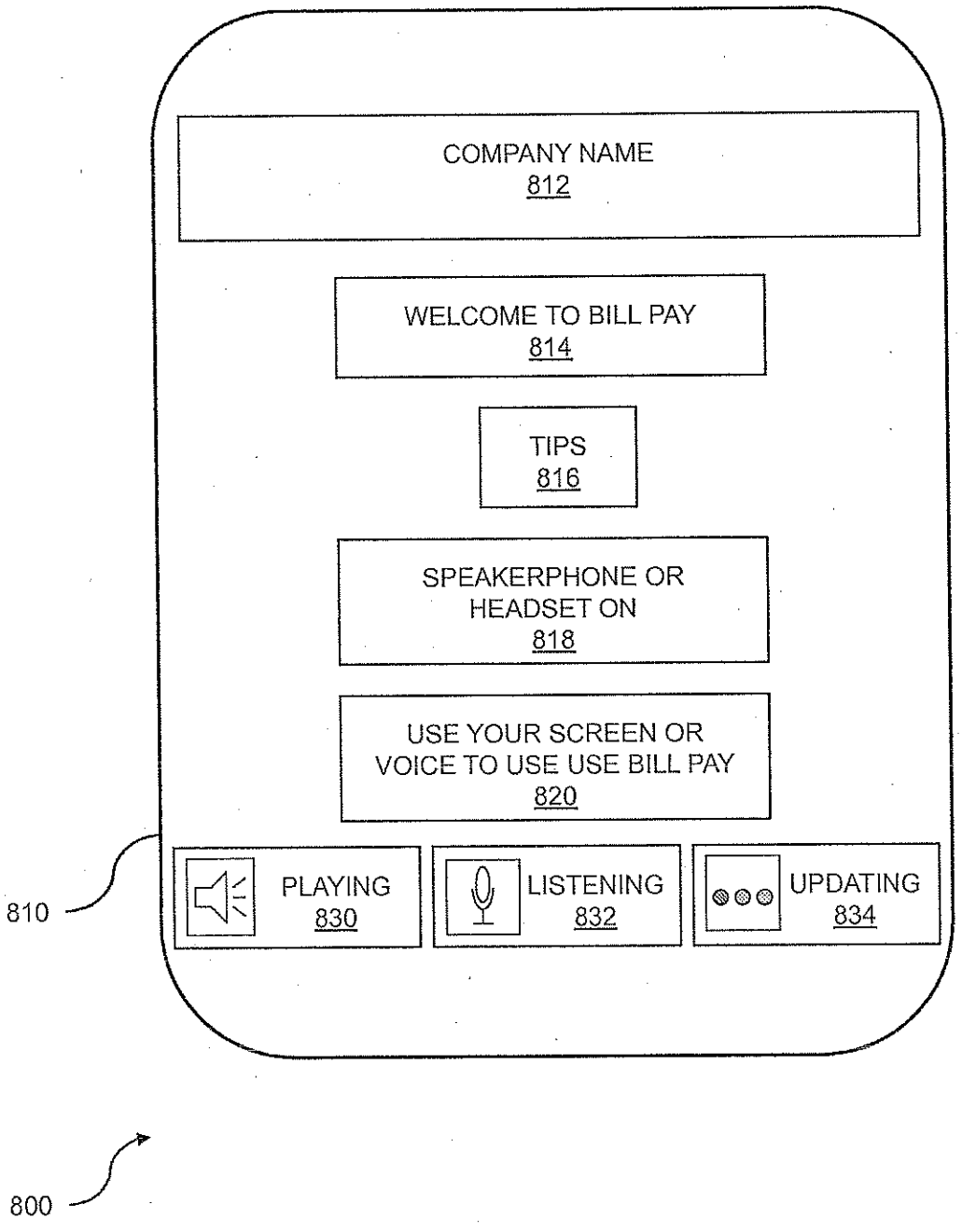

FIGURE 7A

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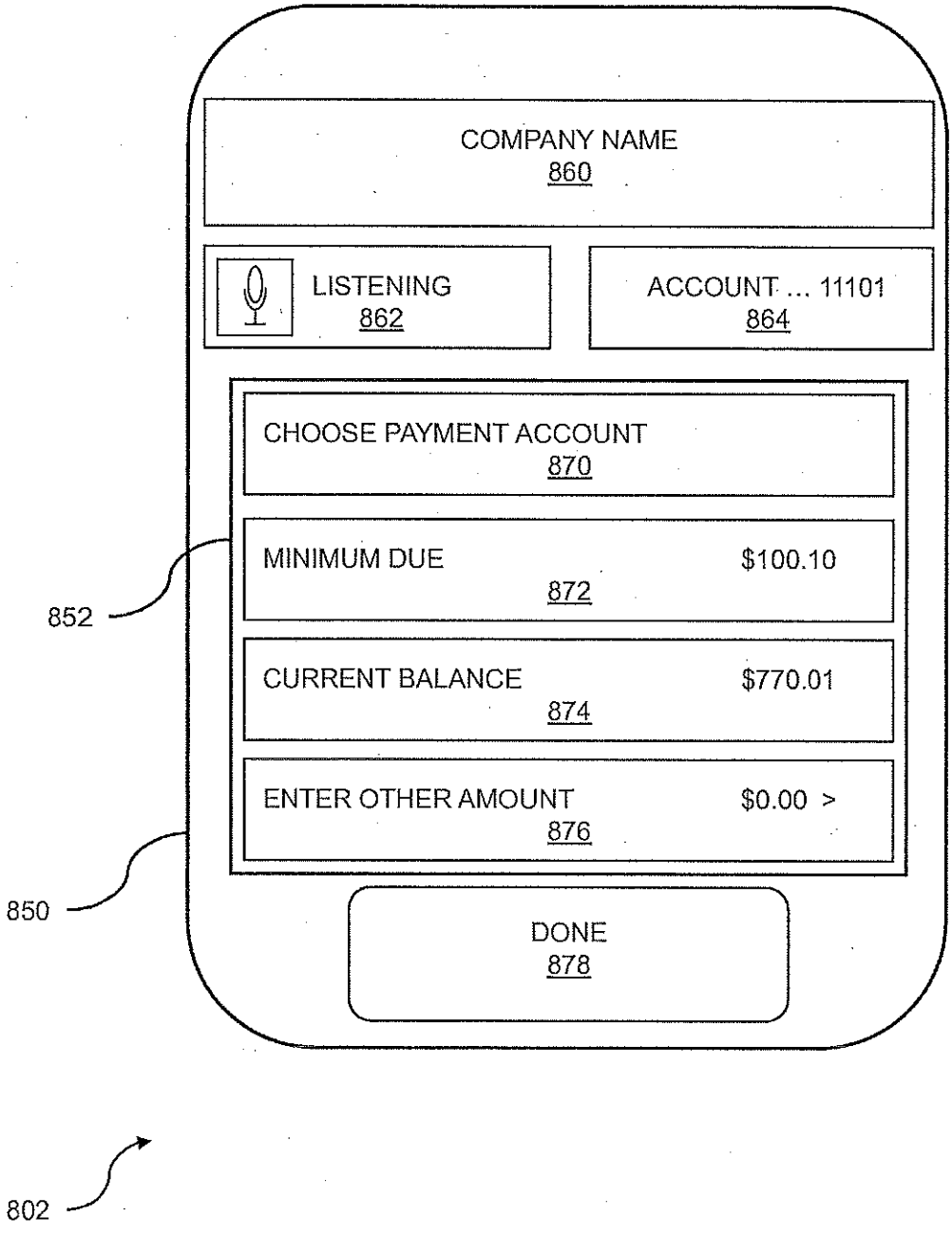

FIGURE 7B

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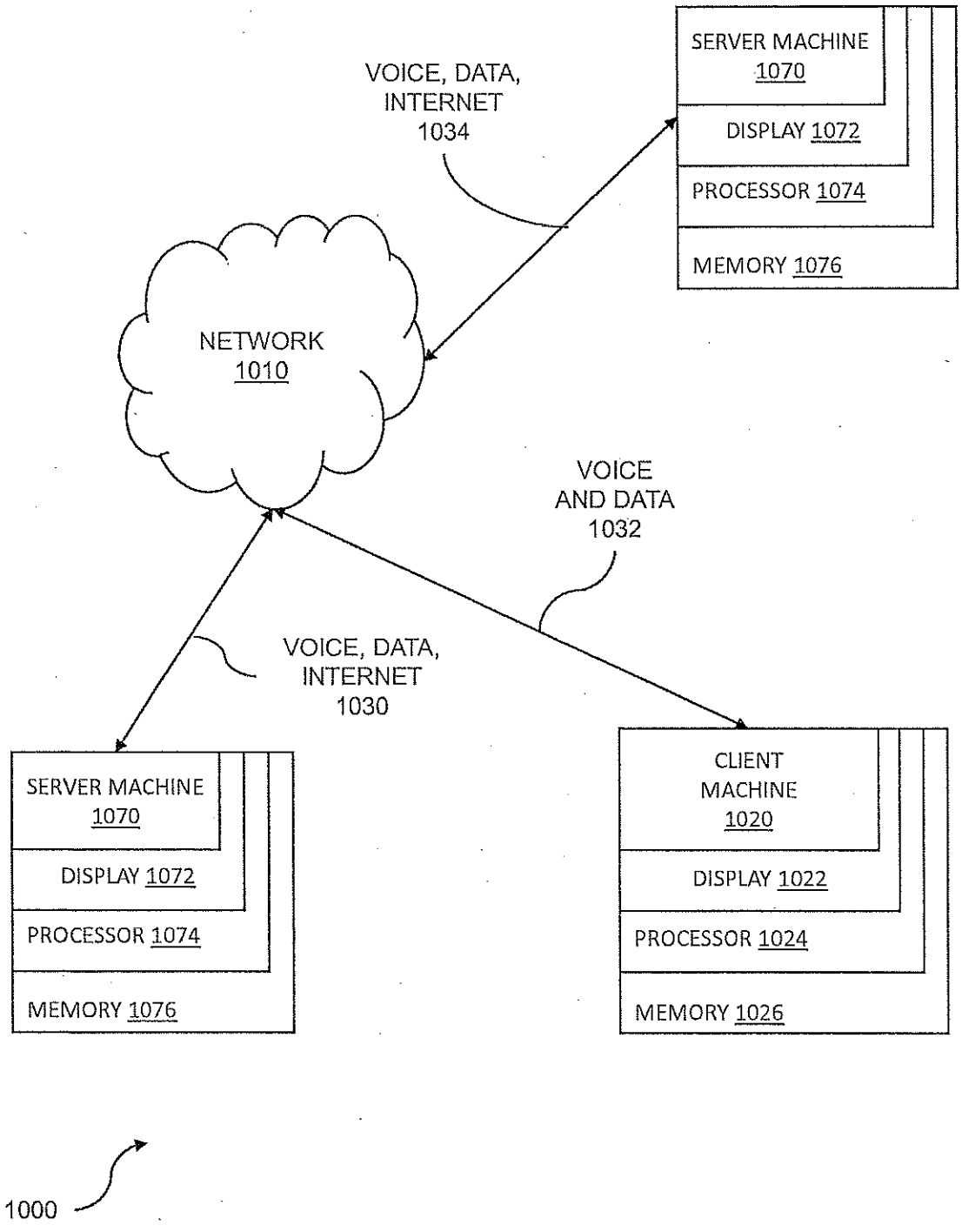

FIGURE 8

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