

CLAIMS

1. A method of processing telephone calls by a call processor comprising the steps of:
- 5 a) receiving a call from a telephone network at the call processor;
b) connecting the call to an agent via the call processor;
c) liaising with a secure data collection server;
d) transferring the call to the secure data collection server whilst the agent remains connected to the call processor; and
- 10 e) receiving said call from the secure data collection server and re-connecting the call to the agent via the call processor, the secure data collection server being arranged to remove sensitive data from the transmitted data such that the agent cannot perceive or record any sensitive data entered.
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2. A method according to claim 1 in which the step of liaising with the secure data collection server comprises the steps of:
- connecting to the secure data collection server; and
receiving a unique identifier from the secure data collection server.
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3. A method according to claim 1 or claim 2 in which the step of liaising with the secure data collection server is done via the Internet.
4. A method according to claim 2 in which the step of transferring the call to the
- 25 secure data collection server comprises the steps of:
- connecting to an on demand appliance;
sending the unique identifier to the on demand appliance;
the on demand appliance connecting to the secure data collection server;
and
- 30 the on demand appliance sending the unique identifier to the secure data collection server.

5. A method according to claim 4 in which the step of transferring the call to the secure data collection server further comprises the step of:

5 sending a command to the telephone network to divert the call to the secure data collection server and passing the unique identifier to the secure data collection server.

6. A method according to claim 4 in which connecting to the on demand appliance and the on demand appliance connecting to the secure data server is achieved by initiating a telephony conference call.

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7. A method according to claim 5 in which the step of sending a command to the telephone network to divert the call comprises sending a dual tone multi frequency signal containing the number to divert to as well as said unique identifier.

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8. A method according to claim 5 in which the step of sending a command to the telephone network to divert the call comprises sending a session initiation protocol redirect command as well as said unique identifier.

20 9. A method according to claim 2 in which the agent further remains connected to the on demand appliance via the call processor at step d).

10 A method according to any one of the preceding claims in which the method further comprises:

25 f) disconnecting the call from the secure data collection system whilst the agent remains connected to the call processor and
g) reconnecting the call to the agent via the call processor.

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