

WHAT IS CLAIMED IS:

1. A system that executes an emergency dialing feature on a softphone implementation, the system comprising:
 - an interface that communicates with a user via a device that executes a softphone application registered at a home region; and
 - a computer processor, coupled to the interface, programmed to perform the steps of:
 - receiving an emergency interaction from the user, wherein the user is located at a remote region that is different from the registered home region;
 - validating the emergency interaction against a network switch identifier;
 - performing a database dip to identify caller information including current location data;
 - communicating, via the interface, a confirmation message to the user;
 - routing, via a cloud communication platform, a call to a regional session border controller based at least in part on the current location data; and
 - executing an emergency call with a local calling number associated with the remote region.
2. The system of claim 1, wherein the computer processor is further programmed to perform the step of: routing SIP (Session Initial Protocol) location data or non-SIP location data.
3. The system of claim 2, wherein SIP location data is routed to a communication manager.

4. The system of claim 2, wherein non-SIP location data is routed to a local gateway.
5. The system of claim 1, wherein the database dip further relates to location building information and seating information.
6. The system of claim 1, wherein the computer processor is further programmed to: implement a session broker controller to communicate with a plurality of region private branch exchanges.
7. The system of claim 1, wherein the home region is a first country and the remote region is a second country that is different from the first country.
8. The system of claim 1, wherein the home region is one of: North America, EMEA (Europe, Middle East and Africa), and APAC (Asia-Pacific).
9. The system of claim 1, wherein the local calling number is appended with a suffix location number that allows for a call-back feature.
10. The system of claim 1, further comprising a local administrator server that provides WebRTC (Web Real-Time Communication) to SIP (Session Initial Protocol) services.
11. A method that executes an emergency dialing feature on a softphone implementation, the method comprising the steps of:

receiving, via an interface, an emergency interaction from the user, wherein the user is located at a remote region that is different from the registered home region and wherein the interface that communicates with a user via a device that executes a softphone application registered at a home region;

validating, a computer processor, the emergency interaction against a network switch identifier;

performing a database dip to identify caller information including current location data;

communicating, via the interface, a confirmation message to the user;

routing, via a cloud communication platform, a call to a regional session border controller based at least in part on the current location data; and

executing, via the computer processor, an emergency call with a local calling number associated with the remote region.

12. The method of claim 11, further comprising the step of:

routing SIP (Session Initial Protocol) location data or non-SIP location data.

13. The method of claim 12, wherein SIP location data is routed to a communication manager.

14. The method of claim 12, wherein non-SIP location data is routed to a local gateway.

15. The method of claim 11, wherein the database dip further relates to location

building information and seating information.

16. The method of claim 11, wherein the computer processor is further programmed to: implement a session broker controller to communicate with a plurality of region private branch exchanges.

17. The method of claim 11, wherein the home region is a first country and the remote region is a second country that is different from the first country.

18. The method of claim 11, wherein the home region is one of: North America, EMEA (Europe, Middle East and Africa), and APAC (Asia-Pacific).

19. The method of claim 11, wherein the local calling number is appended with a suffix location number that allows for a call-back feature.

20. The method of claim 11, wherein a local administrator server provides WebRTC (Web Real-Time Communication) to SIP (Session Initial Protocol) services.