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(54) Title: SYSTEM AND METHOD FOR IMPLEMENTING A SOFTPHONE EMERGENCY DIALING ARCHITECTURE

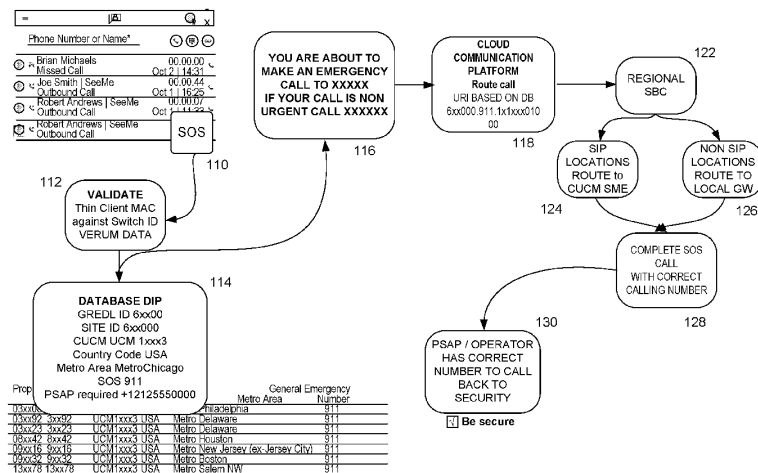


Figure 1

(57) Abstract: An embodiment of the present invention is directed to intelligently routing softphone emergency calls. The innovative system and method comprises: 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.

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