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(54) **METHOD AND SYSTEM FOR MULTI-MEDIA COLLABORATION BETWEEN REMOTE PARTIES**

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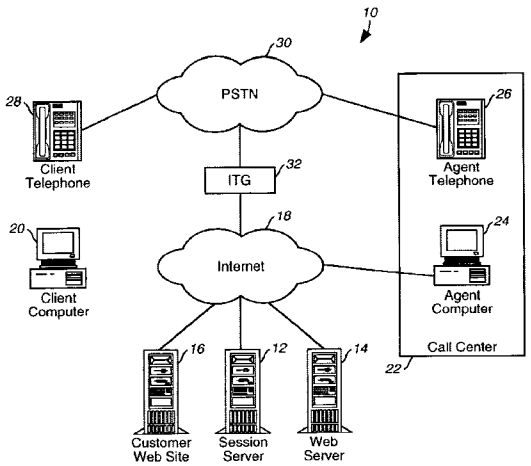
(57) **ABSTRACT**

A method of communicating with a plurality of remote parties allows for multi-media collaboration. A first party, which may be a call center, receives requests for access from first and second remote parties. Each of these remote parties is provided a computer program and a session is initiated for each party. The first party can then independently communicate with the first and second remote parties via the computer program.

24 Claims, 2 Drawing Sheets



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