

ABSTRACT
ANSWERING SYSTEM FOR CUSTOMER SERVICE

An answering system comprises a database of back-end customer, a database of front-end customer, an exchange, terminals, a recording device, an interactive voice responding device, a data bus, and a host. In response to
5 receiving a call from a front-end customer by the exchange, the host transfers the call to the terminal so that the operator can converse with the front-end customer, the recording device records the conversation as a voice file and generate an associated index, the host searches the database of back-end customer for finding a reply address of the back-end customer
10 based on the index, and the host sends a reply message associated with the index to the back-end customer. The system can provide answers to a customer's questions an/or complaint in a substantially real time manner.

(FIG. 2)