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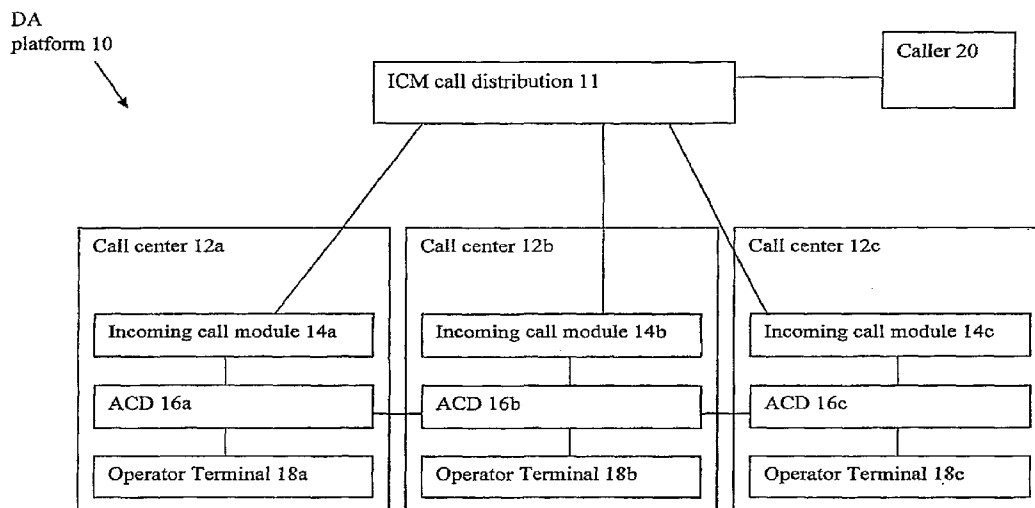
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(54) Title: AN ENHANCED DIRECTORY ASSISTANCE SYSTEM WITH PERIPHERAL CALL QUEUING AND HANDLING



(57) Abstract: A directory assistance system includes a plurality of call centers, each configured to handle a directory assistance request from a caller. An ICM/IVR edge queuing module has a first IVR module and second ICM module and is coupled to each of the call centers. The ICM/IVR edge queuing module receives an incoming call from a caller and obtains interactive responses pertinent to call center routing. The ICM module routes the call to one call center among the plurality of call centers based on a type of service requested by the caller as determined by the interactive responses received by the IVR module.

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## INTERNATIONAL SEARCH REPORT

International application No.

PCT/US07/00874

## A. CLASSIFICATION OF SUBJECT MATTER

IPC(8) - HO4M 3/00 (2007.01)

USPC - 379/265.12

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(8) - HO4M 3/00; H04L 12/66 (2007.01)

USPC - 379/265.12, 265.02, 265.13, 265.05, 266.01; 370/352, 401

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)

PatBase, MicroPatent

## C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	US 6,958,994 B2 (ZHAKOV et al) 25 October 2005 (25.10.2005) entire document	1-12
A	US 6,985,576 B1 (HUCK) 10 January 2006 (10.01.2006) entire document	1-12
A	US 6,614,783 B1 (SONESH et al) 02 September 2003 (02.09.2003) entire document	1-12
A	US 5,825,869 A (BROOKS et al) 20 October 1998 (20.10.1998) entire document	1-12

 Further documents are listed in the continuation of Box C.

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