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Schumacher et al.

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[54] **WIRELESS TELEPHONE INTEGRATION SYSTEM AND METHOD FOR CALL CENTERS AND WORKGROUPS**

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[*] Notice: This patent issued on a continued prosecution application filed under 37 CFR 1.53(d), and is subject to the twenty year patent term provisions of 35 U.S.C. 154(a)(2).

[21] Appl. No.: **905,589**

[22] Filed: **Aug. 4, 1997**

Related U.S. Application Data

[63] Continuation of Ser. No. 473,674, Jun. 7, 1995, abandoned, which is a continuation-in-part of Ser. No. 198,032, Feb. 16, 1994, abandoned.

[51] Int. Cl.⁶ **H04M 3/00**

[52] U.S. Cl. **379/265; 379/207; 379/211; 379/220; 379/224; 455/403; 455/554**

[58] Field of Search 379/201, 207, 379/219, 220, 229, 67, 224, 230, 245, 246, 127, 142, 58, 59, 60, 88, 213, 265, 211, 154, 82, 212, 266, 309, 270, 271; 455/403, 554, 555; 370/270, 271

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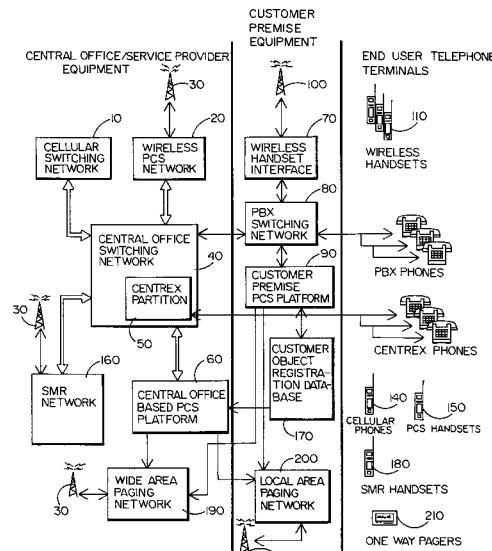
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[57] ABSTRACT

A system and method for automatic call distribution targeting users in workgroups wherein the users utilize either wired or wireless communications tools. Users are chosen via a rule-based selection process including access to a database of user and caller-screened information. The system is compatible with available and developmental hardware platforms for call centers and mobile workers including SS7/AIN, computer telephony interfaces, direct cellular network connections, PBX and centrex-based systems.

18 Claims, 6 Drawing Sheets



MAX EXHIBIT 1000

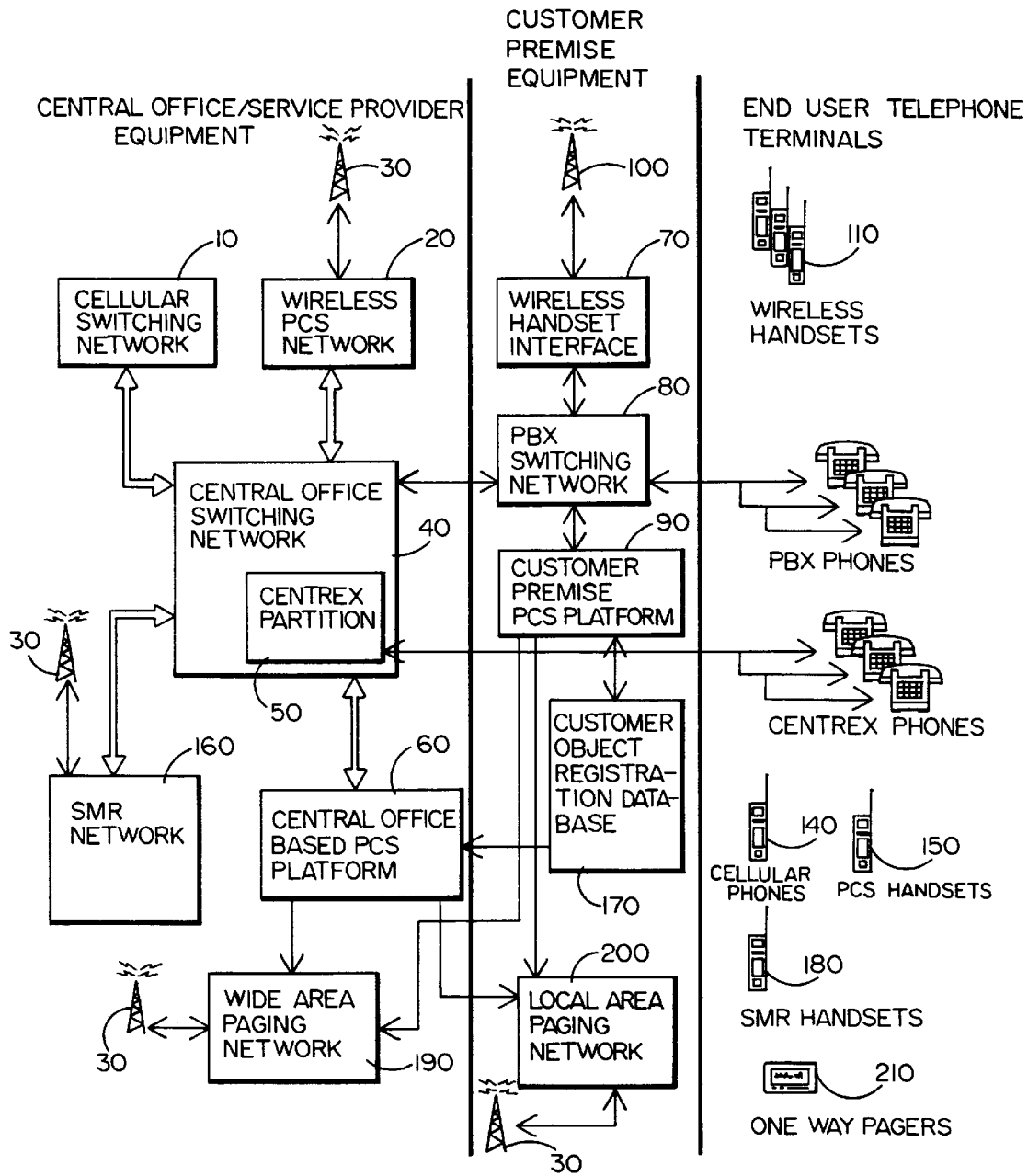


FIG. 1

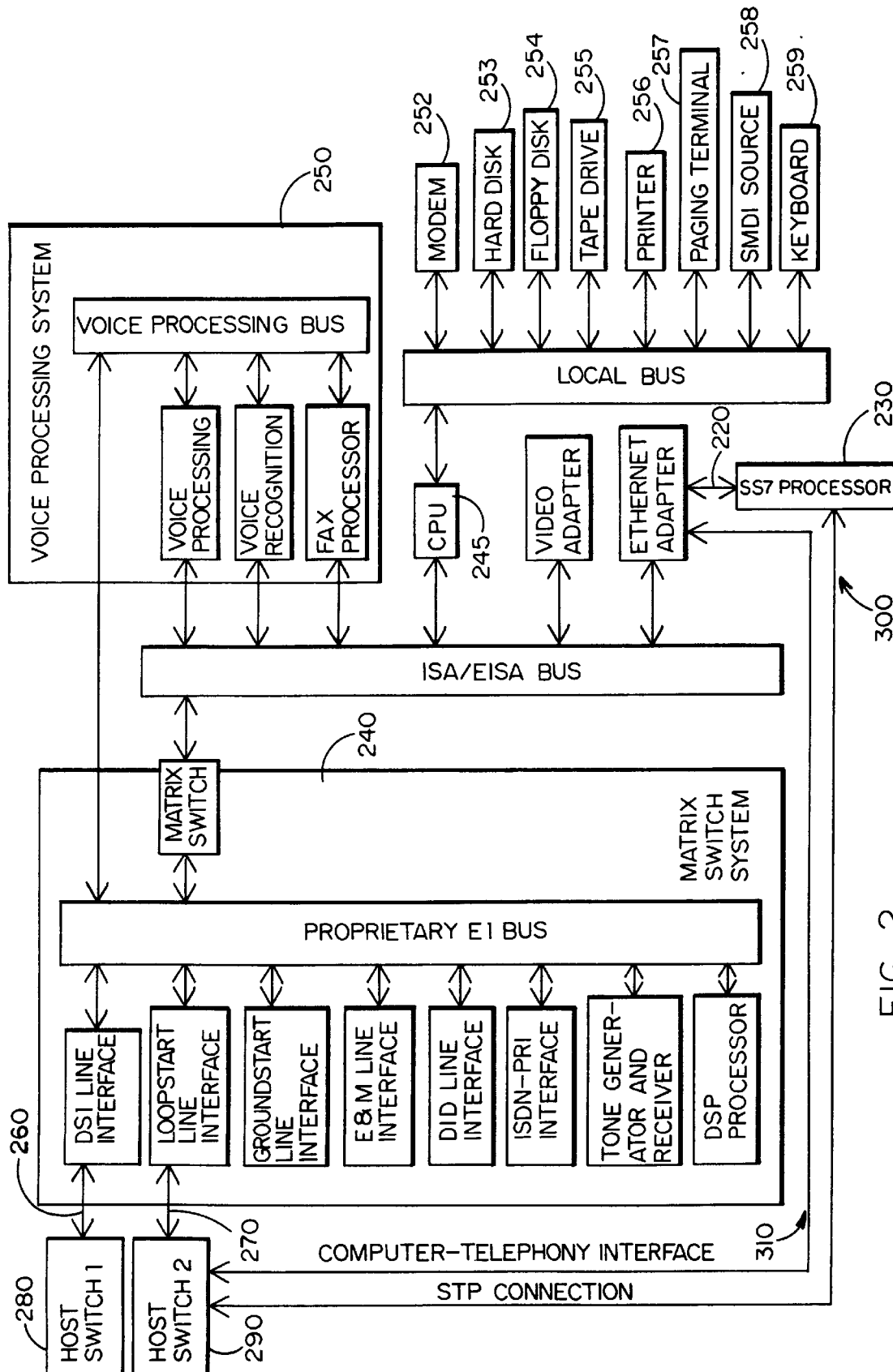


FIG. 2

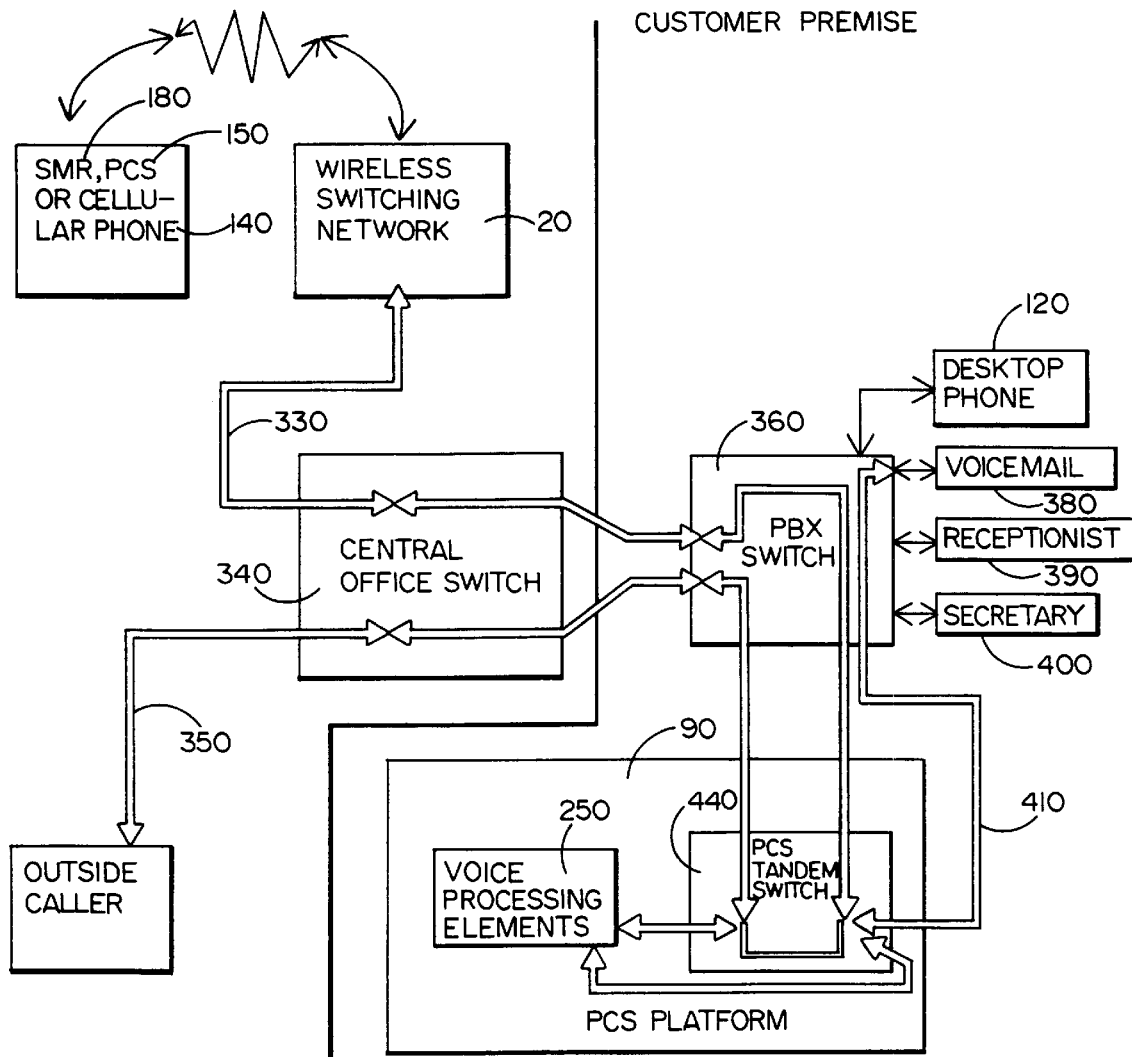


FIG. 3

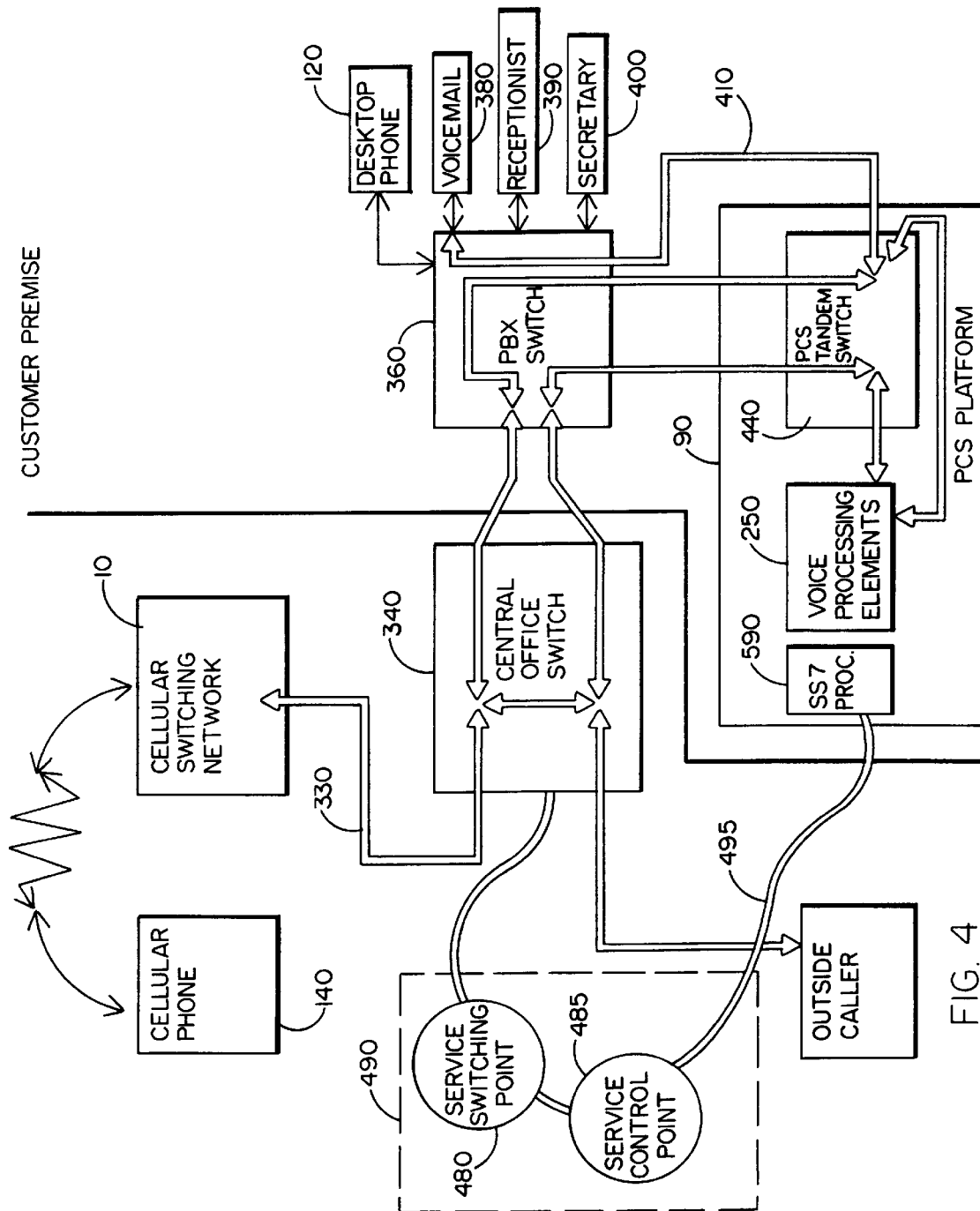


FIG. 4

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