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(54) **METHOD AND APPARATUS FOR ORIGINATING VOICE CALLS FROM A DATA NETWORK**

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(52) **U.S. Cl.** **370/356**; 370/410
(58) **Field of Search** 370/352, 353, 370/354, 355, 356, 400, 401, 466, 402, 403, 404, 405, 410; 379/201, 209, 211, 212, 214, 215, 88.17, 93.01, 93.09; 709/704, 206, 227, 249
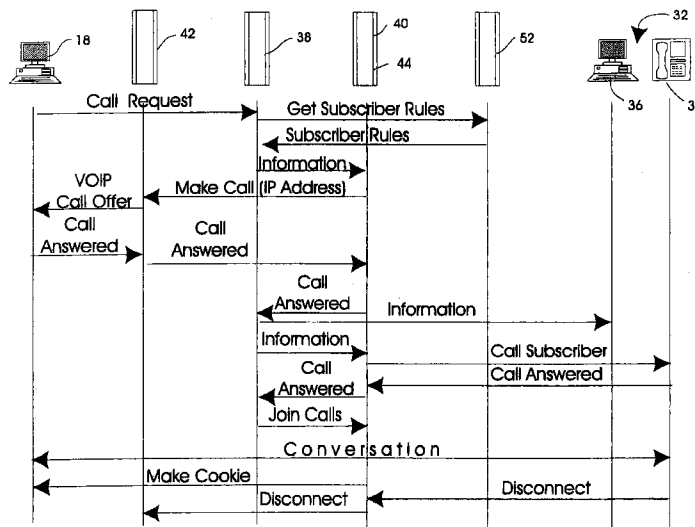
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(57) **ABSTRACT**

A method and apparatus for providing voice communications between two parties using computer controlled telephony hardware which is separate from the PSTN is described. The voice communications may be voice over Internet or PSTN voice connections, or any combination of the two. The apparatus includes a WEB server, a computer telephony server, a Voice over IP gateway and an operations, administration and maintenance server. The apparatus is suitably installed and operated by a service provider such as an Internet Service Provider. The advantage is unexcelled control over call setup, transfer and conference functions. A further advantage is the rapid, unfettered development of new services without compatibility issues with the PSTN.
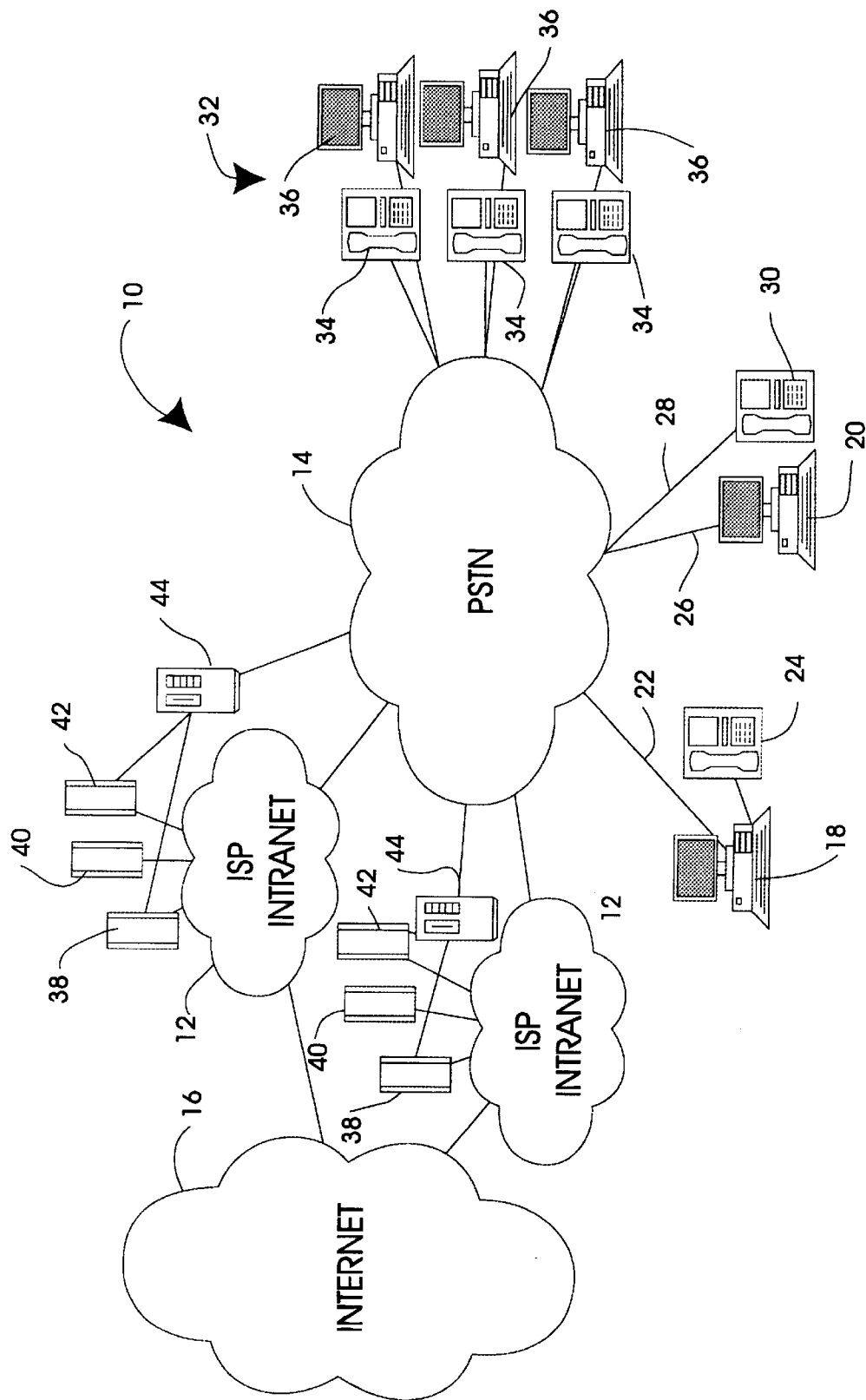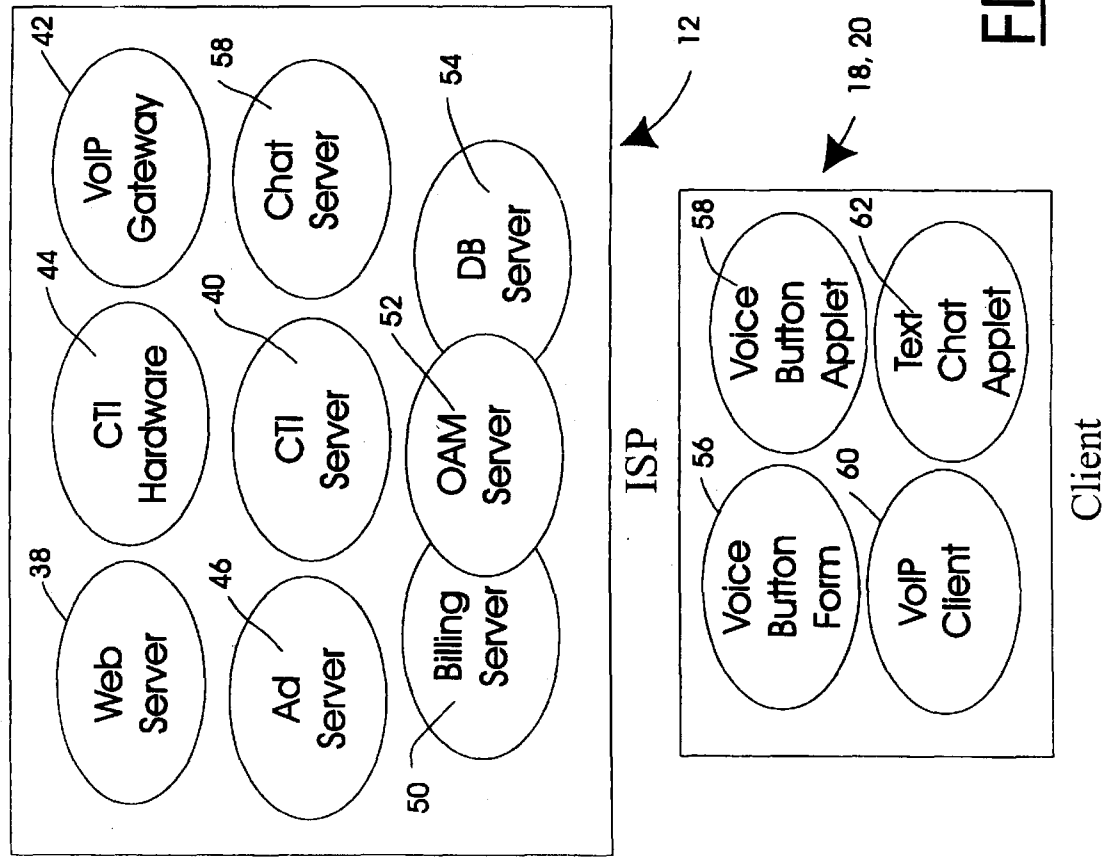
30 Claims, 10 Drawing Sheets

FIG. 1

FIG. 2

OAM Forms

Administrat...

Alert Applets

Chat Applet...

Agents

Subscribe...

42 VoIP Gateway
58 Chat Server
54 DB Server
44 CTI Hardware
40 CTI Server
52 OAM Server
38 Web Server
46 Ad Server
50 Billing Server

ISP

12

18, 20

58 Voice Button Applet
62 Text Chat Applet
56 Voice Button Form
60 VoIP Client

Client

Have questions?
Need more info?

**Talk to us in person
at our expense!**

[Call Us button] 72

-gene
-sales
-orde
-acco
-tech

FIG. 3b

Have questions?
Need more info?

**Talk to us in person
at our expense!**

[Call Us button] 72

70

FIG. 3a

Please indicate your preference:

Telephone No. ___ - ___ - ___

☐ Voice over IP

76

FIG. 4

80

82

John Doe
613-123-4567
123.456.789.001

84

86	Accept Call
88	Reject Call
90	Transfer
92	Conference
94	Release Me
96	Release All
98	Release Caller
100	Release and Reutm 1
102	Release and Retum N
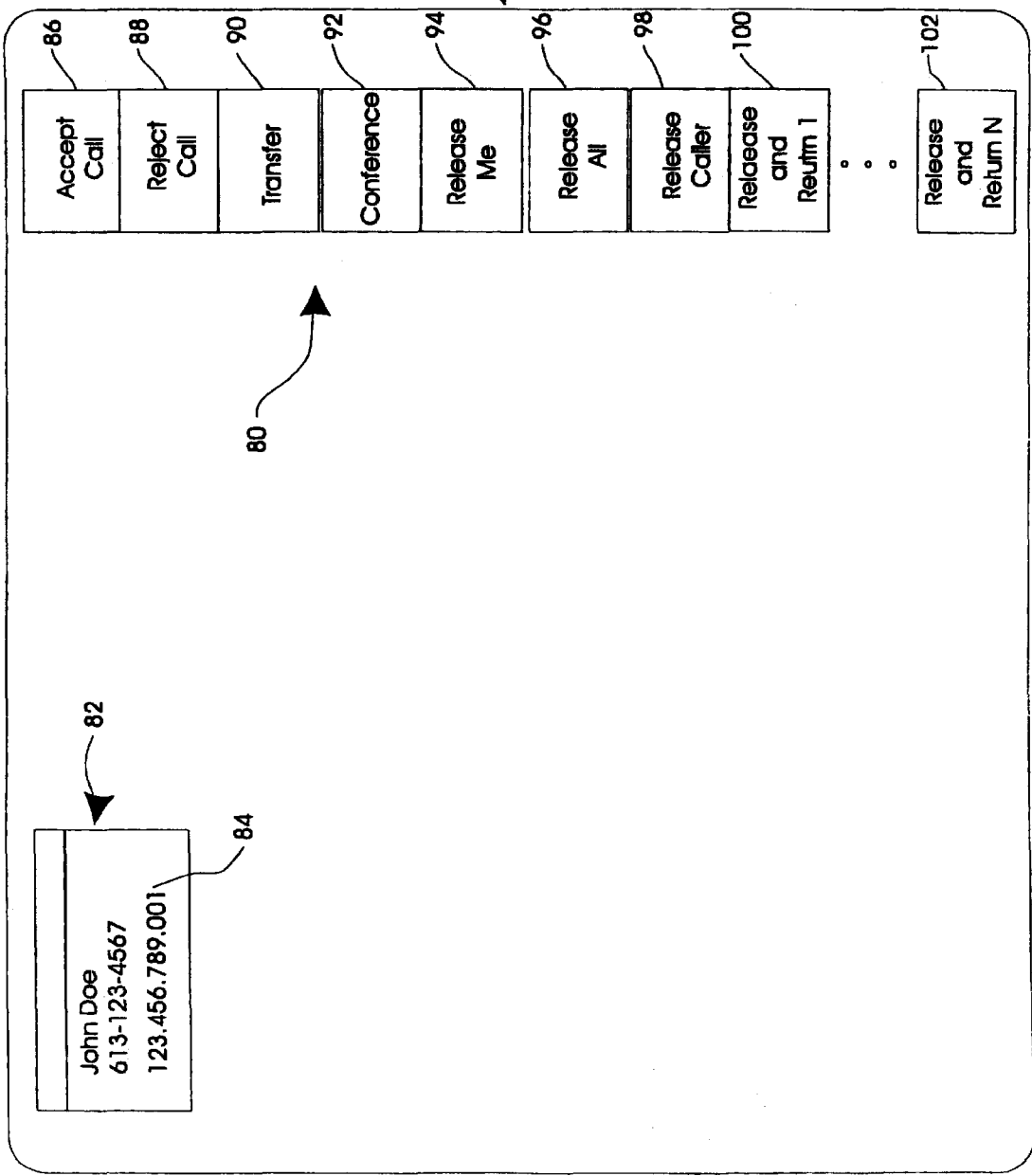
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