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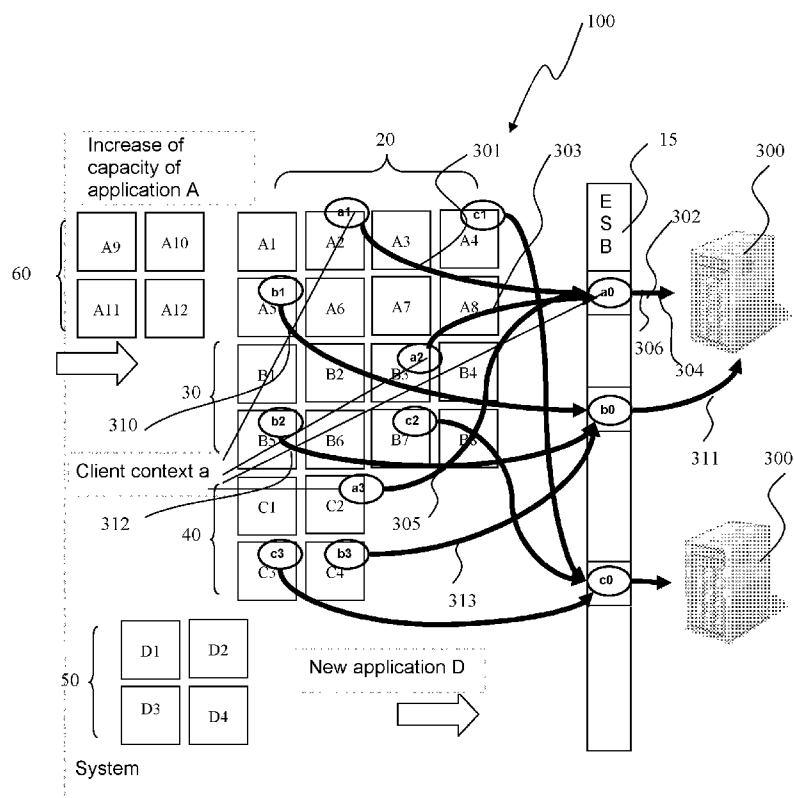
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(54) Title: METHOD AND SYSTEM FOR PROVIDING A SESSION IN A HETEROGENEOUS ENVIRONMENT



(57) Abstract: A computer-implemented method and system are disclosed for providing a user with a consistent view of user session in a distributed environment, wherein the session requires establishing conversations between the external device (200, 300, 300') and application servers (A1,..., C4) of a system (100). The system (100) is provided with at least a routing means (10, 15) configured to establish, for a given session, a conversation between the external device (200, 300, 300') and one of the application servers. Establishing the conversation comprises the following

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FIG. 3



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steps performed at the routing means (10, 15) with at least one data processor: • receiving a call from one among the application server and the external device to reach the other among the application server and the external device; • determining if the call comprises a session identifier (ID), - If the call does not comprise a session ID, then opening a session for said conversation, creating a session ID that uniquely identifies said session, adding the session ID to the call, storing the session ID and routing the call to the other among the application server and the external device (200, 300, 300'), establishing thereby the conversation; - If the call already comprises a session ID, then routing the call to the other among the application server and the external device (200, 300, 300') and allowing said conversation to join an already opened session that is uniquely identified by said session ID, thereby establishing the conversation and enabling the conversation to share the context of said already opened session.