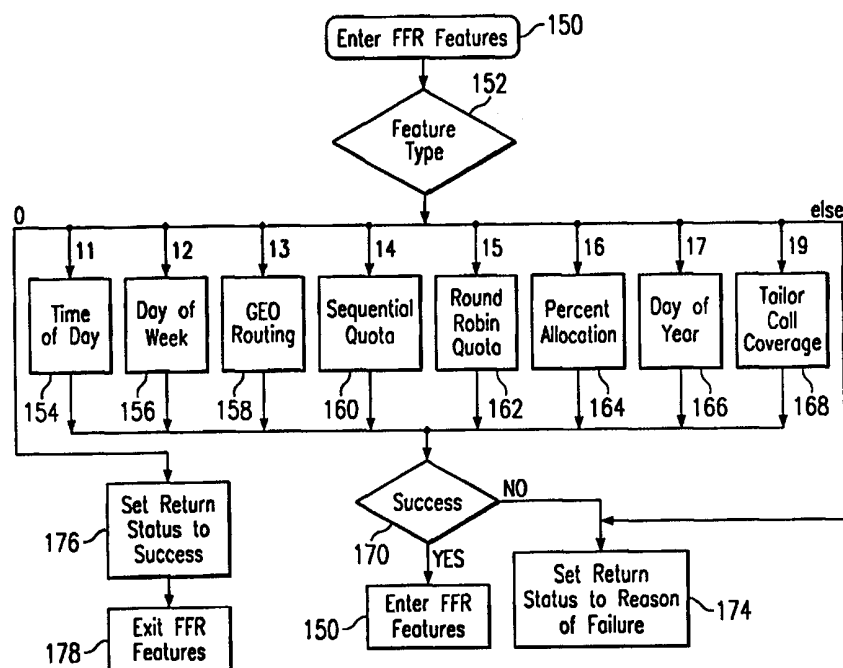




INTERNATIONAL APPLICATION PUBLISHED UNDER THE PATENT COOPERATION TREATY (PCT)

(51) International Patent Classification ⁶ : H04Q 3/00	A1	(11) International Publication Number: WO 99/30513 (43) International Publication Date: 17 June 1999 (17.06.99)
<p>(21) International Application Number: PCT/US98/26163</p> <p>(22) International Filing Date: 9 December 1998 (09.12.98)</p> <p>(30) Priority Data: 60/067,998 9 December 1997 (09.12.97) US</p> <p>(71) Applicant: ALCATEL USA SOURCING, L.P. [US/US]; 1000 Coit Road, Plano, TX 75075 (US).</p> <p>(71)(72) Applicants and Inventors: COPLEY, Jeffrey, D. [US/US]; 4606 Freeport Drive, Garland, TX 75043 (US). WHITED, John [US/US]; 1104 Sundial Drive, Richardson, TX 75081 (US). BROWN, Marcus, V., Jr. [US/US]; 1004 Orlando Circle, Plano, TX 75075 (US). KHOLI, Pardeep [IN/US]; 8621 High Meadows Drive, Plano, TX 75025 (US).</p> <p>(74) Agent: FISH, Charles, S.; Baker & Botts, L.L.P., 2001 Ross Avenue, Dallas, TX 75201-2980 (US).</p>		<p>(81) Designated States: AL, AM, AT, AT (Utility model), AU, AZ, BA, BB, BG, BR, BY, CA, CH, CN, CU, CZ, CZ (Utility model), DE, DE (Utility model), DK, DK (Utility model), EE, EE (Utility model), ES, FI, FI (Utility model), GB, GD, GE, GH, GM, HR, HU, ID, IL, IN, IS, JP, KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT, LU, LV, MD, MG, MK, MN, MW, MX, NO, NZ, PL, PT, RO, RU, SD, SE, SG, SI, SK, SK (Utility model), SL, TJ, TM, TR, TT, UA, UG, UZ, VN, YU, ZW, ARIPO patent (GH, GM, KE, LS, MW, SD, SZ, UG, ZW), Eurasian patent (AM, AZ, BY, KG, KZ, MD, RU, TJ, TM), European patent (AT, BE, CH, CY, DE, DK, ES, FI, FR, GB, GR, IE, IT, LU, MC, NL, PT, SE), OAPI patent (BF, BJ, CF, CG, CI, CM, GA, GN, GW, ML, MR, NE, SN, TD, TG).</p> <p>Published With international search report. Before the expiration of the time limit for amending the claims and to be republished in the event of the receipt of amendments.</p>

(54) Title: FULLY FLEXIBLE ROUTING SERVICE FOR AN ADVANCED INTELLIGENT NETWORK



(57) Abstract

A method of routing a call includes receiving a number of dialed digits entered by a caller, the dialed digits including a called party number, recognizing the called party number as a subscriber to a fully flexible routing service, obtaining a call plan having at least one predetermined routing feature for the subscriber, process the call according to the at least one predetermined routing feature in the call plan, determining a destination number according to the at least one routing features in the call plan, and routing the call to the destination number.

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FULLY FLEXIBLE ROUTING SERVICE FOR AN
ADVANCED INTELLIGENT NETWORK

TECHNICAL FIELD OF THE INVENTION

This invention is related in general to the field of telecommunications. More particularly, the invention is related to a fully flexible routing service for an advanced intelligent network (AIN).

BACKGROUND OF THE INVENTION

With the advent of the advanced intelligent network (AIN), it has become possible to rapidly design and introduce many new enhanced telecommunications services that provide added flexibility and convenience in how we use our telephone equipment.

The advanced intelligent network typically includes switches or service switching points (SSPs) coupled to signal transfer points (STPs), which are in turn coupled to service control points (SCPs). The interconnections between service switching points and service control points employ the signalling system number 7 or SS7 protocol for sending query messages associated with the execution of services. The service control points executes service logic programs which define the services and further store and maintain databases that have data associated with the services. The service control points are further coupled to a service management system (SMS), which supports the

operations, administrations, management, and provisioning (OAM&P) needs of the network. The advanced intelligent network further includes intelligent peripherals, which are coupled to service switching points and the service management system, and provide pre-recorded voice announcements, voice synthesis, and other functionalities that generally facilitate interaction with service subscribers and customers. The connection between the service management system and other network nodes is typically via X.25 links. In the advanced intelligent network, telecommunications services are typically defined in a service creation environment (SCE) node by the service provider and then relayed to the service management system, which disseminates the service logic programs to the rest of the network for execution.

The International Telecommunications Union (ITU) and other standard setting bodies have promulgated recommendations and requirements for advanced intelligent network services. However, these standards do not spell out how this service is to be implemented and the specific service features that support these services.

SUMMARY OF THE INVENTION

Accordingly, there is a need for a fully flexible routing service for the advanced intelligent network.

In one aspect of the invention, a method of routing a call includes receiving a number of dialed digits entered by a caller, the dialed digits including a called party number, recognizing the called party number as a subscriber to a fully flexible routing service, obtaining a call plan having at least one predetermined routing feature for the subscriber, process the call according to the at least one predetermined routing feature in the call plan, determining a destination number according to the at least one routing features in the call plan, and routing the call to the destination number.

In another aspect of the invention, a fully flexible method of routing a call to a service subscriber includes obtaining a call plan having a plurality of routing features designed for the subscriber, obtaining a PRI for the subscriber, process the call according to the plurality of routing features in the call plan and obtaining a DNIS, and routing the call to a destination number in response to the PRI and DNIS.

In yet another aspect of the invention, a fully flexible method of routing a call to a service subscriber includes obtaining a call plan having a plurality of routing features designed for the subscriber, obtaining a PRI for the subscriber, and process the call according to the plurality of routing features in the call plan and obtaining a DNIS. The call plan comprises determining a tentative DNIS in response to the time of the call, determining a tentative DNIS in response to the geographic location of the caller, and determining a tentative DNIS in response to a predetermined call distribution scheme. The call is then routed to a destination number in response to the PRI and tentative DNIS.

BRIEF DESCRIPTION OF THE DRAWINGS

For a better understanding of the present invention, reference may be made to the accompanying drawings, in which:

FIGURE 1 is a simplified block diagram of an advanced intelligent network (AIN) having a virtual private network service;

FIGURE 2 is a flowchart of an embodiment of a main logic flow according to the teachings of the present invention;

FIGURES 3A and 3B are a flowchart of an embodiment of an N00 (NXX number translation) process flow according to the teachings of the present invention;

FIGURE 4 is a flowchart of an embodiment of the fully flexible routing process according to the teachings of the present invention;

5 FIGURE 5 is a flowchart of an embodiment of an initialization process according to the teachings of the present invention, which begins in block 260;

FIGURE 6 is a flowchart of an embodiment of a FFR_day process according to the teachings of the present invention, which begins in block 280;

10 FIGURE 7 is a flowchart of an embodiment of a FFR_dow process according to the teachings of the present invention, which begins in block 300;

FIGURE 8 is a flowchart of an embodiment of a FFR_g36 process according to the teachings of the present invention, which begins in block 320;

15 FIGURE 9 is a flowchart of an embodiment of an FFR_gettim service logic program according to the teachings of the present invention;

FIGURE 10 is a flowchart of an embodiment of a FFR_pal service logic program according to the teachings of the present invention;

20 FIGURE 11 is a flowchart of an embodiment of an FFR_tcc service logic program 420 according to the teachings of the present invention;

25 FIGURE 12 is a flowchart of an embodiment of a FFR_tim process according to the teachings of the present invention, which begins in block 450;

FIGURE 13 is a flowchart of an embodiment of a FFR_quorr process according to the teachings of the present invention, which begins in block 470; and

30 FIGURE 14 is a flowchart of an embodiment of a FFR_quoseq process according to the teachings of the present invention, which begins in block 490.

DETAILED DESCRIPTION OF THE INVENTION

Referring to FIGURE 1, a simplified block diagram of an exemplary advanced intelligent network (AIN) is shown. FIGURE 1 shows an exemplary telecommunications network 10 such as an advanced intelligent network (AIN) or intelligent network (IN). Network 10 includes a service management system (SMS) 12 which interfaces with a service control point (SCP) 14 and a signal transfer point (STP) 16 via an industry standard protocol such as X.25. Service management system 12 provides network information, database management, and administrative support for network 10. Service management system 12 generally interfaces with redundant service control points 14 and 14' for provisioning, database management, service control point application program management, and collecting traffic metering and measurement data. Service control points 14 and 14' are also directly linked to mated pair signal transfer points 16 and 16' via SS7 (signaling system number 7) link sets 18. An SS7 link set may include up to sixteen 56 or 64 Kbits/second links. Signal transfer points 16 and 16' are further coupled to one or more service switching points (SSPs) 22 and 24, via SS7 link sets 20, which perform the switching and call handling functions in the network. An intelligent peripheral (IP) 23 is coupled to service switching point 22 and another intelligent peripheral 25 is coupled to service switching point 24. Intelligent peripherals 23 and 25 may provide an interface to callers and users such as pre-recorded or voice synthesized announcements and prompts.

Service control points 14 and 14' are a transaction based processing system whose primary responsibility is to respond to queries from service switching points 22 and 24 for data needed to complete routing a call. Service switching points 22 and 24 are part of the public switched telephone network and are coupled to end offices (EO) 29 and 30, respectively, which are in turn coupled to the

customer premises equipment (CPE) 28 of telephone service subscribers.

Network services are generally implemented in a service creation environment (SCE) 40 through a graphical user interface 42 to produce service logic programs that are then downloaded to network elements such as service management system 12, service control points 14 and 14', and/or signal transfer points 16 and 16', where they are executed.

Fully flexible routing service may include a premium rate service which provides number service translation and features used by subscribers for access to special services. In a premium rate service, the calling party (i.e., the caller) pays for the access call and the service provided. Subscriber services offered to the calling party are left up to the imagination and creativity of the subscriber. These services are facilitated using features such as recorded message access, live operator access, facsimile access, and data on demand. In addition to service access, Premium rate service offers a comprehensive set of service features. For example, intelligent routing selection from multiple destinations may be supported so that the routing information returned from a service query may contain location sensitive information used to reduce long distance costs and improve service. Alternatively, the information returned may be time sensitive, thus allowing some service provider centers to close while maintaining service from the open centers. Further, access to any premium rate service number may be suspended, or the number of calls in progress to a premium rate service number may be limited.

Premium rate service ties a network destination number to a premium rate number. The premium rate number is what the customer dials to access a premium rate service. When a premium rate number is received at the service switching point, the service switching point initiates a premium rate service query that is immediately forwarded to the service

control point. The service control point then obtains the routing, caller, and subscriber information needed to initiate the premium rate service. With this information, the caller is routed to the appropriate destination such as the intelligent peripheral, which provides service access and billing.

Premium rate service query processing begins with One Number, which obtains the basic subscriber record. All other access and routing features are optional and may be tailored to the particular needs of the service subscriber. The premium rate service may include the following service features:

1. One Number
2. Time Dependent Routing
3. Origin Dependent Routing
4. Call Distribution
5. Call Limiter
6. Call Gapping
7. Call Logging
8. Customized Recorded Announcements
9. Customer Profile Management
10. Authentication
11. Premium Charging
12. Billing
13. IN/1 Based Support

One Number provides the service user the ability to advertise a single number for customer access. This is accomplished by straight translation from the premium rate number to a network destination number (i.e., the called party number). One Number allows the service user to move into another serving area without changing the advertised number. The move is accomplished by mechanized, customer controlled, or manual update of the Premium Rate database.

After the service control point validates the service request, the service control point determines the routing

number of where to route the call. The result returned may be a network address or routing information for forwarding the call to the appropriate network. With either result, the service control point translates based on the time of day, day of week, or date. The translation may result in an announcement indicating that the service is not available at this time.

Origin Dependent Routing provides the resultant destination number of a Premium rate service translation based on geographic location. This is done by first identifying an associated area, then performing the translation using the associated area indicator. The associated area comprises of the first few digits of the calling party's number (for example, the calling party's NPA may be used).

Call Distribution provides the capability to translate premium rate service numbers to the next destination number in a list of destination numbers. A user modifiable control list is provided that is used to perform the desired distribution of calls to the destination numbers on the list. The control list, for example, may contain four entries. The entries may indicate a ration of five, three, four, and eight. In this example, the first destination number receives five calls for every twenty calls. The second destination number receives three calls for every twenty calls. The third destination number receives four calls for every twenty calls and the fourth destination number receives eight calls for every twenty calls. Note that twenty is used in this example. This is because it is a sum of the four entries (i.e., $5 + 3 + 4 + 8 = 20$).

Call Gapping provides the ability to restrict the number of premium rate calls placed. Call Gapping is deployed during periods of high traffic volume to the service control point for purposes of preventing service control point congestion. If Call Gapping controls have been initiated by the service control point, the service switching point responds by providing final call treatment.

Call Limiter counts the number of calls to a premium rate number in a specified period of time. If the number of calls exceeds a threshold in the data base, each call exceeding the threshold is routed to an announcement. When
5 the specified time period expires, the number of calls is reset to zero.

The call logging service feature allows for a peg-count information to be incremented for each customer transaction at the service control point. Call duration
10 information is kept and logged at the service switching point. Call Logging information is retrievable via the service management system.

The customized recorded announcement service feature allows a call to be completed to a terminating Customized
15 Recorded Announcement instead of a customer line. The customer, via Customer Profile Management, may define different announcements for unsuccessful call completions due to fifteen different reasons (e.g. caller outside business hours, all lines are busy). The result of a
20 Premium rate service translation may be a Customized Recorded Announcement. Depending on the condition causing the announcement request, the announcement may be 1) a customized announcement that can be changed by the premium rate subscriber, 2) a customized announcement that cannot
25 be changed by the premium rate subscriber, 3) an announcement specialized for premium rate, or 4) a general system announcement.

All management of the customer's premium rate service are provided from a centralized location. The customer's
30 premium rate profile includes information for support of billing and administration as well as information needed by the network to support call set-up. Distribution of information to various network subsystems are automated.

The customer activates the service via the service
35 management system. The activation can be accomplished via the network operator or via customer access at the service management system. The premium rate service is activated

for a specific period of time. Once activated, the user community is notified of the service via broadcast facilities such as television or radio. The service management system activates the services via the service control point. Upon completion of the service, the service management system deactivates the service and collects the call counts. During the Service activation period, the service management system may poll for the call counts.

The authentication service feature allows for the verification that the customer is allowed to exercise certain options in a telephone network. In other words, the request made by the customer is authentic and should be granted. For applicability to this service, the customer uses authentication to access their Customer Profile Management.

Premium Charging is the basic concept behind premium rate. This service feature allows for the pay back of the cost of a call to the called party, when the called party is considered as a value added service provider.

The service switching point generates a call detail record (CDR) for each premium rate call. These CDRs can be analyzed by other operations support systems to produce the premium rate bill. The Premium rate service writes an automatic message accounting (AMA) record for each call.

IN/1 Based Support is a US only protocol capability that supports network deployments that have not converted, or are in the process of converting, Toll-Free Service from IN/1 to AIN. IN/1 Based Support permits interworking between both service capabilities. This allows a network to convert to the advantages and enhanced services of an AIN while still maintaining interfaces to IN/1 deployments.

FIGURE 2 is a flowchart of an embodiment of a main logic flow according to the teachings of the present invention. The process flow begins in block 40, and in block 41, the trigger criteria type is determined. The trigger criteria type may be 102 or 3. If the trigger criteria type is 102, then a CAI (collected address info)

prefix is determined in block 42. If the trigger criteria type is 3, then a custom dialing plan is indicated, which leads to the beginning of virtual private network service, as shown in block 43.

5 If in block 42 it is determined that the collected address info prefix is 700, then virtual private network processing begins, as shown in block 45. If the collected address info prefix is 800, 877, 888, 500, or 900, then in block 46 a REMOTE_ACCESS table is accessed. Inputs or keys
10 to access the REMOTE_ACCESS table may include TOLL_FREE_NUM and AUTH_PIN_CODE, and information derived from this table may include SUBSCRIBER_ID, SUBNET_ID, REQ_SUPP_CODE_ID, REQ_SUPP_CODE_ID, RANGE_PRIV_DEFAULT, and TDRP_ID. All variables referred to herein are defined in Appendix A
15 below. If the output indicates a remote access type, then the access type is updated to remote in block 47 and virtual private network processing begins in block 48. If the access type is not remote, then N00 or a number translation process begins in block 49. If the collected
20 address info prefix is something other than 700, 800, 877, 888, 500, or 900, then Extp-UA or universal access 800 remote number is determined in block 50. If an 800 remote number is determined, then virtual private network service processing begins in bloc, 51. Otherwise, N00 service
25 process begins in block 52.

FIGURES 3A and 3B are a flowchart of an embodiment of an N00 top level process to perform number translation according to the teachings of the present invention, which begins in block 60. In block 62, an SDM select on
30 sce_sp_DialedNumber is performed. Stored procedure sce_sp_DialedNumber is executed to find the dialed number in the Call_DN table (see Appendix A) and in case of simple routing also the Call_routeList table to obtain termination information. The dialed number is used to identify a call
35 plan in the Call_DN table, which is uniquely identified by superRoutindex, and to identify the first feature in the call plan, which is identified by firstindex. A call plan

may be defined as a predetermined set of routing features. If the dialed number is not found or some condition other than that the dialed number is successfully found, then an application error has occurred and appropriate steps are taken to handle the error in block 64, such as setting a particular field or parameter of a returned TCAP message to indicate an error. If the dialed number is successfully located in the Call_DN table, then the service type of the call is determined in block 58. Ther service type is a value obtained from the Call_DN table which may indicate whether simple routing or fully flexible routing is desired. In block 70, an application error is handled if the service type indicates anything other than simple routing, fully flexible routing, or some other predetermined routing logic. In case of fully flexible routing, initialization of variables or parameters is performed in block 72. In block 74, a main logic process for fully flexible routing (FFR) is executed (FIGURE 4). Fully flexible routing determines a translated destination number according to a set of routing features, such as time of day, day of week, day of year, geographical routing, sequential, round robin, percent allocation, etc.

FFR_MAIN 74 returns an FFR_REASON variable, the value of which is determined in block 76. The value of FFR_REASON is indicative of whether a fully flexible routing feature was successfully executed. If not, an application error has occurred, as shown in block 78. If the values of FFR_REASON and FFR_LEAF (block 80) indicate that the database access was successful and that default conditions are to be used, then RLIndex is updated accordingly in blocks 82 and 84. The value of FFR_LEAF may also indicate that the call is to be disconnected, as shown in block 86 or an application error has occurred, as shown in block 88.

In block 90, an SDM select on sce_sp_RouteList is performed to access a Call_routeList table (Appendix A). The superRoutindex and RLIndex are used as inputs to the stored procedure or as keys to access the table. The

procedure returns a translated NXX number or PRI, termination type, switch identifiers and trunk group identifiers, etc. This information is used to route the call. In block 92, whether the table or database access was successful is determined by the value of DB_STATUS. If the proper entry is not found or some other error condition, an application error has occurred and handled appropriately, as shown in block 94 and 96. Otherwise, if CN_DIGITS is NULL, then CN_DIGITS or charge number is set to the collected address information (CAI_DIGITS) so that the cost of the call is charged to the called party in block 98. In block 100, the termination type is determined. Termination type is obtained as the value of termination_type obtained from the Call_routeList table. Presently, the only supported type of termination is IN/1 and other types are not supported. Therefore, any value other than the one indicative of IN/1 generates an application error, as shown in block 102. In block 104, the value of DNIS_FLAG is determined. This flag is obtained from the Call_DN table and indicates whether PRI (primary rate interface) overlay with DNIS (dialed number identification) is to be performed. In other words, whether the PRI should be modified with the DNIS to obtain the destination number. If not, then the analyze_route message is sent to the service switching point and the call is routed in blocks 106 and 108. Otherwise, the value of DNIS_TYPE_FLAG is determined in block 110 which determine whether the DNIS should be the value obtained from the Call_DN table or the value obtained from the feature table. If the DNIS_TYPA_FLAG indicates that the DNIS value is from the feature table, the DNIS is updated to equal to FFRAuxString in block 112, which has the value of the DNIS from the feature table, prior to sending the analyze_route message and routing the call in blocks 114 and 116. If the DNIS_TYPE_FLAG is some other unrecognized value, then the application error is handled in block 118.

FIGURE 4 is a flowchart of an embodiment of the fully flexible routing process according to the teachings of the present invention. In block 150, a call plan consisting of a set of identified routing features has been identified and fully flexible routing is entered to determine the destination. In block 152, the feature type is determined. Feature type is indicated by firstfeatureType in the Call_DN table or the nextfeatureType in the other feature tables. The feature type identifies what fully flexible routing feature is to be processed, which may include time of day (block 154), day of week (block 156), geographic (block 158), sequential quota (block 160), round robin quota (block 162), percent allocation (block 164), day of year (block 166) and tailored call coverage (block 168). Time of day, day of week and day of year are routing schemes that are based on the time of the call. Geographic routing is based on the geographical location of the caller. Sequential quota routing scheme allows the calls to be routed to one call center until it reaches a predetermined load and then calls are routed to the next call center and subsequent call centers in the same manner. The round robin routing scheme distributes calls evenly among a number of call centers. The percent allocation routing scheme routes calls to call centers based on preassigned percentages to the call centers. The tailored call coverage may provide other enhanced or a combination of enhanced routing features. Details of these routing schemes are described below. In block 170 it is determined whether the current routing scheme was performed successfully. If yes, execution loops back to block 150 to process the next feature. If the current feature was not successfully carried out, then return status is set to reflect the reason the process failed, as shown in block 174. In block 152, feature type may have a value indicating that the end of the call plan is reached and all the features have been determined. At this point, the return status is set to reflect fully flexible routing

success, as shown in block 176, and execution exits the fully flexible routing process.

FIGURE 5 is a flowchart of an embodiment of an initialization process according to the teachings of the present invention, which begins in block 260. In blocks 262-270, FfrTimeFlag, FfrLevel, FfrReason, FfrAuxString, and FfrDefaultType are set to predetermined values. FfrTimeFlag is a flag used to indicate whether the system time or current time of the call has been determined. FfrLevel is used to keep track how many fully flexible routing feature has been performed for a call. FfrReason is a variable used to reflect whether error conditions has occurred. FfrAuxString is a variable used to hold the current DNIS. FfrDefaultType is a flag indicating whether default conditions or settings for the features are to be used.

FIGURE 6 is a flowchart of an embodiment of a FFR_day process according to the teachings of the present invention, which begins in block 280. FFR_day process 280 determines a translation to a destination number depending on the day of year criteria. In block 282, service logic program (SLP) FFR_gettim (FIGURE 9) is called. FFR_gettim obtains the current system time. In block 286, SDM select on ffr_doy_get_next_node_2 for day of year routing is performed. This stored procedure accesses the Ffr_Doy_Next_Node_Info_2 Table that contains a list of day of year entries. Each entry specifies a range in days where the current date is acceptable. Appendix A lists the tables and the parameters in the tables. In block 288, the value of FfrLogFlag is determined. If it is "1", then the routing and its parameters are logged, as shown in block 290; otherwise, no operation is performed, as shown in block 292.

FIGURE 7 is a flowchart of an embodiment of a FFR_dow process according to the teachings of the present invention, which begins in block 300. FFR_dow process 300 determines a translation to a destination number depending

on the day of week criteria. In block 302, service logic program (SLP) FFR_gettim (FIGURE 9) is called. FFR_gettim obtains the current system time. In block 306, SDM select on ffr_dow_get_next_node_2 for day of week routing is performed. This stored procedure accesses the Ffr_Dow_Next_Node_Info_2 Table that contains a list of day of week entries. Each entry specifies a range in days of the week where the current date is acceptable. In block 308, the value of FfrLogFlag is determined. If it is "1", then the routing is logged, as shown in block 310; otherwise, no operation is performed, as shown in block 312.

FIGURE 8 is a flowchart of an embodiment of a FFR_g36 process according to the teachings of the present invention, which begins in block 320. FFR_g36 process 320 determines a translation to a destination number depending on the day of year criteria. In block 324, it is determined whether CallingPID_digits is NULL. If NULL, in block 326, the DB_STATUS is set to "1" to indicate the calling party's identifier was not found. Otherwise in block 328, an SDM select on ffr_g36_get_next_node_2 for geographical routing is performed. This stored procedure accesses Ffr_G36_Next_Node_Info_2 Table that contains a list of allowed geographic routing entries. Each entry specifies a geographic location. The locations may be specified in terms of NPA, NPA-NXX, or NPA-NXX-XXXX, for example. In block 330, the value of FfrLogFlag is determined. If it is "1", then the routing is logged, as shown in block 332; otherwise, no operation is performed, as shown in block 334.

FIGURE 9 is a flowchart of an embodiment of an FFR_gettim service logic program according to the teachings of the present invention. FFR_gettim begins in block 360. In block 362, the value of FfrTimeFlag is determined. If the flag indicates the current system time has already been obtained, then no operation is carried out, as shown in block 365. If the flag indicates the current system time

has not been obtained for the current call, then in block 364, the FfrTimeFlag is reset. In block 366, the current day of week is determined. If the day of week is Sunday, then no operation is performed, as shown in block 368. Otherwise, Ffrdow is updated to the current day of week in block 370. In block 372, the current date and time are determined. If the current date and time is of a predetermined value, then no operation is performed, as shown in block 376. Otherwise, the FfrDate variable is set to the current date and time in block 374. In blocks 378-386, a number of variables are set to reflect the current time, day of week, and date.

FIGURE 10 is a flowchart of an embodiment of a FFR_pal service logic program according to the teachings of the present invention. FFR_pal 400 is a process used to determine routing based on a predetermined percentage allocation criteria. A service subscriber may assign a call load percentage value to each of the subscriber's call centers so that the calls may be routed or distributed to the call centers according to the assigned percentage allocation. In block 408, SDM select on ffr_pal_get_next_node_2 is performed. This stored procedure accesses an Ffr_Pal_Next_Node_Info_2 table which contains a list of percent allocation entries. Each percent allocation entry specifies a percentage point which determines what percentage of calls are to be routed to each call center or destination. In block 410, the value of FfrLogFlag is determined. If it is "1", then the routing is logged, as shown in block 412; otherwise, no operation is performed, as shown in block 414.

FIGURE 11 is a flowchart of an embodiment of an FFR_tcc service logic program 420 according to the teachings of the present invention. In block 422, SDM select on ffr_tcc_get_next_node_2 is performed. This stored procedure accesses an Ffr_Tcc_Next_Node_Info_2 table, which contains a list of blocked geographic routing entries. Each entry specifies a geographic region that the

calls cannot be routed. The locations may be specified in terms of NPA, NPA-NXX, or NPA-NXX-XXXX, for example. In block 424, it is determined whether the database access is successful. If successful, the value of the FfrBlockFlag is determined in block 426. If the database access is not successful or the block flag indicates the call is blocked, then no operation is performed, as shown in block 430. Otherwise, FfrDefaultType is set to a predetermined value, such as "2" to indicate that the call is to be disconnected, as shown in block 428. In block 432, the DB_STATUS variable is reset to "1". In block 434, the value of FfrLogFlag is determined. If it is "1", then the routing is logged, as shown in block 436; otherwise, no operation is performed, as shown in block 438.

FIGURE 12 is a flowchart of an embodiment of a FFR_tim process according to the teachings of the present invention, which begins in block 450. FFR_tim process 450 determines a translation to a destination number depending on the time of day criteria. In block 452, service logic program (SLP) FFR_gettim (FIGURE 9) is called. FFR_gettim is called to obtain the current system time. In block 456, SDM select on ffr_tod_get_next_node_2 for time of day routing is performed. This stored procedure accesses a table that contains a list of time of day entries. Each entry specifies a range in time where the current time is acceptable. Appendix A lists the tables and the parameters in the tables. In block 458, the value of FfrLogFlag is determined. If it is "1", then the routing is logged, as shown in block 460; otherwise, no operation is performed, as shown in block 462.

FIGURE 13 is a flowchart of an embodiment of a FFR_quorr process according to the teachings of the present invention, which begins in block 470. FFR_quorr process 470 determines a translation to a destination number depending on a round robin routing criteria. The round robin routing criteria routes and distributes calls to a number of call centers evenly. Each call center may also

be assigned a quota so that a call center reaching its quota is taken out of the round robin distribution pool until its call load drops below the quota. In block 472, service logic program FFR_gettim (FIGURE 9) is called.

5 FFR_gettim obtains the current system time. In block 476, SDM select on p_round_robin_quota for round robin quota routing is performed. This stored procedure accesses a table that contains a list of entries to support robin robin routing. Each entry contains the last call center

10 serviced for a particular call plan feature. Appendix A lists the tables and the parameters in the tables. In block 478, the value of FfrLogFlag is determined. If it is "1", then the routing is logged, as shown in block 480; otherwise, no operation is performed, as shown in block

15 482.

FIGURE 14 is a flowchart of an embodiment of a FFR_quoseq process according to the teachings of the present invention, which begins in block 490. FFR_quoseq process 490 determines a translation to a destination

20 number depending on a sequential quota routing criteria which routes calls to the first available call center. Therefore, all calls are routed to a single call center until that call center reaches a predetermined quota. This routing scheme allows a subscriber to have secondary call

25 centers that are not utilized until the primary call center reaches a busy or peak traffic time. In block 492, service logic program FFR_gettim (FIGURE 9) is called. FFR_gettim obtains the current system time. In block 496, SDM select on p_seq_quota is performed. This stored procedure

30 accesses a table that contains a list of quota entries to support sequential routing. Each entry specifies a particular call center that are available for accepting calls. Appendix A lists the tables and the parameters in the tables. In block 498, the value of FfrLogFlag is

35 determined. If it is "1", then the routing is logged, as shown in block 500; otherwise, no operation is performed, as shown in block 502.

Constructed and operating in this manner, a call may be routed by a simple translation or by translation dependent on one or more routing criteria. The subscriber is thus able to design calling plans that are fully
5 flexible to meet its needs.

Although several embodiments of the present invention and its advantages have been described in detail, it should be understood that mutations, changes, substitutions, transformations, modifications, variations, and alterations
10 can be made therein without departing from the teachings of the present invention, the spirit and scope of the invention being set forth by the appended claims.

APPENDIX A - DATABASE TABLES

Primary key columns are bold and columns used for foreign keys are italicized.

5 **Call_DN Table**

	dialedNumber	NXX subscriber number
	serviceFlag	indicates whether this service feature is on/off
	serviceType	type of translation, i.e., simple or fully flexible routing
	<i>firstindex</i>	if serviceType = 1, use this key with superRoutindex to index into Call_routeList table, else use with superRoutindex to index into feature table
10	<i>superRoutindex</i>	used to define a call plan; if serviceType = 1 use with firstindex to index into Call_routeList table, else use with firstindex to index into feature table
	DefRLindex	used for default routing; combine with superRoutindex to index into Call_routeList table
	dnis	used to overlay the translated number (pri from Call_routeList) if dnisFlag ≠ 0 and dnisTypeFlag = 0
	dnisFlag	if dnisFlag = 0, no primary rate interface overloading with dnis
	dnisTypeFlag	if dnisTypeFlag = 0 and overloading is required, use dnis from Call_DN; if dnisTypeFlag ≠ 0 and overloading is required, use dnis from feature table
15	<i>firstfeatureType</i>	indicates the first feature to use in the call plan: 0 - terminating routing 11 - time of day 12 - day of week 13 - geographica routing 14 - sequential quota 15 - round robin quota 16 - percent allocation 17 - day of year 19 - tailor call coverage

Call routeList Table

	superRoutindex	used to define a call plan
	RLIndex	combine with the superRoutindex to identify unique route within call plan
	pri	primary rate interface; translated NXX number for sendin back to the service switching point
5	termination_type	defines teh type of termination routing to apply: 0 - IN/1 1 - CAIN (carrier advanced intelligent network) dedicated 2 - CAIN switched
	switch_Id	switch identifier number
	trunkGroup	trunk group number
	STS	service translation scheme
	switch_Id1	first alternate switch identifier
10	trunkGroup1	first alternate trunk group identifier
	switch_Id2	second alternate switch identifier
	trunkGroup2	second alternate trunk group identifier

Ffr Doy Next Node Info 2 Table

	superRoutindex	used to define a call plan
	featureIndex	used to uniquely define this feature within a call plan
	doyIndex	used to define a range of this feature within a call plan
5	nextfeatureIndex	used to uniquely define the next feature within a call plan
	holiday	if holiday = 0, not a holiday; else use as an index into the holiday table
	nextfeatureType	indicates the next feature to use in the call plan: 0 - terminating routing 11 - time of day 12 - day of week 13 - geographica routing 14 - sequential quota 15 - round robin quota 16 - percent allocation 17 - day of year 19 - tailor call coverage
	startDate	starting date range
	stopDate	stopping date range
10	timezone	used to specify an offset from the current time in one hour increments
	auxOutputString	used to overlay the PRI if requested

Call holidays Table

15	holidayIndex	used to uniquely define a set of holidays within a call plan
	yearIndex	used to uniquely define a specific year of holidays
	holidayDate	day of year

Ffr Dow Next Node Info 2 Table

	superRoutindex	used to define a call plan
	featureIndex	used to uniquely define this feature within a call plan
	dowIndex	used to define a range of this feature within a call plan
5	nextfeatureIndex	used to uniquely define the next feature within a call plan
	nextfeatureType	indicates the next feature to use in the call plan: 0 - terminating routing 11 - time of day 12 - day of week 13 - geographica routing 14 - sequential quota 15 - round robin quota 16 - percent allocation 17 - day of year 19 - tailor call coverage
	startDate	starting date range
	stopDate	stopping date range
	timezone	used to specify an offset from the current time in one hour increments
10	auxOutputString	used to overlay the PRI if requested

Ffr Tod Next Node Info 2 Table

	superRoutindex	used to define a call plan
	featureIndex	used to uniquely define this feature within a call plan
	todIndex	used to define a range of this feature within a call plan
5	nextfeatureIndex	used to uniquely define the next feature within a call plan
	nextfeatureType	indicates the next feature to use in the call plan: 0 - terminating routing 11 - time of day 12 - day of week 13 - geographica routing 14 - sequential quota 15 - round robin quota 16 - percent allocation 17 - day of year 19 - tailor call coverage
	startDate	starting date range
	stopDate	stopping date range
	timezone	used to specify an offset from the current time in one hour increments
10	auxOutputString	used to overlay the PRI if requested

Ffr Pal Next Node Info 2 Table

superRoutindex	used to define a call plan
featureIndex	used to uniquely define this feature within a call plan
allocIndex	used to define a range of this feature within a call plan
nextfeatureIndex	used to uniquely define the next feature within a call plan
nextfeatureType	indicates the next feature to use in the call plan: 0 - terminating routing 11 - time of day 12 - day of week 13 - geographica routing 14 - sequential quota 15 - round robin quota 16 - percent allocation 17 - day of year 19 - tailor call coverage
setPoint	percentage
auxOutputString	used to overlay the PRI if requested

Ffr G36 Next Node Info 2 Table

superRoutindex	used to define a call plan
featureIndex	used to uniquely define this feature within a call plan
nextfeatureIndex	used to uniquely define the next feature within a call plan
nextfeatureType	indicates the next feature to use in the call plan: 0 - terminating routing 11 - time of day 12 - day of week 13 - geographica routing 14 - sequential quota 15 - round robin quota 16 - percent allocation 17 - day of year 19 - tailor call coverage
ani	geographic number which may be NPA, NPA-NXX, or NPA-NXX-XXXX
auxOutputString	used to overlay the PRI if requested

10 Ffr Tcc Next Node Info 2 Table

superRoutindex	used to define a call plan
featureIndex	used to uniquely define this feature within a call plan
ani	geographic number which may be NPA, NPA-NXX, or NPA-NXX-XXXX

Ffr Default Feature Table

superRoutindex	used to define a call plan
featureIndex	used to uniquely define this feature within a call plan
nextfeatureType	indicates the next feature to link to: 0 - terminating routing 11 - time of day 12 - day of week 13 - geographica routing 14 - sequential quota 15 - round robin quota 16 - percent allocation 17 - day of year 19 - tailor call coverage
defaultType	indicates the type of action to take: 0 - route to Call_RouteList 1 - route to next feature 2 - disconnect 3 - route to Call_routeList (use DefRLindex from Call_DN table with superRoutindex)
defaultVal	if defaultType = 0, use with superRoutindex to index into Call_routeList table; if defaultType = 1, use with superRoutindex to index into the next feature

5

Ffr Quota 2 Table

	superRoutindex	used to define a call plan
	featureIndex	used to uniquely define this feature within a call plan
	quotaIndex	used to uniquely identify a particular call center
5	nextfeatureIndex	used to uniquely define the next feature within a call plan
	nextfeatureType	indicates the next feature to link to: 0 - terminating routing 11 - time of day 12 - day of week 13 - geographic routing 14 - sequential quota 15 - round robin quota 16 - percent allocation 17 - day of year 19 - tailor call coverage
	setPoint	quota; maximum number of calls allowed
	callCount	total number of calls already serviced
	periodLength	length of time period
10	startTime	starting time of current period
	auxOutputString	used to overlay the PRI if requested

RoundRobinQuota Table

15	superRoutindex	used to define a call plan
	featureIndex	used to uniquely define this feature within a call plan
	currentPosition	used to specify the last call center that processed a call

APPENDIX B - ACRONYMS

	AIN	Advanced Intelligent Network
	ANI	Automatic Number Identification
5	CAI	Collected Address Info
	CAIN	Carrier Advanced Intelligent Network
	CDR	Call Detail Record
	CSI	Call Station Identifier
	DAL	Direct Access Line
10	DNIS	Dialed Number Identification
	DOW	Day of Week
	DTO	Direct Termination Overflow
	ID	Identifier
	IDDD	International Direct Distance Dialing
15	IN	Intelligent Network
	IP	Intelligent Peripheral
	IPR	Information Problem Report
	LATA	Local Access Transport Area
	NANP	North American Numbering Plan
20	NOA	Nature of Address
	NPA	Numbering Plan Area
	NXX	Central office code; N can be digits 2-9 and XX can be 00-99
	PID	Party identifier (as in calling party 25 identifier or called party identifier)
	PIN	Personal Identification Number
	PRI	Primary Rate Interface
	SCP	Service Control Point
	SLP	Service Logic Program
30	SQL	Structured Query Language
	SSP	Service Switching Point
	STR	SendToResource or Send_To_Resource Message
	TBD	To Be Determined
	TDRP	Time Dependent Range Privilege
35	TOD	Time of Day
	VPN	Virtual Private Network

WHAT IS CLAIMED IS:

1. A method of routing a call, comprising:
receiving a number of dialed digits entered by a
caller, the dialed digits including a called party number;
5 recognizing the called party number as a subscriber to
a fully flexible routing service;
obtaining a call plan having at least one
predetermined routing feature for the subscriber;
process the call according to the at least one
10 predetermined routing feature in the call plan;
determining a destination number according to the at
least one routing features in the call plan; and
routing the call to the destination number.
- 15 2. The method, as set forth in claim 1, wherein
obtaining the call plan comprises obtaining a feature index
to a first data structure having data for a first routing
feature.
- 20 3. The method, as set forth in claim 2, wherein
obtaining the call plan comprises obtaining a feature index
to a next data structure having data for a next routing
feature.
- 25 4. The method, as set forth in claim 1, wherein
obtaining the call plan comprises obtaining a route index
uniquely identifying the call plan.

5. The method, as set forth in claim 1, wherein processing the call comprises:

identifying a first routing feature of the call plan;
accessing a first table having a plurality of entries
5 defining the first routing feature;
determining a tentative destination number;
identifying a next routing feature of the call plan;
overwriting the tentative destination number according
to the next routing feature or maintaining the tentative
10 destination number; and
repeatedly processing the call with the next routing
feature until the call plan is completed.

6. The method, as set forth in claim 1, wherein
15 obtaining the call plan comprises:

identifying a route index specifying a particular call
plan;
identifying a feature index specifying a particular
entry in a feature table; and
20 identifying a feature type specifying a first routing
feature.

7. The method, as set forth in claim 1, further
comprising obtaining a DNIS which may be used to overlay
25 the destination number.

8. The method, as set forth in claim 1, wherein
routing the call comprises:

obtaining a destination number translated from the
30 dialed digits; and
obtaining a switch and a trunk group for routing the
call to the destination number.

9. The method, as set forth in claim 1, wherein
35 obtaining a call plan comprises obtaining a call plan
comprising a time dependent routing feature.

10. The method, as set forth in claim 1, wherein obtaining a call plan comprises obtaining a call plan comprising a time of day routing feature.

5 11. The method, as set forth in claim 1, wherein obtaining a call plan comprises obtaining a call plan comprising a day of week routing feature.

10 12. The method, as set forth in claim 1, wherein obtaining a call plan comprises obtaining a call plan comprising a day of year routing feature.

15 13. The method, as set forth in claim 1, wherein obtaining a call plan comprises obtaining a call plan comprising a geographic dependent routing feature.

 14. The method, as set forth in claim 1, wherein obtaining a call plan comprises obtaining a call plan comprising a predetermined distribution feature.

20

 15. The method, as set forth in claim 1, wherein obtaining a call plan comprises obtaining a call plan comprising a sequential quota routing feature.

25 16. The method, as set forth in claim 1, wherein obtaining a call plan comprises obtaining a call plan comprising a round robin quota routing feature.

30 17. The method, as set forth in claim 1, wherein obtaining a call plan comprises obtaining a call plan comprising a percent allocation routing feature.

18. A fully flexible method of routing a call to a service subscriber, comprising:

obtaining a call plan having a plurality of routing features designed for the subscriber;

5 obtaining a PRI for the subscriber;

process the call according to the plurality of routing features in the call plan and obtaining a DNIS; and

routing the call to a destination number in response to the PRI and DNIS.

10

19. The method, as set forth in claim 18, wherein obtaining the call plan comprises:

obtaining a feature index to a first data structure having data for a first routing feature; and

15 obtaining a feature index to a next data structure having data for a next routing feature.

20. The method, as set forth in claim 18, wherein obtaining the call plan comprises obtaining a route index uniquely identifying the call plan.

20

21. The method, as set forth in claim 18, wherein processing the call comprises:

identifying a first routing feature of the call plan;

25 accessing a first table having a plurality of entries defining the first routing feature;

determining a tentative destination number;

identifying a next routing feature of the call plan;

30 overwriting the tentative destination number according to the next routing feature or maintaining the tentative destination number; and

repeatedly processing the call with the next routing feature until the call plan is completed.

35

22. The method, as set forth in claim 18, wherein obtaining the call plan comprises:

identifying a route index specifying a particular call plan;

5 identifying a feature index specifying a particular entry in a feature table; and

identifying a feature type specifying a first routing feature.

10 23. The method, as set forth in claim 18, further comprising obtaining a DNIS which may be used to overlay the destination number.

15 24. The method, as set forth in claim 18, wherein routing the call comprises:

obtaining a destination number translated from the dialed digits; and

obtaining a switch and a trunk group for routing the call to the destination number.

20

25. The method, as set forth in claim 18, wherein obtaining a call plan comprises obtaining a call plan comprising a time dependent routing feature.

25 26. The method, as set forth in claim 18, wherein obtaining a call plan comprises obtaining a call plan comprising a time of day routing feature.

30 27. The method, as set forth in claim 18, wherein obtaining a call plan comprises obtaining a call plan comprising a day of week routing feature.

35 28. The method, as set forth in claim 18, wherein obtaining a call plan comprises obtaining a call plan comprising a day of year routing feature.

29. The method, as set forth in claim 18, wherein obtaining a call plan comprises obtaining a call plan comprising a geographic dependent routing feature.

5 30. The method, as set forth in claim 18, wherein obtaining a call plan comprises obtaining a call plan comprising a predetermined distribution feature.

10 31. The method, as set forth in claim 18, wherein obtaining a call plan comprises obtaining a call plan comprising a sequential quota routing feature.

15 32. The method, as set forth in claim 18, wherein obtaining a call plan comprises obtaining a call plan comprising a round robin quota routing feature.

20 33. The method, as set forth in claim 18, wherein obtaining a call plan comprises obtaining a call plan comprising a percent allocation routing feature.

34. A fully flexible method of routing a call to a service subscriber, comprising:

obtaining a call plan having a plurality of routing features designed for the subscriber;

5 obtaining a PRI for the subscriber;

process the call according to the plurality of routing features in the call plan and obtaining a DNIS, the call plan comprising:

10 determining a tentative DNIS in response to the time of the call;

determining a tentative DNIS in response to the geographic location of the caller; and

determining a tentative DNIS in response to a predetermined call distribution scheme; and

15 routing the call to a destination number in response to the PRI and tentative DNIS.

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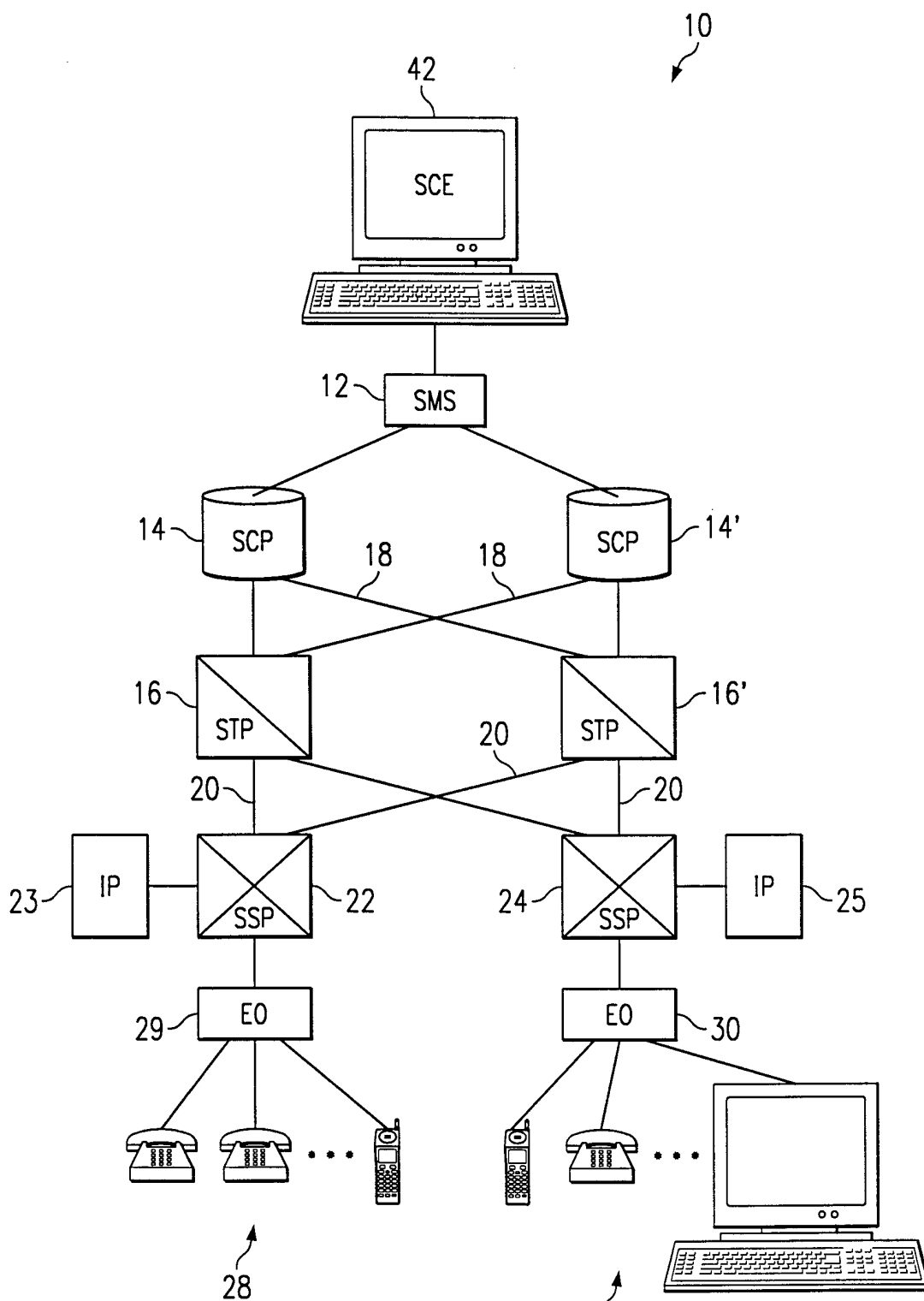


FIG. 1

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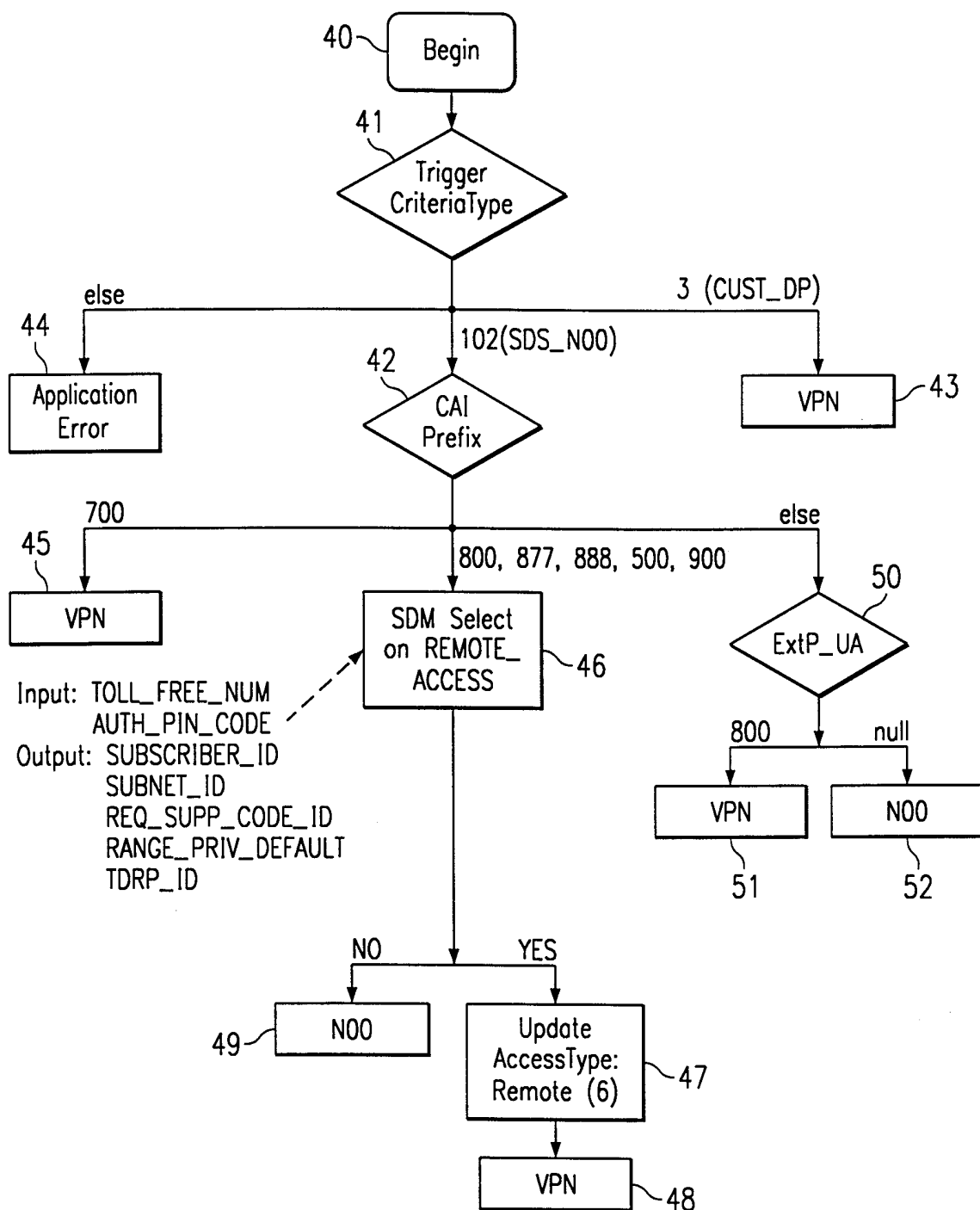
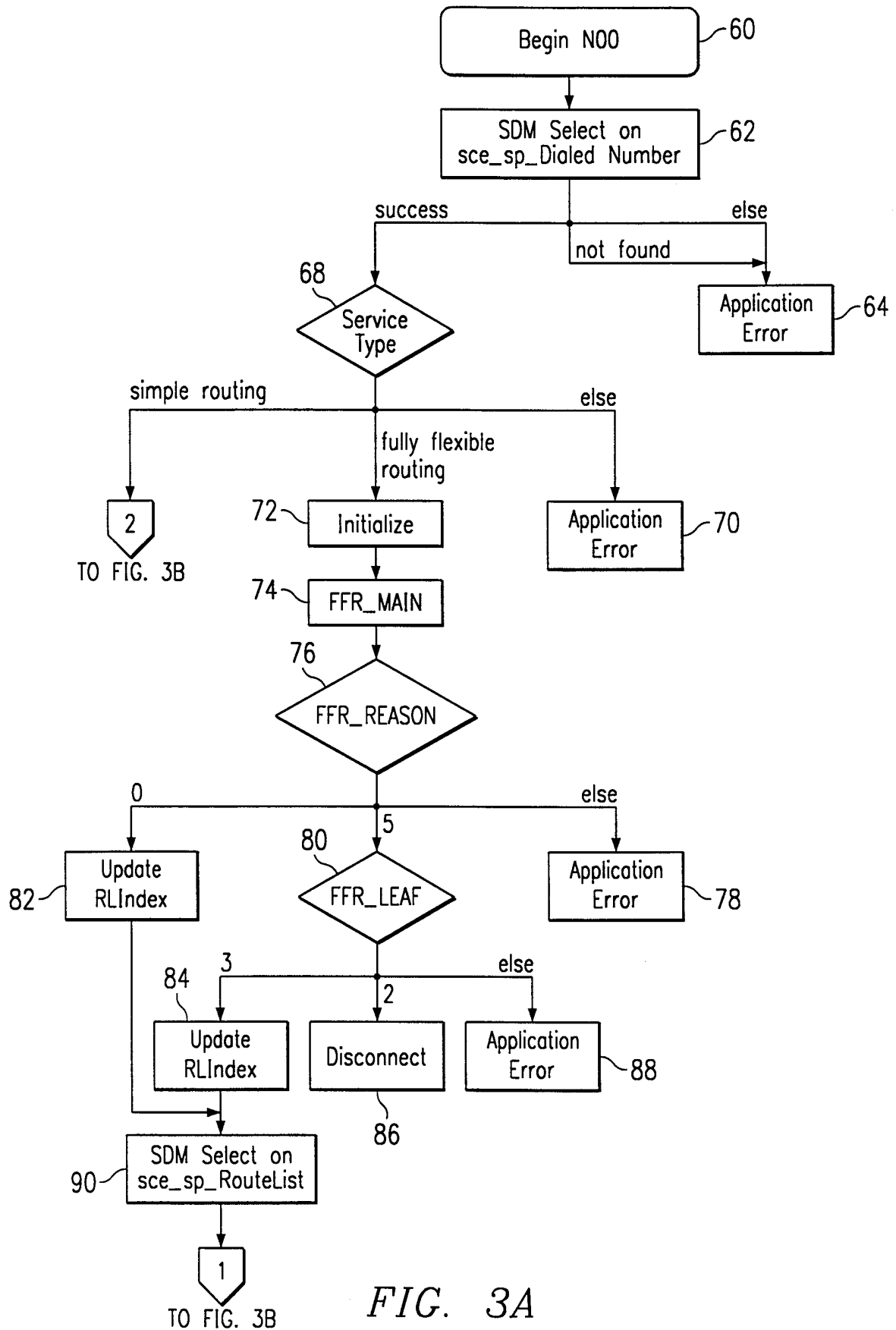


FIG. 2

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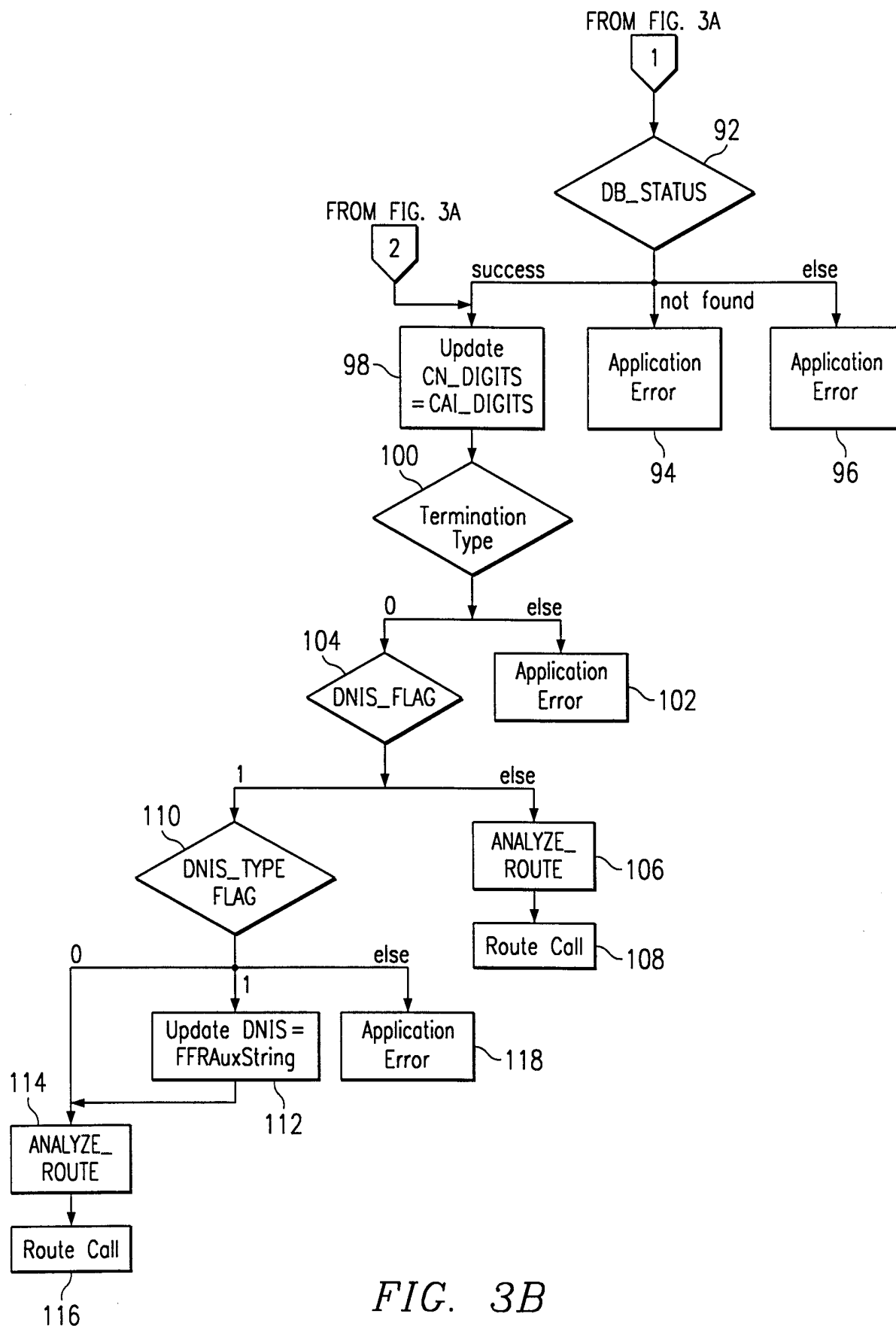


FIG. 3B

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FIG. 4

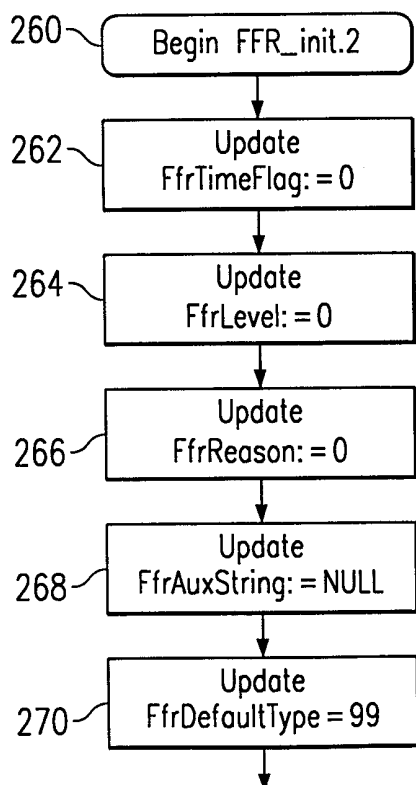
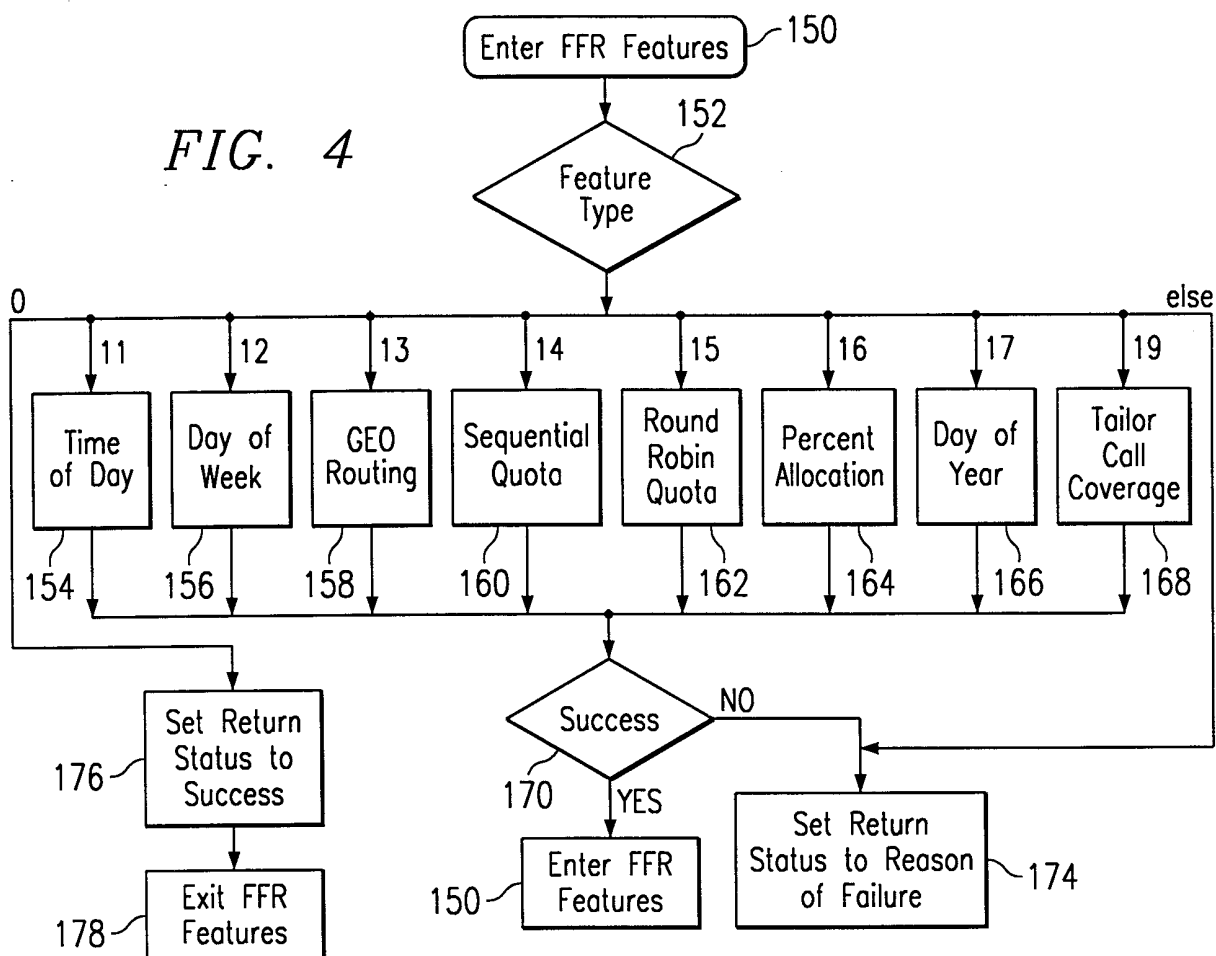


FIG. 5

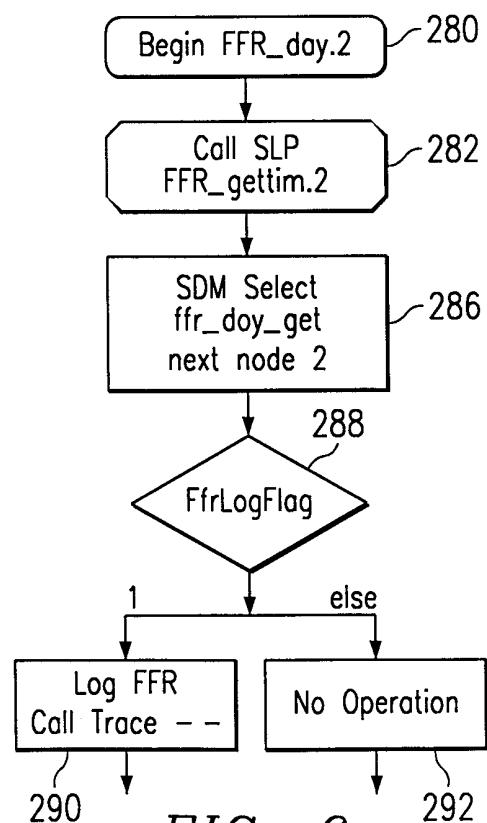
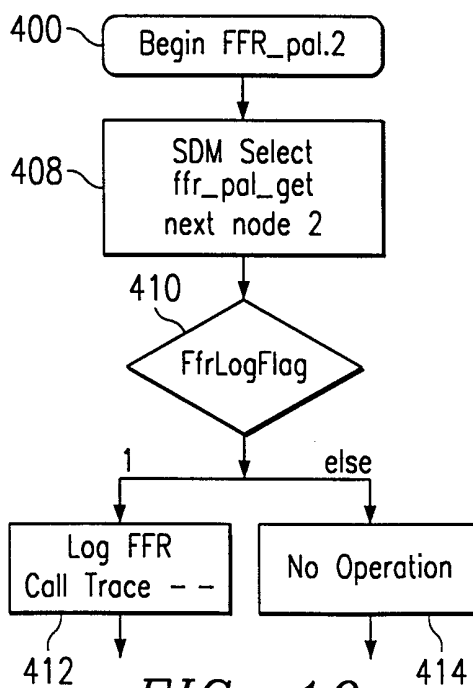
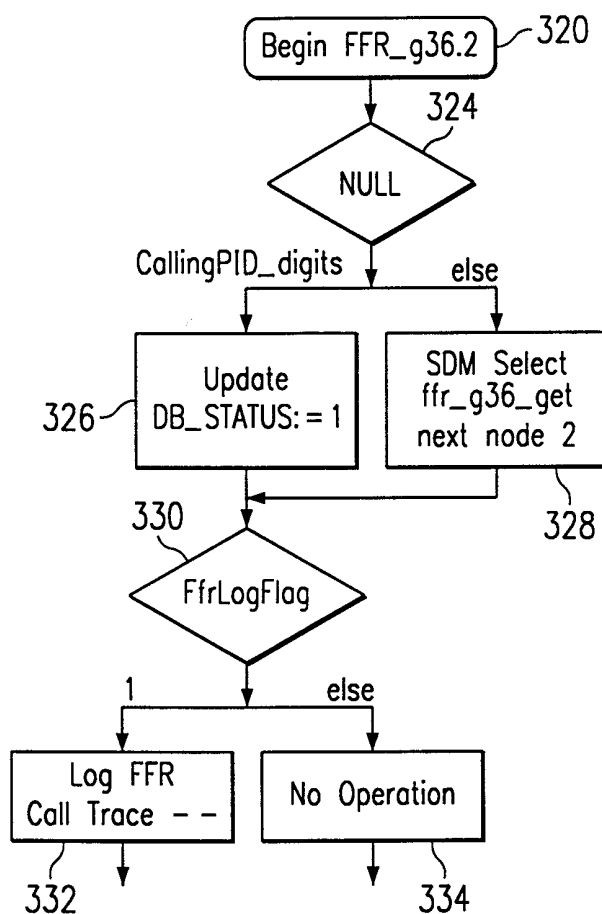
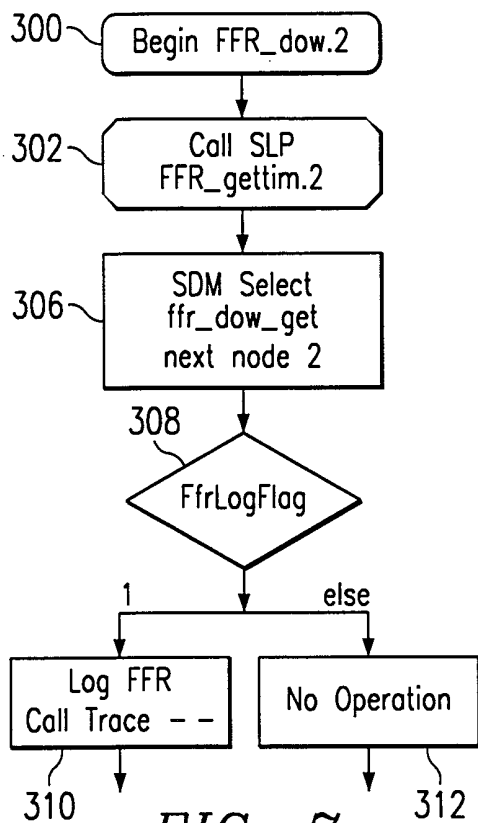


FIG. 6

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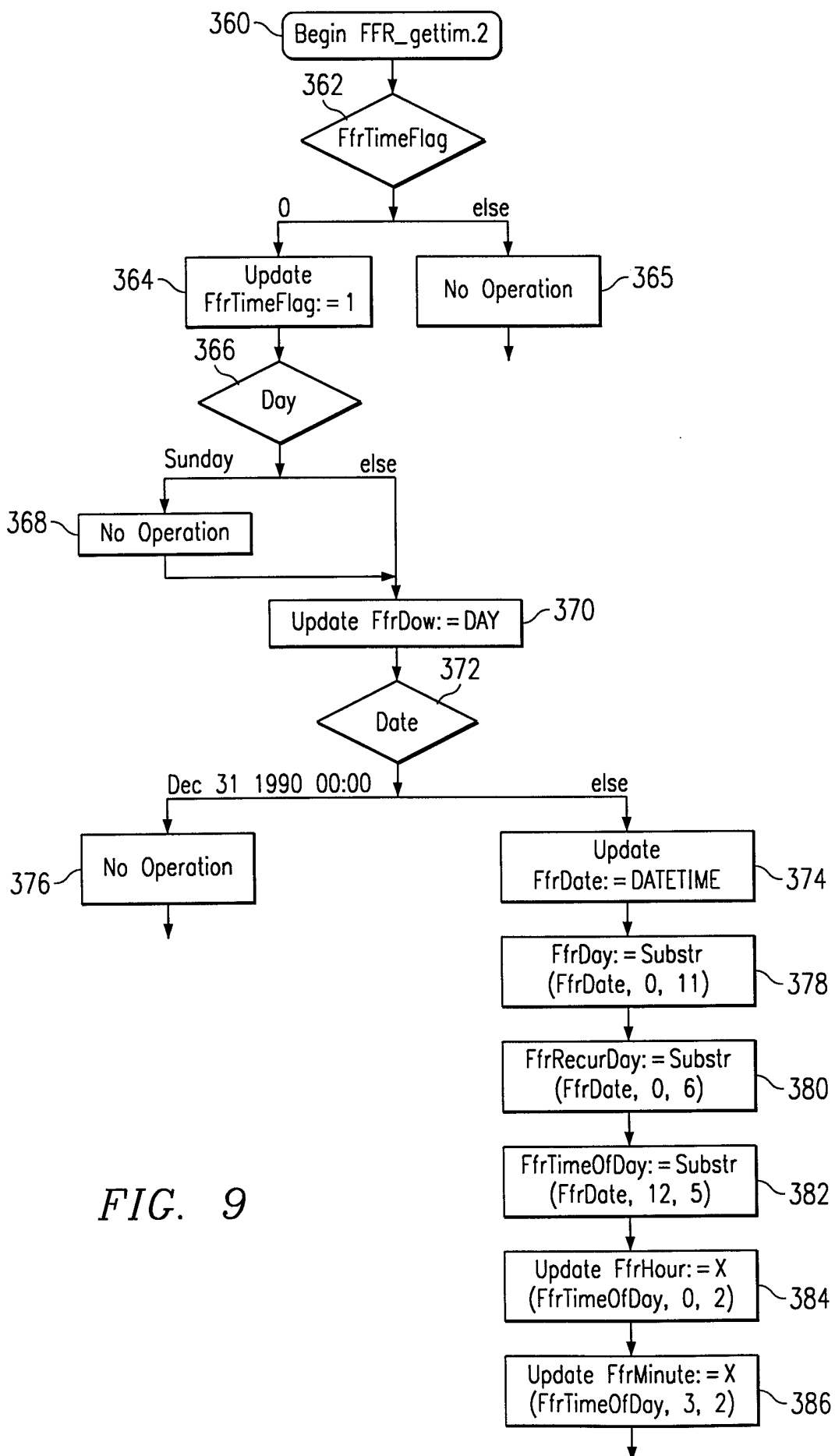


FIG. 9

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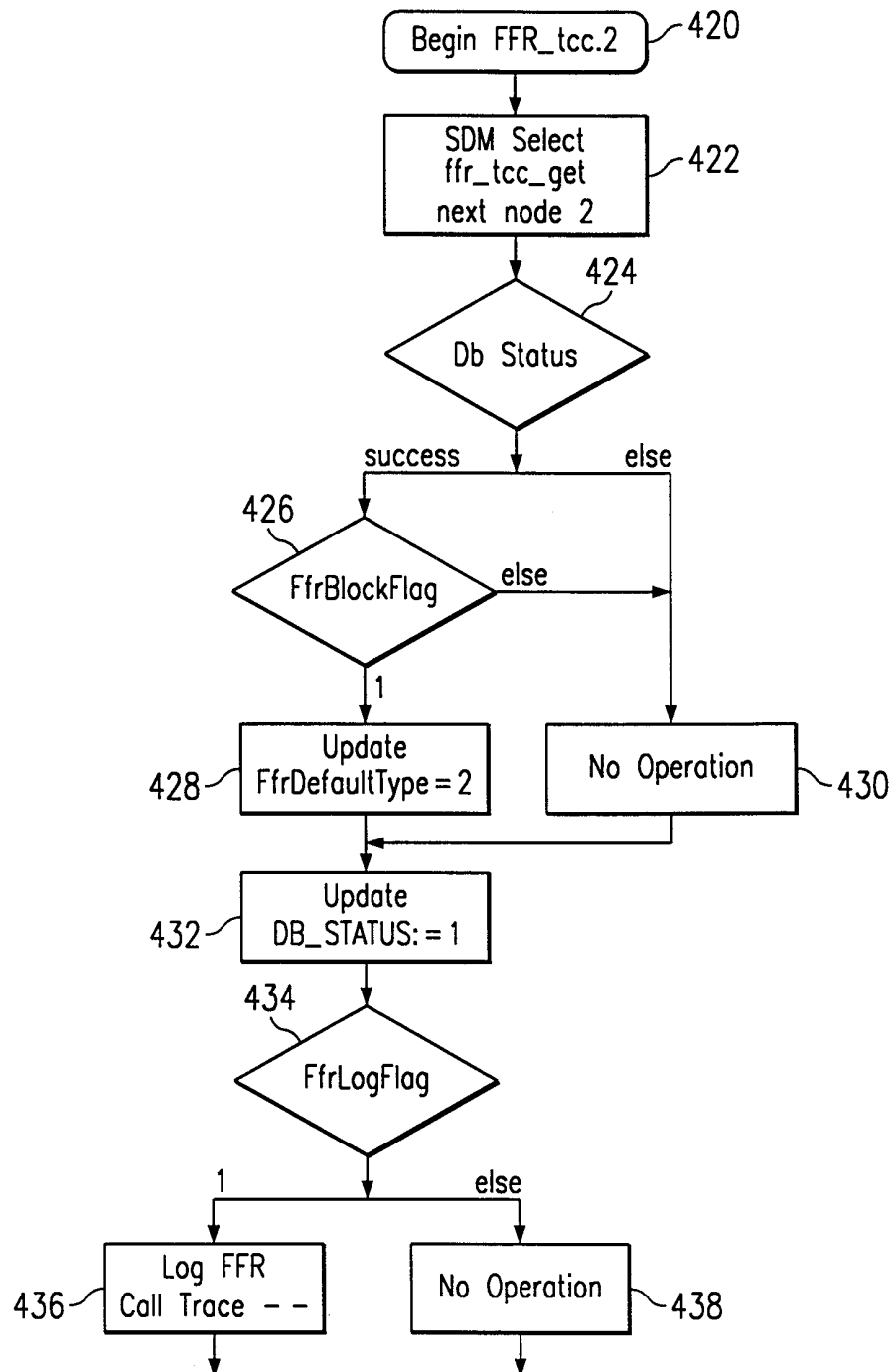


FIG. 11

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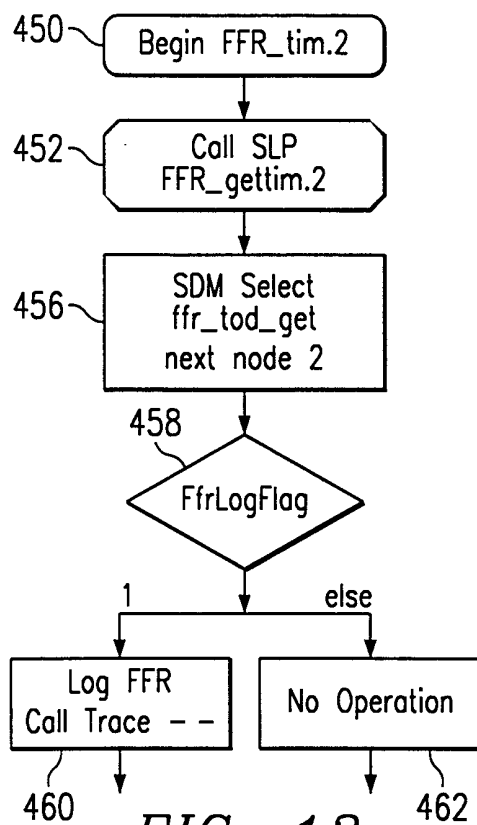


FIG. 12

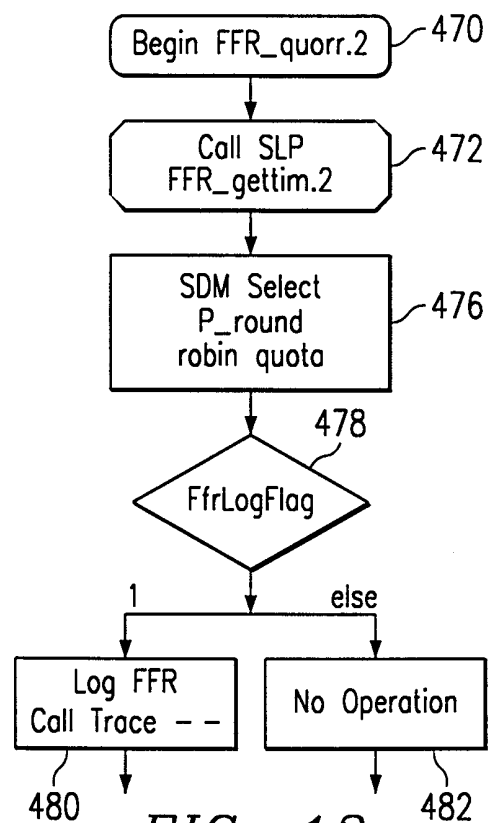


FIG. 13

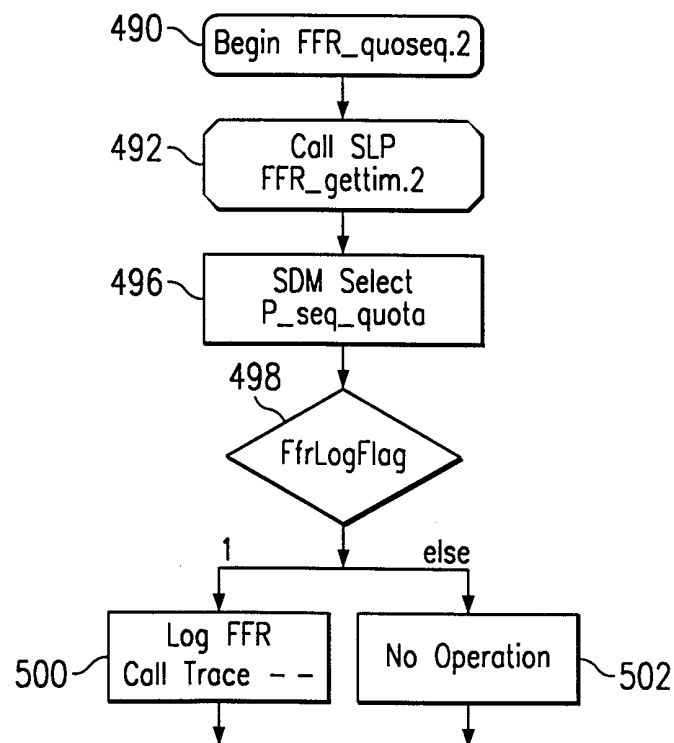


FIG. 14

INTERNATIONAL SEARCH REPORT

International Application No

PCT/US 98/26163

A. CLASSIFICATION OF SUBJECT MATTER
IPC 6 H04Q3/00

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 6 H04Q

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	US 5 694 463 A (CHRISTIE J M ET AL) 2 December 1997	1-13,17
Y	see column 1, line 7 - line 44	18-29,33
A	see column 2, line 9 - line 22	34
	see column 4, line 36 - line 67; figure 1	
	see column 6, line 11 - line 24	
	see column 6, line 51 - line 61; figure 4	
	see column 7, line 25 - line 39; figure 5	
	see column 8, line 8 - line 53	
	see column 9, line 14 - line 28	

Y	WO 97 33418 A (MATRIX MARKETING INC) 12 September 1997	18-29,33
A	see page 9, line 7 - page 10, line 11	1,7,34

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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

"E" earlier document but published on or after the international filing date

"L" document which may throw doubts on priority claim(s) or which is cited to establish the publication date of another citation or other special reason (as specified)

"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

"Y" document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art.

"&" document member of the same patent family

Date of the actual completion of the international search

17 May 1999

Date of mailing of the international search report

25/05/1999

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Vercauteren, S

INTERNATIONAL SEARCH REPORT

International Application No

PCT/US 98/26163

C.(Continuation) DOCUMENTS CONSIDERED TO BE RELEVANT

Category	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X A	EP 0 559 979 A (SEARS TECHNOLOGY SERVICES INC) 15 September 1993 see page 3, line 15 - line 39 see page 4, line 12 - line 19 see page 12, line 9 - line 18; claim 1 ---	1,9-13, 15,17 18, 25-29, 31,33,34
X A	US 5 553 130 A (TURNER G W) 3 September 1996 see column 1, line 15 - line 27 see column 1, line 65 - column 2, line 7 see column 3, line 27 - line 55 see column 4, line 65 - column 6, line 7 see column 7, line 11 - column 8, line 11 -----	1-6,9, 10,13 18-22, 25,26, 29,34

INTERNATIONAL SEARCH REPORT

Information on patent family members

International Application No

PCT/US 98/26163

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