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(54) Title: SELECTING IPX/IGX NODES IN A MULTI-DOMAIN ENVIRONMENT

(57) Abstract: A method is disclosed for connecting a customer representative to a customer switch within a telecommunications network having a plurality of switch domains, each switch domain including a plurality of switches each having a corresponding switch name. At least one of the switches is a gateway switch. The method includes receiving a switch name corresponding to a selected customer switch and displaying a listing of switches residing within a first one of the switch domains. A determination is then made on whether the received switch resides in a first switch domain. A list of gateway switches residing within the selected switch domain is also provided. And from this list a gateway switch is selected in accordance with its availability. A connection is thereafter made via the gateway switch to the received switch. If the received switch is determined not to be resident in the displayed switch listing, a further listing of switches of another switch domain is displayed. A determination is next made on whether the received switch resides within the now displayed switch domain. This process is repeated until a match is made or until it is determined that the received switch is not resident in any of the switch domains.