CLAIMS

1. A report reception system that receives a report, comprising:

a report receiving terminal including a call unit that makes a phone call using voice input/output and a display output unit that displays and outputs information;

a connection destination transmitting unit that transmits information of a connection destination to be connected from a reporter terminal; and

a connection control unit that controls a connection of a terminal connected to the network,

wherein the call unit receives an incoming call including a telephone number from a reporter terminal and establishes a first voice call connection with the reporter terminal,

the connection destination transmitting unit transmits connection destination information including identification information of the report reception system to the reporter terminal on the basis of the telephone number of the reporter terminal, and

when a connection request to the connection destination is received from the reporter terminal, the connection control unit transmits a report screen including choices of a normal report and the other reports to the reporter terminal,

when a choice of the normal report is received from the reporter terminal, the connection control unit establishes a

second voice call connection between the call unit and the reporter terminal, and

according to a request via the call unit from the report receiving terminal, the connection control unit acquires information acquired by using a sensor of the reporter terminal from the reporter terminal, and transfers the information to the report receiving terminal.

2. The report reception system according to claim 1, wherein the connection destination information includes a case number of the report reception or a report receiving terminal ID, and

the connection control unit establishes a connection with the report receiving terminal in the second voice call connection on the basis of the case number or the report receiving terminal ID included in the connection destination information.

3. The report reception system according to claim 1, wherein the connection destination information includes identification information of the report receiving terminal, and

the connection control unit establishes a connection with the report receiving terminal in the second voice call connection on the basis of the identification information of the report receiving terminal included in the connection destination information.

4. The report reception system according to claim 1, wherein information received from the reporter terminal is image information photographed by a photographing unit of the reporter terminal.

5. The report reception system according to claim 1, wherein information acquired from the reporter terminal is position information acquired by a position measuring unit of the reporter terminal, and the report receiving terminal outputs the position information together with map information from the display output unit.

6. The report reception system according to claim 1, wherein a first voice call connection between the reporter terminal and the report receiving terminal is performed via a telephone line, and

a second voice call connection and sensor information acquisition in the reporter terminal and the report receiving terminal are performed via a network line.

7. The report reception system according to claim 1, wherein the connection destination information is transmitted by using a short message service.

8. The report reception system according to claim 1, wherein the reporter terminal connected by the connection destination information downloads a program and transmits sensor information using the program.

9. The report reception system according to claim 6, wherein the first voice call connection is disconnected when the connection destination information is transmitted to the reporter terminal, and

a connection with the report receiving terminal is established after the first voice call connection is disconnected.

10. The report reception system according to claim 1, wherein another terminal connected to a network is connectable,

when a choice of the other reports is received from the reporter terminal, the connection control unit performs a second voice call connection between the reporter terminal and the other terminal, and

the connection control unit transfers sensor information acquired by using a sensor of the reporter terminal transmitted from the reporter terminal to the other terminal.

11. The report reception system according to claim 10, wherein the other terminal includes an interpreter terminal

used by an interpreter, and

a connection with the interpreter terminal is established on the basis of a manipulation of the reporter terminal.

12. The report reception system according to claim 11, wherein the interpreter terminal is a sign language interpreter terminal manipulated by a sign language interpreter or a foreign language interpreter terminal manipulated by a foreign language interpreter.

13. The report reception system according to claim 10, wherein the other terminal includes a vehicle terminal installed in a vehicle or a field terminal used by a field manager.

14. A report reception method using a report reception system that receives a report,

the report reception system comprising

a report receiving terminal including a call unit that makes a phone call using voice input/output and a display output unit that displays and outputs information,

a connection destination transmitting unit that transmits information of a connection destination to be connected from a reporter terminal, and

a connection control unit that controls a connection of a

terminal connected to the network,

the report reception method comprising:

a step of receiving, by the call unit, an incoming call including a telephone number from the reporter terminal and establishing a first voice call connection with the reporter terminal;

a step of transmitting, by the connection destination transmitting unit, connection destination information including identification information of the report reception system to the reporter terminal on the basis of the telephone number of the reporter terminal;

a step of transmitting by the connection control unit, a report screen including choices of a normal report and the other reports to the reporter terminal when a connection request to the connection destination is received from the reporter terminal; and

a step of establishing, by the connection control unit, a second voice call connection between a report receiving terminal and the reporter terminal when a choice of the normal report is received from the reporter terminal, acquiring information acquired by using a sensor of the reporter terminal from the reporter terminal, according to a request via the call unit from the report receiving terminal, and transferring the information to the report receiving terminal.