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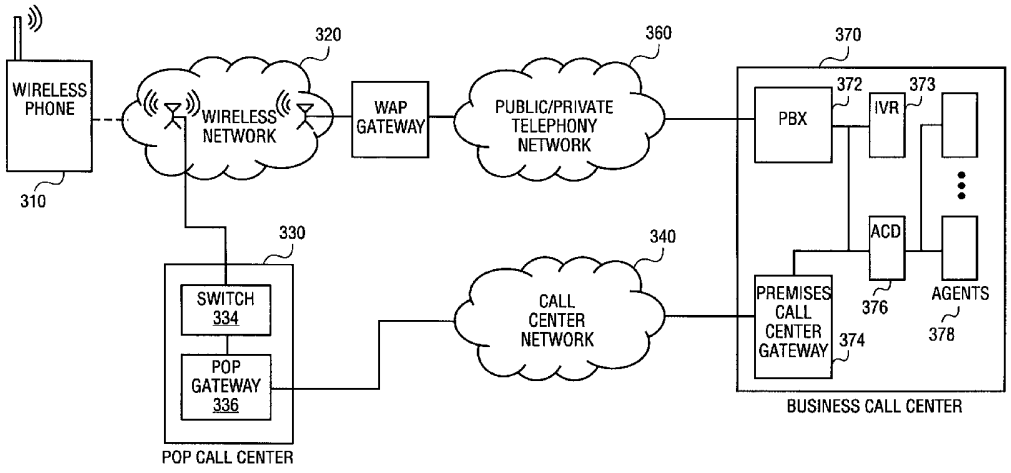
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(54) Title: CALL CENTER MANAGEMENT FOR WIRELESS ACCESS NETWORK



(57) Abstract: A call center system that transmits call availability from a call center to a remote user of a wireless network via a virtual private network to reduce communication costs and to improve operational efficiency. The call center system includes a set of point-of-presence call center gateways distributed at points of presence that are close to the point of the remote user. The point-of-presence call center gateways are connected by the virtual private network to call center gateways at business locations where call centers reside.

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INTERNATIONAL SEARCH REPORT

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A. CLASSIFICATION OF SUBJECT MATTER
IPC 7 H04Q7/24 H04M3/51 H04M7/00

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 7 H04Q H04M

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	WO 96 29831 A (HIGHWAY COMMUNICATIONS,INC.) 26 September 1996 (1996-09-26) abstract; figure 1 page 15, line 16 -page 16, line 32 ---	1,9,15, 19
X	WO 98 37665 A (FONEFRIEND SYSTEMS,INC.) 27 August 1998 (1998-08-27) abstract; figures 5,12,13 ---	1
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[X] Further documents are listed in the continuation of box C.

[X] Patent family members are listed in annex.

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Date of the actual completion of the international search	Date of mailing of the international search report
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Name and mailing address of the ISA	Authorized officer
European Patent Office, P.B. 5818 Patentlaan 2 NL – 2280 HV Rijswijk Tel. (+31–70) 340–2040, Tx. 31 651 epo nl, Fax: (+31–70) 340–3016	Danielidis, S

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