

Work At Home ACD Agent Network With Cooperative Control

Abstract

A method and apparatus for adapting a switch arranged to provide automatic call distributor (ACD) service from remote agent stations as well as local
5 agent stations. The remote agent stations are served by a switch other than the switch serving the ACD. The remote agent stations are connected by a data connection for transmitting agent status information to the ACD switch. The data connection is terminated on a server system for maintaining agent status information for the remote agents. When the ACD requests an identity of an available remote
10 agent station, that identity is supplied by the server system. Advantageously, the server system can be programmed to select among available remote agent's stations in accordance with the wishes of the ACD customer. Advantageously, this arrangement allows remote agents to serve ACD callers in essentially the same way as local agents serve these callers, thus, permitting the remote agent to work at
15 different locations including, for example, their homes, while also permitting the owner of the ACD to take advantage of special characteristics or knowledge of selected remote agents.

Figure 1