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United States Patent [19]

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Von Meister et al.

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- [54] TELEPHONE COMMUNICATIONS SYSTEM INCLUDING A DIGITAL TELEPHONE SWITCH, A VOICE RESPONSE UNIT AND A STORED PROGRAM SEQUENCE FOR CONTROLLING BOTH THE SWITCH AND THE VOICE RESPONSE UNIT
- [75] Inventors: William F. Von Meister, Great Falls; Mark Foster, Falls Church, both of Va.
- [73] Assignee: Phone Base Systems Inc., Vienna, Va.
- [21] Appl. No.: 789,398
- [22] Filed: Nov. 8, 1991

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Related U.S. Application Data

- [63] Continuation of Ser. No. 639,739, Jan. 11, 1991, abandoned, which is a continuation of Ser. No. 147,102, Jan. 20, 1988, abandoned.
- [51] Int. Cl.⁵ H04M 3/50; H04M 3/54; H04M 3/56; H04Q 11/04
- [52] U.S. Cl. 379/67; 379/89; 379/196; 379/205; 379/207; 379/211; 379/212; 379/216; 370/62
- [58] Field of Search 379/88, 89, 67, 84, 379/201, 211, 213, 214, 233, 212, 202, 204, 205, 216, 196, 197, 198, 199, 355; 370/61, 62; 359/135-137, 165, 167

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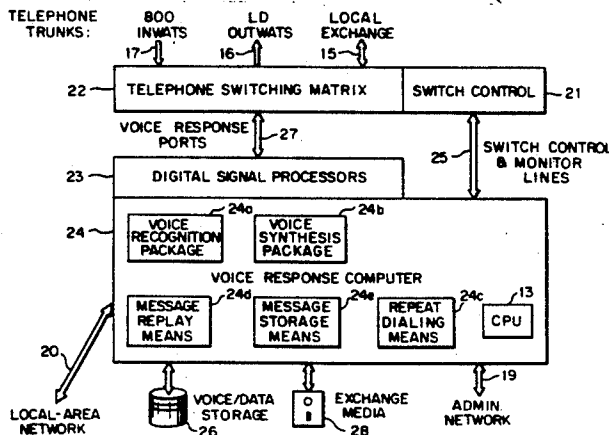
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[57] ABSTRACT

The present invention relates to a telephone communication system which includes a telephone switch having a plurality of incoming and outgoing lines for switching calls therebetween, an audio response unit for receiving audio communications from a user and for generating and transmitting voice communications, and a central processing unit for executing a stored program sequence based upon the audio communications received by the voice response unit to control both the voice response unit and the telephone switch. The central processing unit may be connected within the voice response unit or externally thereto.

43 Claims, 26 Drawing Sheets
 Microfiche Appendix Included
 (1 Microfiche, 79 Pages)



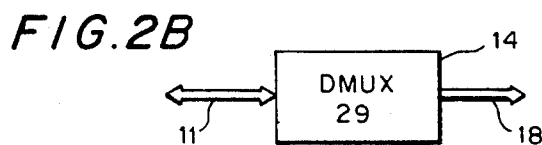
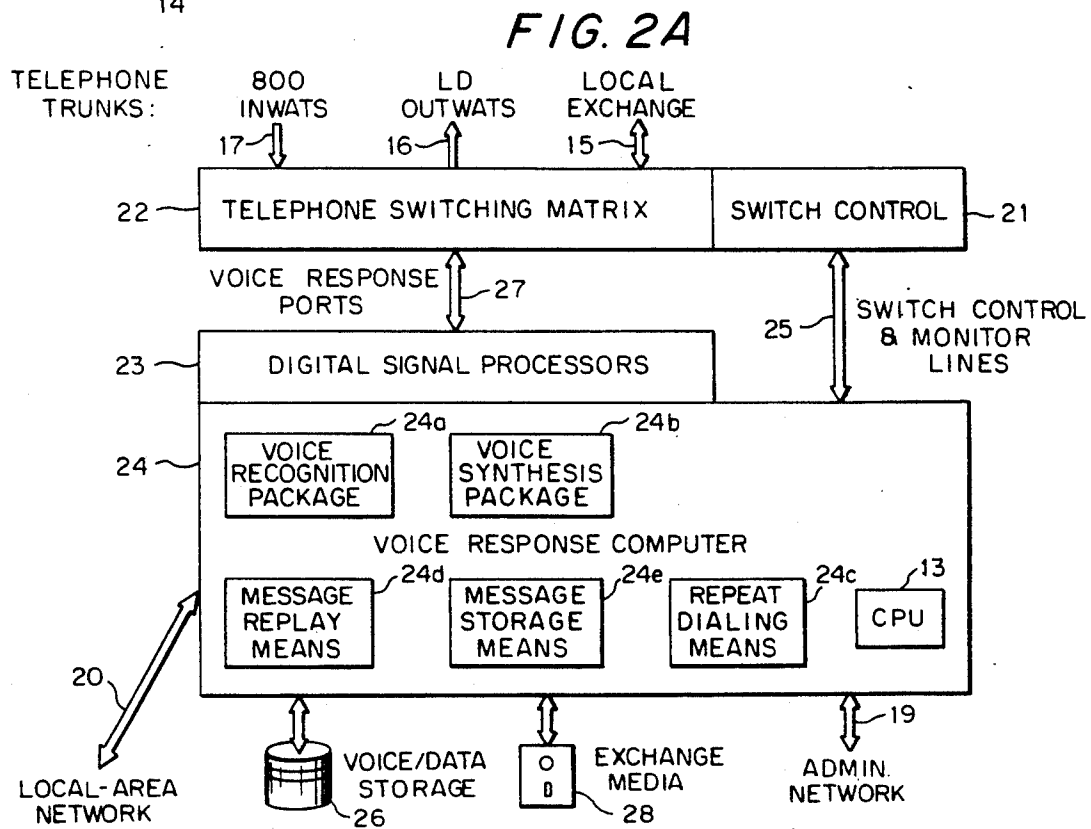
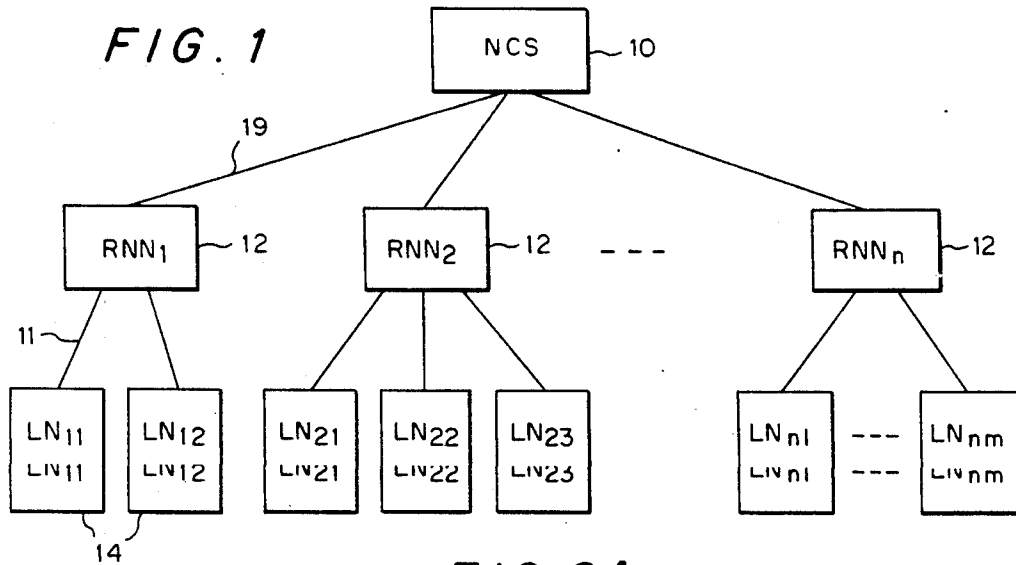
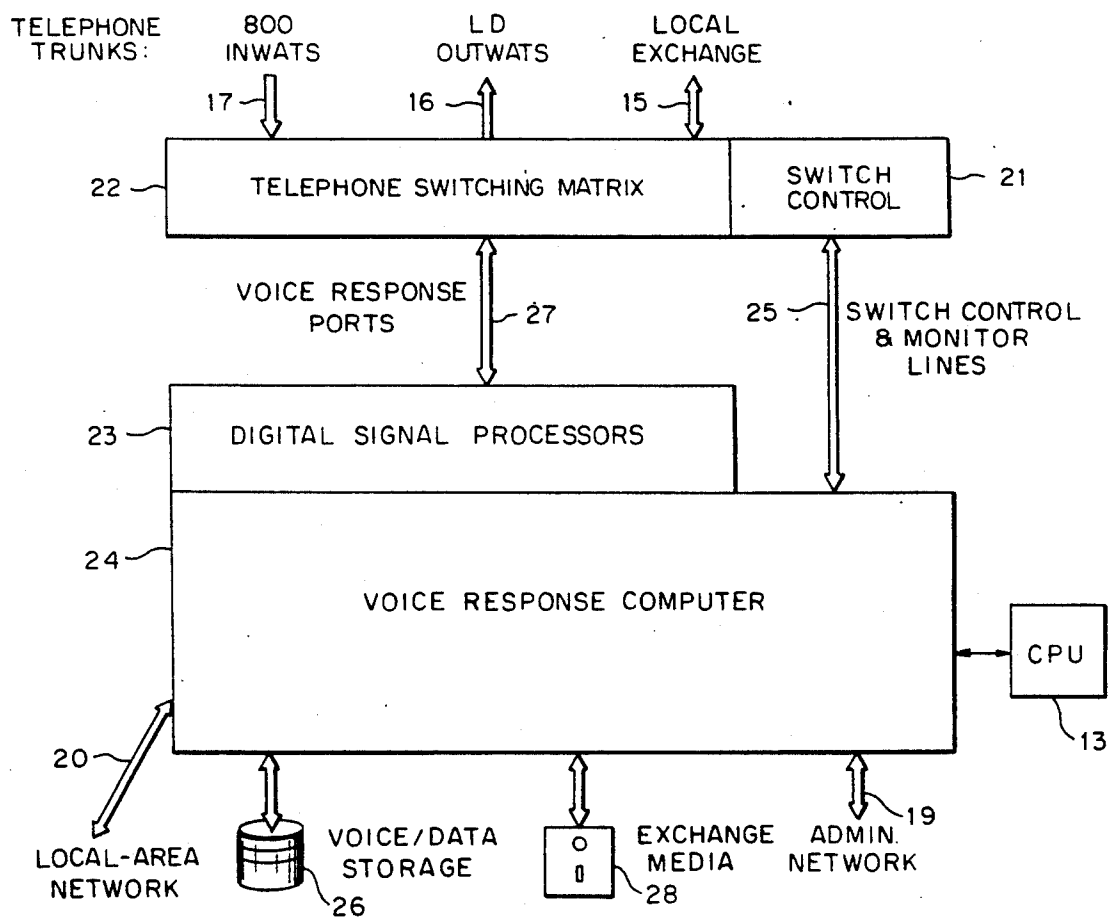


FIG. 2C



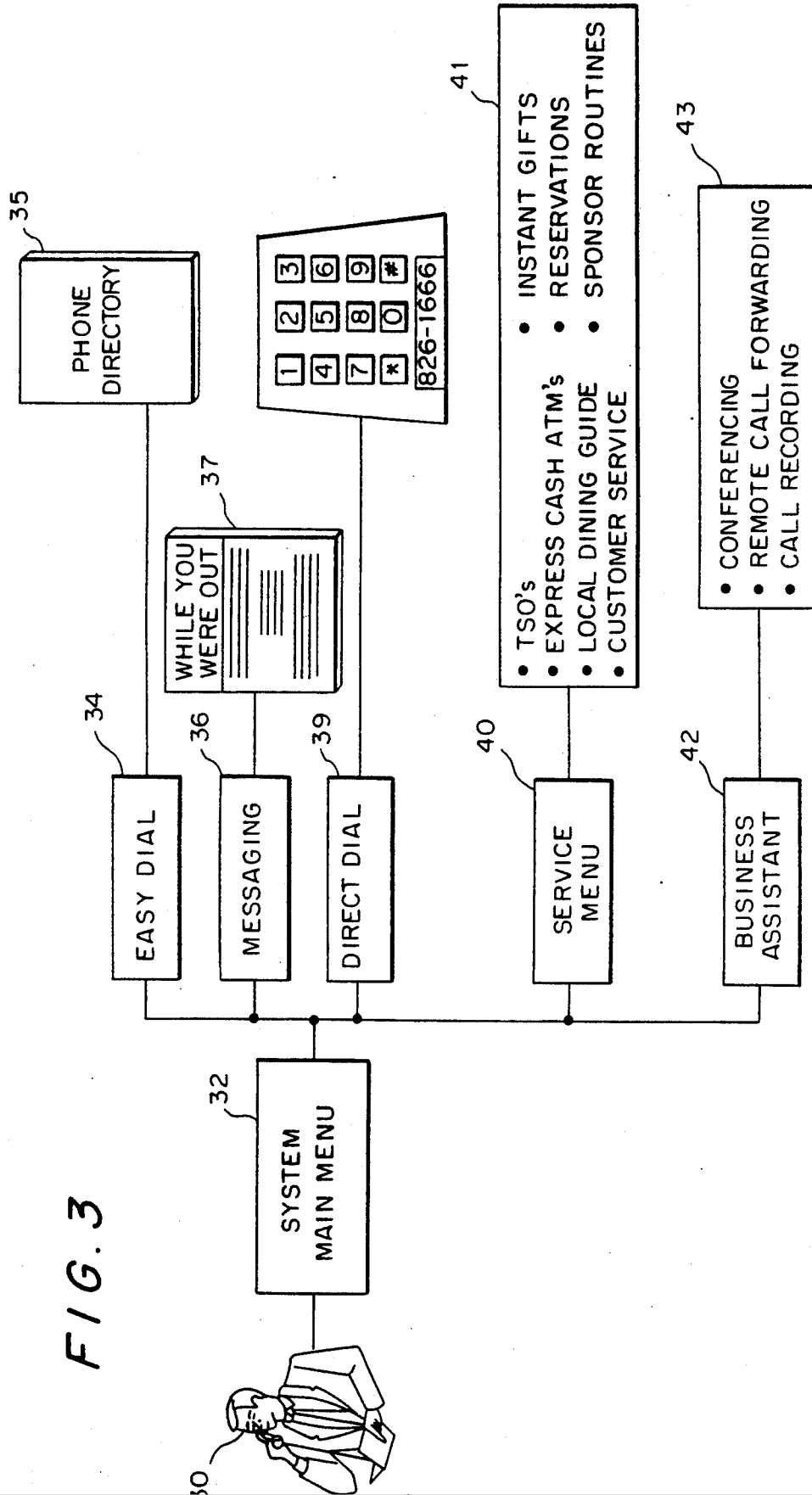
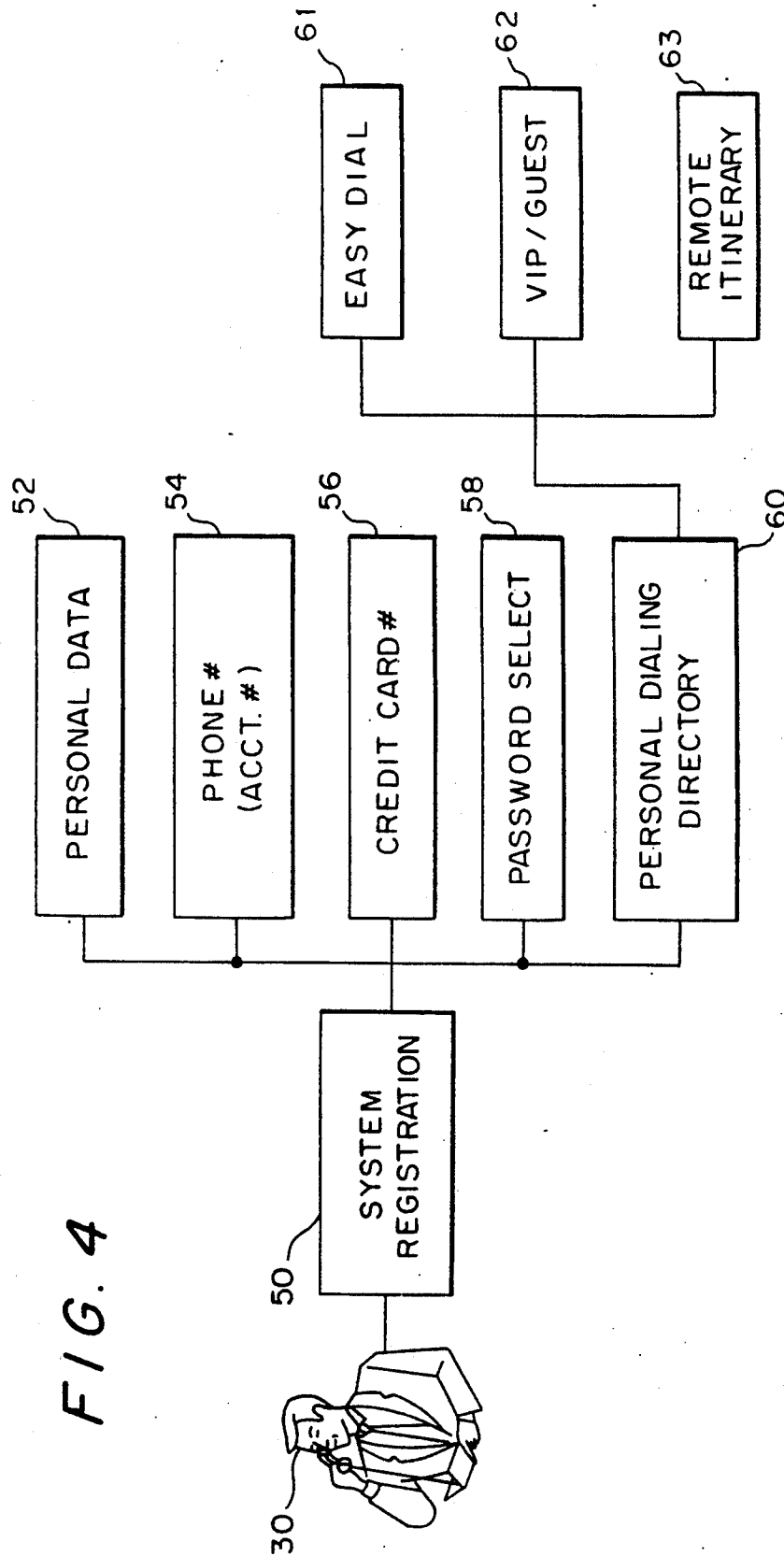


FIG. 3



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