



INTERNATIONAL APPLICATION PUBLISHED UNDER THE PATENT COOPERATION TREATY (PCT)

(51) International Patent Classification ⁶ : H04M 3/50, 7/00, H04L 29/06	A1	(11) International Publication Number: WO 99/40712 (43) International Publication Date: 12 August 1999 (12.08.99)
(21) International Application Number: PCT/GB99/00057 (22) International Filing Date: 8 January 1999 (08.01.99) (30) Priority Data: 9802547.1 5 February 1998 (05.02.98) GB (71) Applicant (for all designated States except US): BRITISH TELECOMMUNICATIONS PUBLIC LIMITED COMPANY [GB/GB]; 81 Newgate Street, London EC1A 7AJ (GB). (72) Inventors; and (75) Inventors/Applicants (for US only): BEDDUS, Simon, Alexander [GB/GB]; 35 Grove Lane, Ipswich, Suffolk IP4 1NX (GB). WILLS, Fencela [GB/GB]; 10 Heathfields, Trimley St. Martin, Felixstowe, Suffolk IP11 0GA (GB). FISHER, David, Mark [GB/GB]; 39 Clarkson Street, Ipswich, Suffolk IP1 2JL (GB). WELLS, David [GB/GB]; 4 Mount Pleasant, Norwich NR2 2DG (GB). (74) Agent: WELLS, David; BT Group Legal Services, Intellectual Property Dept., Holborn Centre, 8th floor, 120 Holborn, London EC1N 2TE (GB).	(81) Designated States: AL, AM, AT, AU, AZ, BA, BB, BG, BR, BY, CA, CH, CN, CU, CZ, DE, DK, EE, ES, FI, GB, GD, GE, GH, GM, HR, HU, ID, IL, IN, IS, JP, KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT, LU, LV, MD, MG, MK, MN, MW, MX, NO, NZ, PL, PT, RO, RU, SD, SE, SG, SI, SK, SL, TJ, TM, TR, TT, UA, UG, US, UZ, VN, YU, ZW, ARIPO patent (GH, GM, KE, LS, MW, SD, SZ, UG, ZW), Eurasian patent (AM, AZ, BY, KG, KZ, MD, RU, TJ, TM), European patent (AT, BE, CH, CY, DE, DK, ES, FI, FR, GB, GR, IE, IT, LU, MC, NL, PT, SE), OAPI patent (BF, BJ, CF, CG, CI, CM, GA, GN, GW, ML, MR, NE, SN, TD, TG). Published With international search report.	
(54) Title: CALL CENTRE		
(57) Abstract In a call centre connected via a network to a number of terminals, at least part of a process of automatic call distribution (ACD) is carried out at the terminals.		