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(54) Title: A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR SWITCHED TELEPHONY COMMUNICATION

(57) Abstract

A hybrid telecommunication system includes a switched network which transfers information across the Internet to provide multi-routed and multidimensional callback processing. The hybrid network includes one or more switched networks coupled to one or more packet transmission networks, and a call router coupled to the switched communication network and the packet transmission network to route information to the appropriate switched telephony device or Internet device address. A computer with an attached display communicates with the packet transmission network. The computer is used to initiate remote management of the hybrid network, including tests of the hybrid network. The tests include circuit analysis such as selecting signaling states which could be loop start, ground start, or detecting signals such as dual tone multifrequency, multifrequency or dialpulse. The hybrid network includes support for an operator to monitor the management of the hybrid network, and an expert system to regulate the Quality of Service of the hybrid telecommunication system.

