

ABSTRACT

A report reception system includes a multi-function telephone terminal, a command board terminal including a call unit, a display output unit, and a connection destination transmitting unit that transmits information of a connection destination connected from a reporter terminal, and a management server including a connection control unit that controls a connection of each terminal. The multi-function telephone terminal receives an incoming call including a telephone number from the reporter terminal, and establishes a first voice call connection with the reporter terminal, the connection destination transmitting unit of the command board terminal transmits connection destination information including identification information of the report reception system to the reporter terminal on the basis of the telephone number of the reporter terminal, and when a connection request to the connection destination is received from the reporter terminal, the management server establishes a second voice call connection between the command board terminal and the reporter terminal, and acquires information using a device such as a camera or a sensor of the reporter terminal. Accordingly, in the report reception system, it is possible to enable even information other than a voice to be acquired from the reporter terminal that makes a telephone report and enable tasks to be streamlined.