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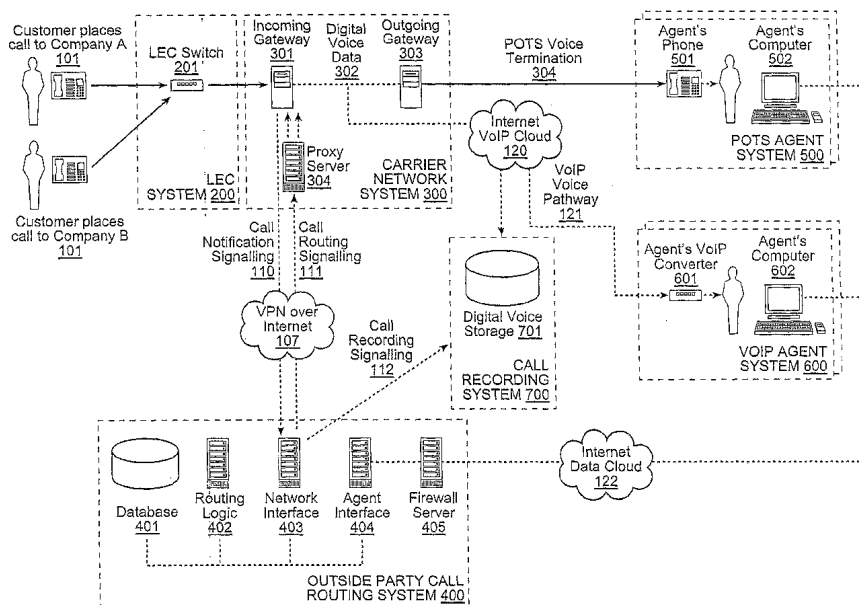
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[Continued on next page]

(54) Title: VIRTUAL CALL CENTER



(57) Abstract: A system and methods are provided for enabling real-time call control with minimal requirements for dedicated telecommunications PBX and dedicated switching equipment. Dynamic call routing is handled by a network carrier's equipment and an interface is provided at the carrier switch to dynamically redirect calls from outside of the carrier's network. A call's signaling channel and bearer (voice) channel are separated, allowing the voice carriage to continue to be handled by the network carrier, but the routing of the call is controlled from outside of the carrier's network. A real-time signaling path and interface is provided into the carrier network such that the associated routing decisions and business logic can remain outside of the carrier network, while the carrier network continues to carry the voice channels.

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A. CLASSIFICATION OF SUBJECT MATTER

IPC: **H04M 3/00**(2006.01),**5/00**(2006.01),**7/00**(2006.01)

USPC: 379/220.01,221.01,265.01,265.02,265.09,265.11,265.12

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)

U.S. : 379/220.01, 221.01, 265.01, 265.02,265.09,265.11,265.12

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)

EAST

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
Y	US 2001?0040887 (SHTIVELMAN) et al.), Abstract, Paragraphs 0205 - 0231 and 0233 - 0246 and Figs. 9 and 11.	1-20
Y,P	US 2004/0141508 (SCHOENEGERGER et al.), Fig. 2A and paragraphs 0234 - 0235 and 0246 - 0248.	1-20



Further documents are listed in the continuation of Box C.



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"P" document published prior to the international filing date but later than the priority date claimed

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"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

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document member of the same patent family

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