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(21) International Application Number: PCT/GB97/00830 (22) International Filing Date: 25 March 1997 (25.03.97) (30) Priority Data: 9606298.9 26 March 1996 (26.03.96) GB (71) Applicant (for all designated States except US): BRITISH TELECOMMUNICATIONS PUBLIC LIMITED COMPANY [GB/GB]; 81 Newgate Street, London EC1A 7AJ (GB). (72) Inventor; and (75) Inventor/Applicant (for US only): DONNELLY, David, Robert [GB/GB]; 12 The Pines, Cliff Road, Felixstowe, Suffolk IP11 9SU (GB). (74) Agents: WOODWARD, John, Calvin et al.; Venner, Shipley & Co., 20 Little Britain, London EC1A 7DH (GB).		(81) Designated States: AL, AM, AT, AU, AZ, BB, BG, BR, BY, CA, CH, CN, CZ, DE, DK, EE, ES, FI, GB, GE, HU, IS, JP, KE, KG, KP, KR, KZ, LK, LR, LS, LT, LU, LV, MD, MG, MK, MN, MW, MX, NO, NZ, PL, PT, RO, RU, SD, SE, SG, SI, SK, TJ, TR, TT, UA, UG, US, UZ, VN, ARIPO patent (GH, KE, LS, MW, SD, SZ, UG), Eurasian patent (AM, AZ, BY, KG, KZ, MD, RU, TJ, TM), European patent (AT, BE, CH, DE, DK, ES, FI, FR, GB, GR, IE, IT, LU, MC, NL, PT, SE), OAPI patent (BF, BJ, CF, CG, CI, CM, GA, GN, ML, MR, NE, SN, TD, TG). Published <i>With international search report.</i>
(54) Title: CALL QUEUING AND DISTRIBUTION IF < Date & Time > AND <No of resources> AND <Queue Length> AND <Calling Number> AND <Dialed Number> AND <Waiting Time> AND <Customer Account Details or History> THEN QUEUE TO <Queue Name> WITH PRIORITY <Constant> IF 1 IF < Date & Time > AND <No of resources> AND <Queue Length> AND IF 2 IF < Date & Time > AND <No of resources> AND <Queue Length> AND IF 3 IF < Date & Time > AND <No of resources> AND <Queue Length> AND IF n		
(57) Abstract Incoming calls on a plurality of lines (L_i) are distributed to a plurality of resources (R_n) by a queuing and distribution system which associates with each of the possible resource/line combinations a so-called "pleasure value" that indicates the desirability of making the line/resources connection according to predetermined criteria, such as waiting time, resource type, type of incoming call and other factors. The pleasure values are set up in a matrix which is scanned repetitively in order to determine the highest value and the runner up, and call connections are made on the basis of the outcome of the scanning process.		