SYSTEM AND METHOD FOR IMPLEMENTING A SOFTPHONE EMERGENCY DIALING ARCHITECTURE

CROSS REFERENCE TO RELATED APPLICATIONS

[0001] The application claims priority to U.S. Provisional Application 62/970,299 (Attorney Docket No. 72167.001806), filed February 5, 2020, the contents of which are incorporated herein in their entirety.

FIELD OF THE INVENTION

[0002] The invention relates generally to a system and method for implementing a softphone emergency dialing architecture.

BACKGROUND OF THE INVENTION

[0003] Global mobile users of a softphone client generally require an ability to call emergency services while travelling. If an emergency call is initiated from a remote office, call routing may be required to force the call from the remote office as opposed to the caller's home or local office. This leads to delayed responses to emergencies and attention to urgent situations.

[0004] These and other drawbacks exist.

SUMMARY OF THE INVENTION

[0005] According to one embodiment, there is disclosed a system that implements a softphone emergency dialing architecture. The system executes an emergency dialing feature on a softphone implementation. The system comprises: 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 originating from a remote region that is different from the registered home region; validating, based on the

emergency interaction, a thin client MAC against a network switch identifier, where the validation is performed against a technology infrastructure and referential data;

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.

[0006] According to another embodiment, there is disclosed a method that implements a softphone emergency dialing architecture. The method executes an emergency dialing feature on a softphone implementation. The method comprises the steps of: receiving, via an interface, an emergency interaction from the user originating from 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, via a computer processor and based on the emergency interaction, a thin client MAC against a network switch identifier, where the validation is performed against a technology infrastructure and referential data; 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.

[0007] An embodiment of the present invention may include a specially programmed computer system comprising one or more computer processors, interactive interfaces, electronic storage devices, and networks. The computer implemented system and method described herein

provide unique advantages to entities, users, and other participants, according to various embodiments of the invention. With an embodiment of the present invention, a softphone user

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 originating from a remote region that is different from the registered home region;

validating, based on the emergency interaction, a thin client MAC against a network switch identifier, where the validation is performed against a technology infrastructure and referential data;

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 originating from 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, via a computer processor and based on the emergency interaction, a thin client MAC against a network switch identifier, where the validation is performed against a technology infrastructure and referential data;

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.