UNIFIED CALL CENTRE SYSTEM FOR MULTIPLE SERVICE PROVIDERS

Abstract

In accordance with a first aspect of the invention there is a unified call centre system (10) for multiple service providers (12) comprising at least one server (14, 16); and at least one database (18, 20) in communication with the at least one server (14, 16). A service provider (12) executes software stored on the at least one server (14, 16) to register an account, the registration process requiring the service provider (12) to enter a predetermined set of information, including at least one identifier for an electronic voice communication device, an additional identifier for an electronic communication device (voice or text) and a personal identifier. After entry of the predetermined set of information, the software generates a unique identifier for the account and communicates the unique identifier and a return destination address for activating the account. The service provider (12) then operates to activate the account by communicating their personal identifier to the return destination address using the electronic communication device. Thereafter, when a caller (22) calls the unified call centre system (10) and communicates the unique identifier of the service provider (12) to the unified call centre system (10), the unified call centre system (10) operates to establish a call with the service provider (12) by way of one of the at least one electronic voice communication devices and, if able to establish said call, link the caller (22) through to the service provider (12).

Figure 1