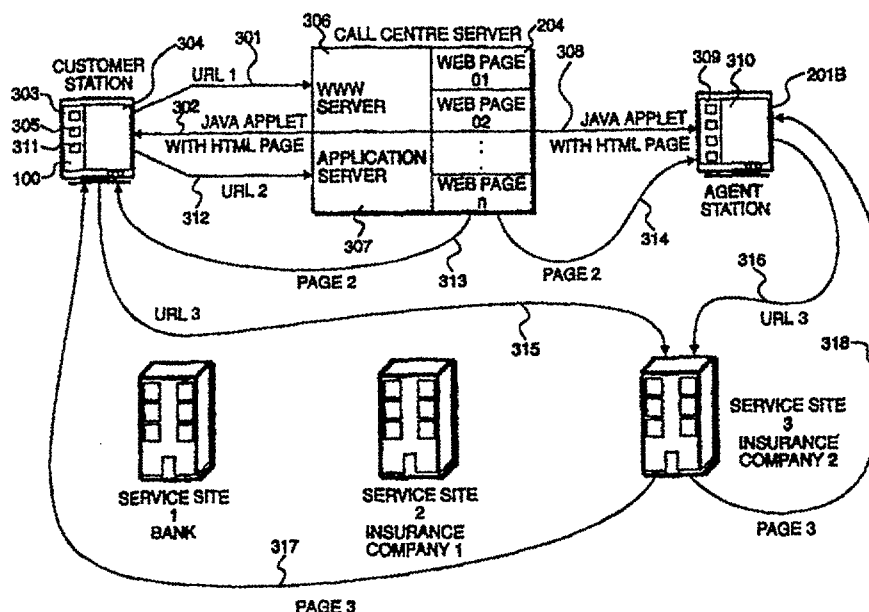




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(54) Title: COMMUNICATING BETWEEN STATIONS



(57) Abstract

A customer station and an agent station communicate with a call centre server. In response to a customer server issuing a resource location to the server, an HTML page is returned containing a Java applet. The server is also connected to a plurality of agents, possibly at a service centre. The customer station and its associated agent station receive substantially similar pages. In response to a modification being made at either station, the information is relayed to the server resulting in modified pages being displayed at both the customer station and the agent station. In this way, it is possible for an agent to assist a customer completing application forms etc. A voice channel may be provided in parallel with the on-line communication.