

ABSTRACT OF THE DISCLOSURE

ELECTRONIC MAIL SYSTEM WITH PAGING SERVICE FUNCTION

When a server apparatus of the electronic mail system receives a particular paging mail, a paging server apparatus sends out a pager call to the paged party. The paged party and the paging number are obtained by checking a database connected to the server apparatus of the electronic mail system. The data in the database are established by the service company that manages the electronic mail system, and are used to determine who will take action according to the mail sender and the type and contents of the paging mail. Namely, the paged party is determined by the service company and not by the mail sender.

When a customer has an emergency service request, the customer can log into the electronic mail server apparatus via a network link. When a form prepared by the service company is read using an electronic mail client apparatus, the blanks thereof are filled up, and the paging mail is sent to the server using a public telephone network or the Internet. The server of the electronic mail system searches for the paged party and the pager number in the database according to the mail sender and the blank contents of the paging mail, and generates the pager call. The paging server apparatus sends out the pager call at definite times according to the time period set by the service company until the specified service personnel responds.

Fig.1