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Burger et al.

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(54) **VOICE CALL PROCESSING METHODS**

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(58) **Field of Search** 379/67.1, 88.17, 379/88.22, 88.25, 90.01, 93.01, 93.24, 201.01, 201.11, 210.03, 211.01, 211.02, 212.01, 214.01; 370/912, 352, 353, 354, 355, 356; 709/227

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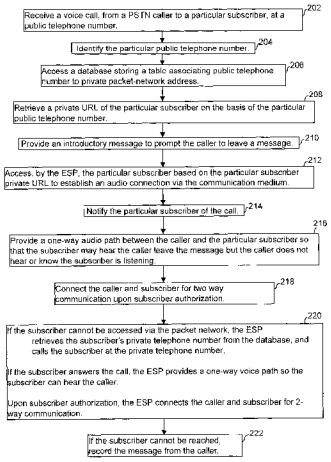
(57) **ABSTRACT**

A call screening method allows a subscriber to screen calls made to the subscriber from callers using the PSTN while the subscriber uses another communications medium. An enhanced services platform (ESP) receives a first call from a caller using a particular public telephone number for the particular subscriber. The ESP identifies the particular public telephone number for the particular subscriber. The ESP accesses a database storing a public telephone number and a private packet-based address for subscribers to retrieve a private packet-based address of the particular subscriber on the basis of the particular public telephone number. An introductory message is provided to the caller and prompts the caller to leave a message. The ESP accesses the particular subscriber based on the particular subscriber private packet-based address to establish an audio connection via the communication medium. The subscriber is notified of the first call. If the subscriber answers the call, a communication path is provided between the caller and the subscriber via the communication medium so that the subscriber may hear the caller leave the message but the caller does not hear or know that the particular subscriber is listening. The ESP connects the caller and the subscriber for two-way communication upon the authorization of the subscriber. In another embodiment, both the caller and the subscriber use a packet-based network. In another aspect of the invention, the ESP records the caller's voice in response to the prompt, and plays the recording to the subscriber if the subscriber answers the call. In yet another aspect of the invention, the ESP provides a method for anonymously connecting an accesser to a subscriber using a packet-based network.

64 Claims, 16 Drawing Sheets



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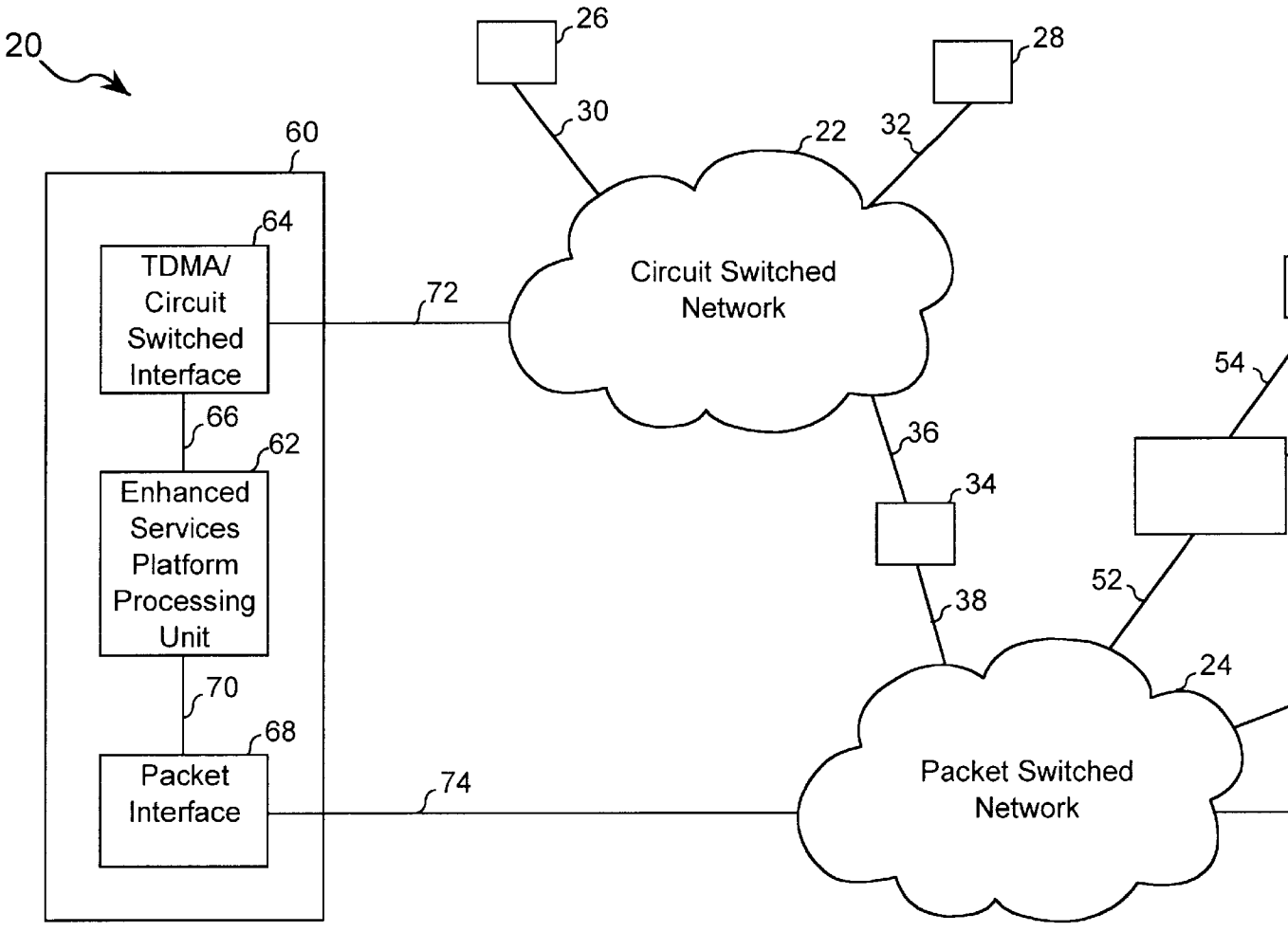

FIG. 1

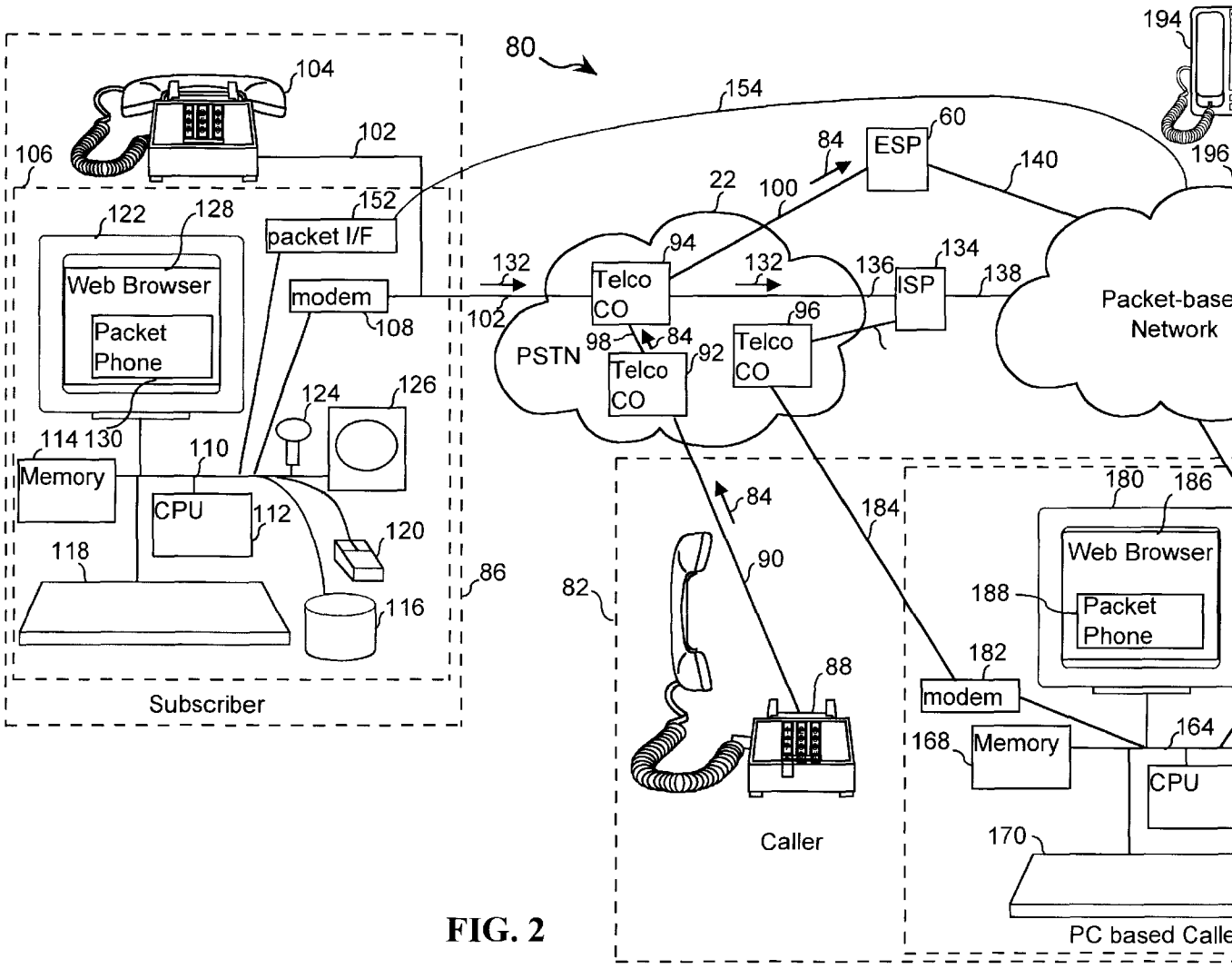

FIG. 2

protocol://hostname:port/path_to_resource

FIG. 3A

protocol://username:password@hostname:port/path_to_resource

FIG. 3B

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