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2003 07 07

(21) 10-2001-0089102
(22) 2001 12 31

(71) 3 416

(72) 990-21104

826-30 1003

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가

CTI(Computer Telephony Integration)

CTI

PC(Personal Computer)

CTI

HTML(Hyper Text Markup Language)

PC

PC

HTML

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6

(PBX: Private Branch Exchange)

(operation)

가
PC(Personal Computer)

(alarm) 가

가

PC(Personal Computer)

가

가

가

가 PC

W: Word Wide Web)

가 (server) (client) PC (Web), (WW

CTI(Computer Telephony Integration) CTI

CTI

guage) PC

PC

HTML(Hyper Text Markup Lan

HTML PC

1 (100)

(102)가 CTI (108) (102) PC(106)

PC(106)가 (Internet)(104) (102) (104) (Intranet) PC(106)

(102) CTI CTI (108) (100)

CTI (100) CTI (108) (100)

(102) PC(106) (102) PC(106)

PC(106)가 HTML HTML PC(106) (102) P

C(106) (102) HTML (Web browser) (100)

00) (102) 2 (data colle

ctor module)(200) (200) CTI (data manager module)(202) (reporter module)(204)

, CTI (108) (108) (100) CTI (100)

(202) (202) (208) (200) (208)

가 (log) DB(Database)(210) DB(212)

(204) PC(106) HTML DB(210), DB(212), HDD(Hard Disk Drive)(222)

HTML PC(106)

(102) (204) (204) (204) (206)

er module)(206) HTML HDD(222) PC(106) (schedul

(204) (214 218) (204) (206)

3 6 (102) PC(106)

(300) 3 PC(106) (102) (300) (312)

(200) (100) CTI (302) CT

(208)

(204) (304) (308) PC(106)

(214)

(304) PC(106)

(204) (308) 가 (

(310) (312) (312) (214)

(204) (218) (304) PC(106)

(204) (306) (214) 가

(312)

(300)

(312) (204) (208) 가

(300) 가 HTML PC(106)

가 PC(106) HTML (102) HTML

ACD

, INI , ACD , IVR

4 (102) (400) (408)

(200) (400) PC(106) (100) CTI (402) CTI (200)

가 DB(212) (404)

(204) (406) PC(106) DB(212)

가 HTML (204) (408) PC(106) (400)

(406) 가 HTML (102)

가 PC(106) ACD(Automatic Call Distribution)

HTML , INI ,

, ACD , ACD , ACD () ,

() / /

5 (102) (500) (516)

(100) PC(106) 가

가

CTI (200) (502) CTI (200) (100)

DB(212) (202) (504) 가

(204) (506) (508),(512) PC(106)

(216)

(506) PC(106)

(204) (512) (514) (516) 가 (514)

(206) (206)

(218) (218)

(206) (516) 가

(204) (506) PC(106) 가 (510)

(508) (218) (500) DB(212) (220)

(510) HTML HDD(222)

(500)

PC(106) (516) (204) HDD(222) HTML

가 PC(106) (102)

(206) HTML

6 (102) (600) (620)

00) PC(106) (200) (100) CTI (602) CTI (6)

(604) (208)

(202) (202) (606) (208)

(200) DB(210)

(204) (608) (612) PC(106)

(216)

(608) PC(106) (204)

(614) (616) (216) 가 (614) (204)

(616) (204) (21)

6) (204)

(608) PC(106) (204) (610)

(600) (216)

(616) (616)

(616) (204) (208) 가 (618)

가 HTML PC(106) (600) HTML

(204) (620) DB(210)

PC(106)

가 PC(106) (102)

HTML

HTML

PC 가

가 가

DB 가

가

가

PC

가

(57)

1.

CTI(Computer Telephony Integration)

CTI

PC(Personal Computer)
Text Markup Language)

CTI

(Web)

HTML(Hyper

PC

HTML

PC

2.

1

가,

CTI

PC

가

HTML

PC

3.

2

가,

가

HTML

PC

4.

1

가,

DB(Database)

CTI

가

DB

PC
가

HTML

PC

DB

5.

1

가,

DB(Database) ,

CTI

가

DB

PC

HTML

DB

HTML PC

PC

6.

5

7.

1

가,

DB(Database) ,

CTI

DB

PC

가

HTML

PC

8.

7

HTML

PC

DB

9.

7

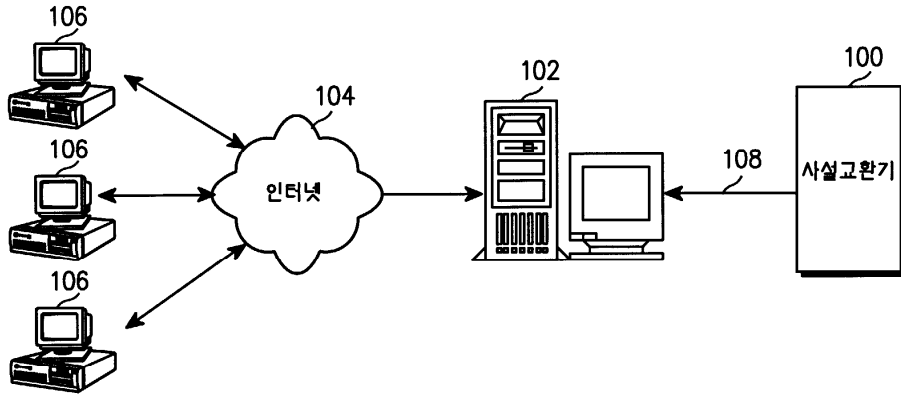
가,

가

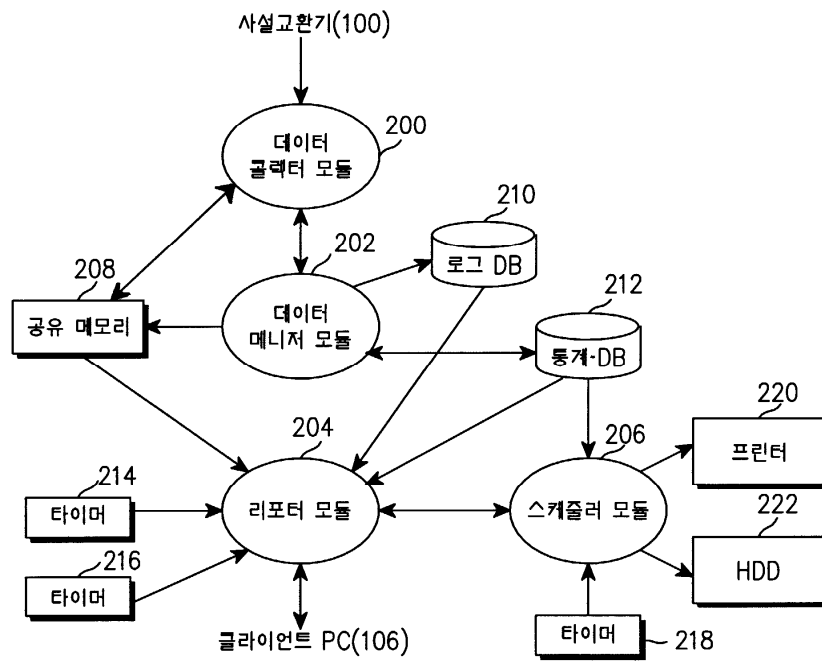
HTML

PC

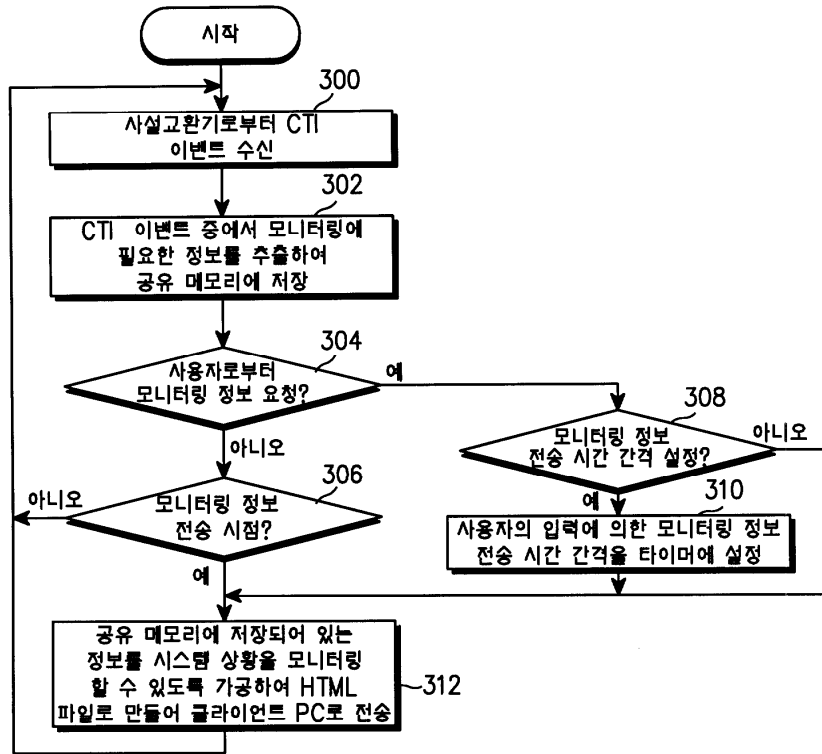
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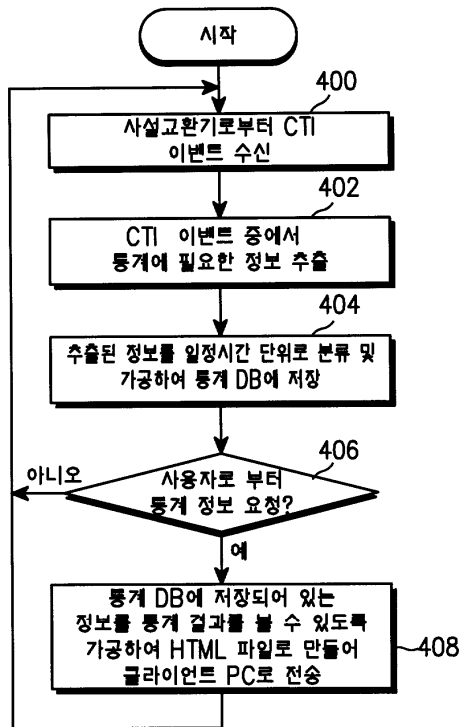
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