

ABSTRACTMETHOD OF ADVANCED CALL HANDLING AND EXCHANGE
AND SYSTEM THEREOF

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The present application provides a method and system for advanced call handling and exchange. A private call-back exchange (PCBX) system is used to establish a call session with an intended called party when the respective routing criteria are met, and both the calling and called parties are coupled to the PCBX via at least one public telephony exchange and network which is further coupled to the PCBX system via a single telephony link, and one of the calling and called parties is a registered user of the PCBX. The call handling process begins with deriving a call routing decision which is based upon a plurality of criteria comprising the identity of the calling party, the service option selected by the calling party and the telephone number of the intended called party entered by the calling party. A call establishment process is then selected out of a plurality of available establishment processes for execution, with the selection based upon the derived call routing decision and the available call establishment processes comprising a call-back process.

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(**FIG. 2** accompanies the Abstract)