

AUTOMATED BOOKING OF TELECOMMUNICATIONS CALLS

ABSTRACT

An automatic call booking arrangement is disclosed for establishing a booked call between a back party (150) and a forward party (146). A booked call is reserved by storing call booking ticket data regarding the call in a call booking database (117). A call booking scanning (CBS) process system (119) continually scans call booking ticket data to determine whether it is time to establish a booked call. At the time a booked call is to be established, the CBS process sends the call booking ticket data to an automatic call booking (ACB) process (115). In response to receipt of the call booking ticket data, the ACB process uses the data to establish automatically a call between the back party and the forward party.

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