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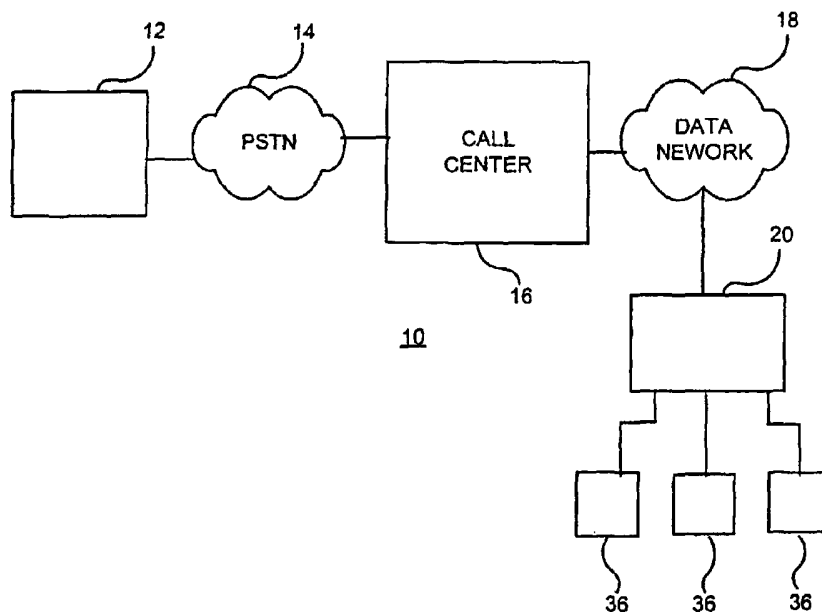
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(54) Title: METHOD AND SYSTEM FOR CALL QUEUEING AND CUSTOMER APPLICATION INTERACTION



(57) Abstract: A system and method provide for the processing and routing of incoming calls for a call center (Fig. 1, item 16). The system is specially configured such that incoming calls are prioritized and placed in a virtual queue if it is determined that a live call attendant (Fig. item 36) is not available. While in the queue, the system is further configured such that the caller may initiate and participate in various interactive functions while simultaneously maintaining their priority position in the virtual call queue.



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INTERNATIONAL SEARCH REPORT

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A. CLASSIFICATION OF SUBJECT MATTER												
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B. FIELDS SEARCHED												
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Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched None												
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.										
X	US 6,014,439 A (WALKER et al.) 11 January 2000 (11.01.2000), column 9, lines 42-62; column 10, lines 15-33.	1-16										
<input type="checkbox"/> Further documents are listed in the continuation of Box C. <input type="checkbox"/> See patent family annex.												
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