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(54) CALL PROCESSING SYSTEM

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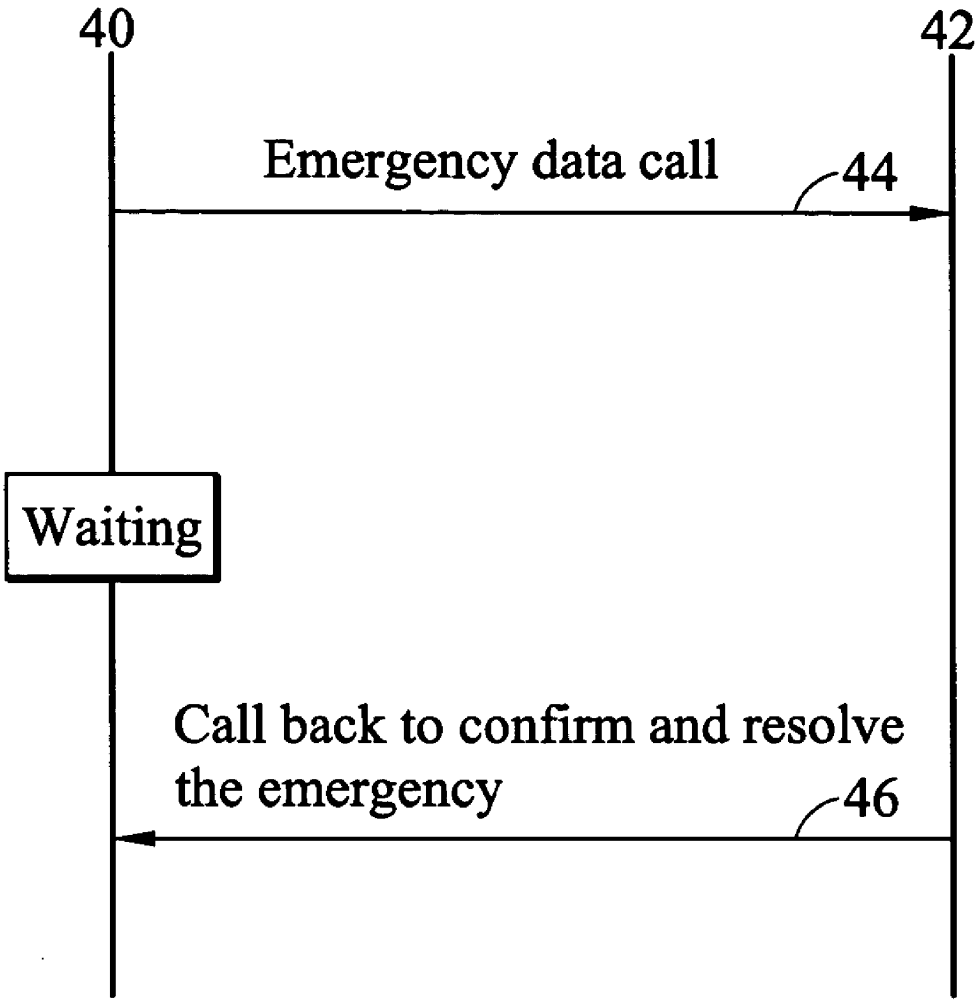
(57) ABSTRACT

Call processing system and method for mobile users. The processing system identifies call urgency by categorizing incoming emergency data calls, and prioritizes the data calls accordingly. The emergency call processing method comprises submitting a data call to an emergency call center, placing the data call in a queuing system according to the priority level of the emergency, and waiting for an available processing unit to call back and address the emergency. During the waiting period, the emergency call center solicits information associated with the emergency, and user equipment returns the requested information automatically. The present invention improves efficiency of the emergency call center, ensuring that the most urgent emergency is served first. Additionally, the present invention conserves battery power of user equipment by collecting relevant information beforehand using data messages.



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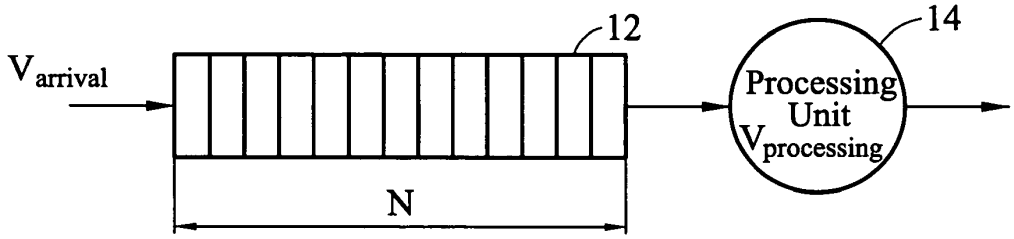

FIG. 1 (RELATED ART)

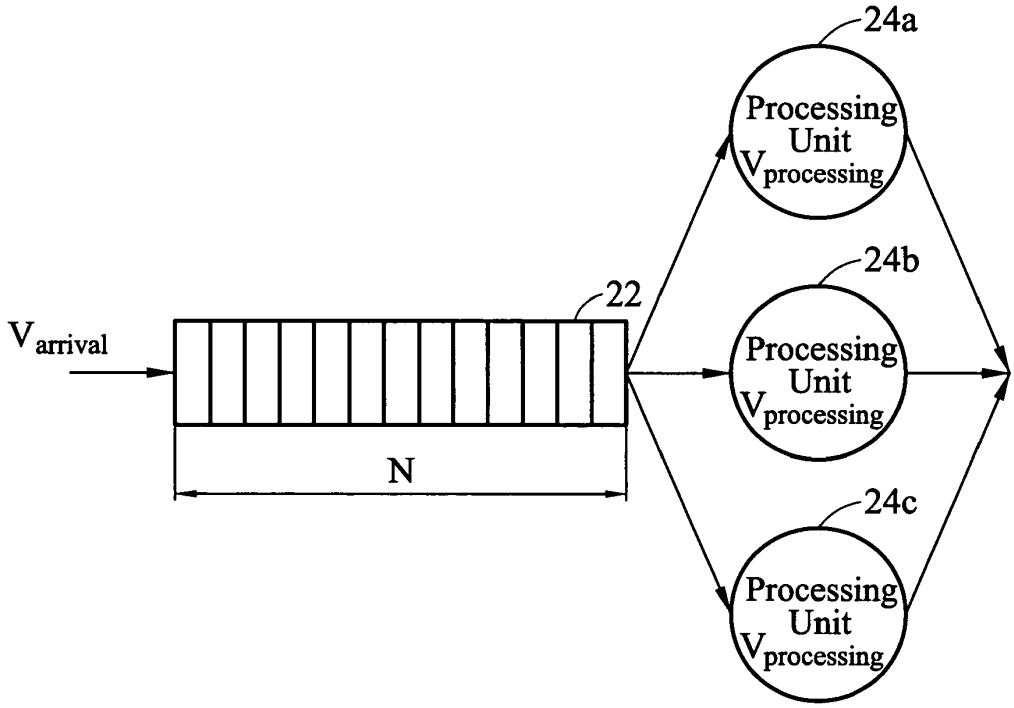

FIG. 2 (RELATED ART)

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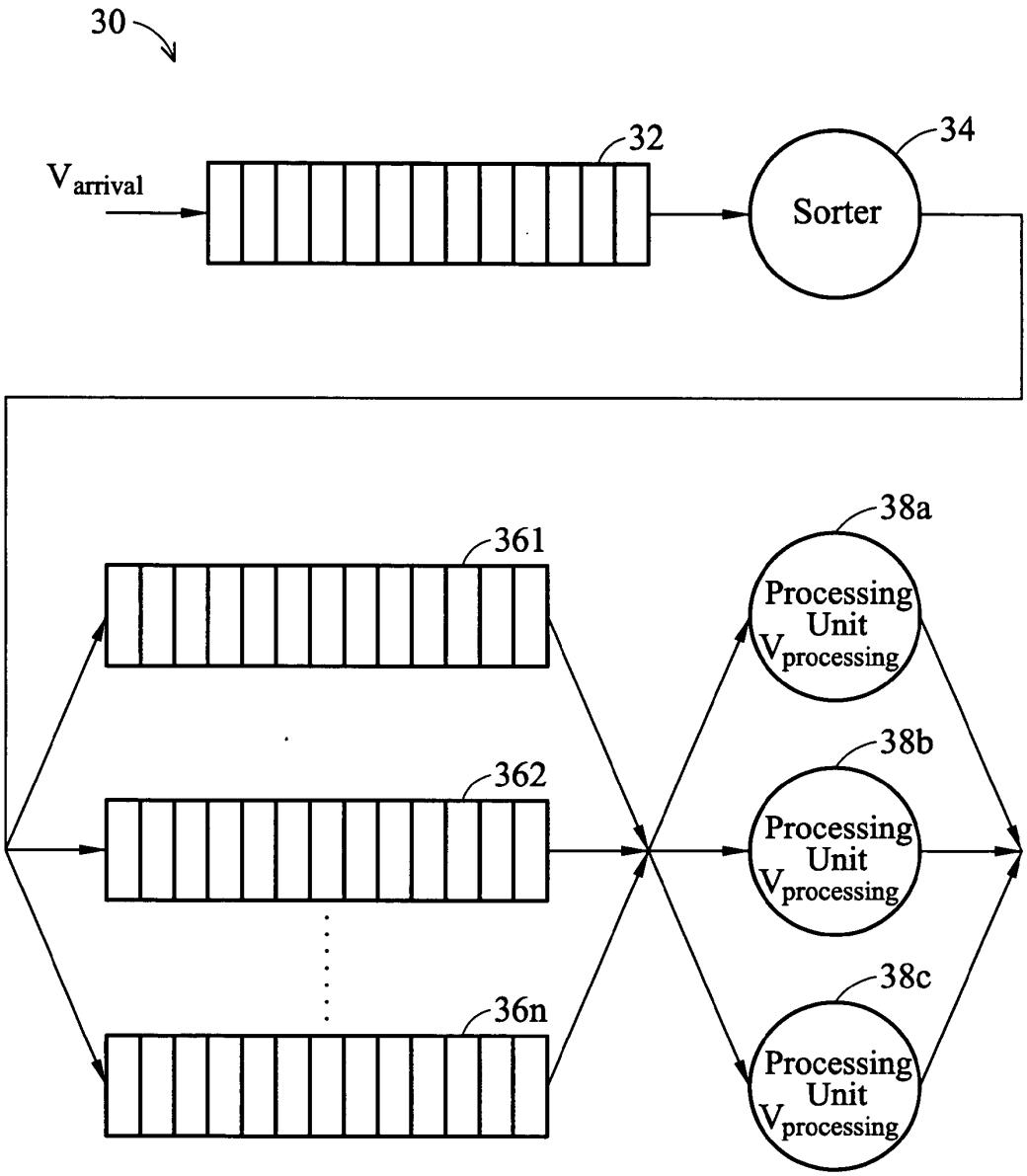

FIG. 3

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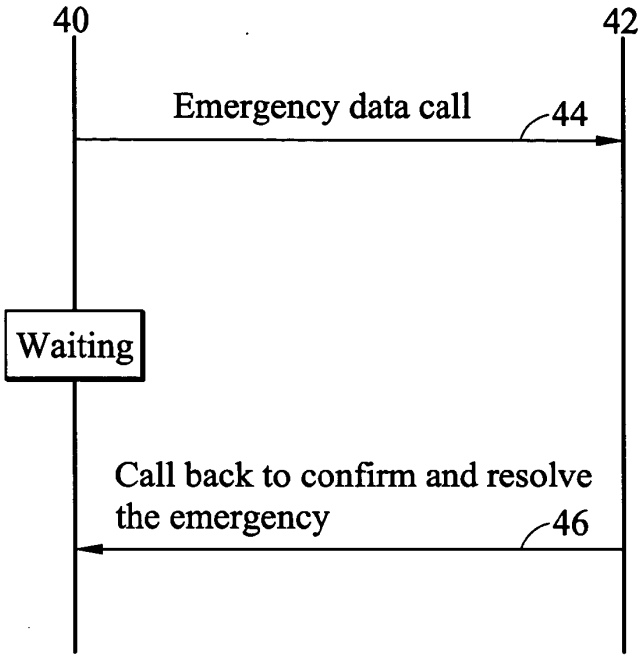

FIG. 4a

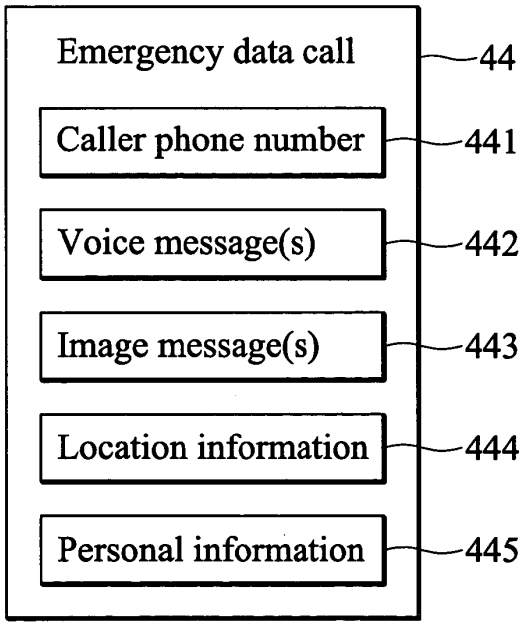

FIG. 4b

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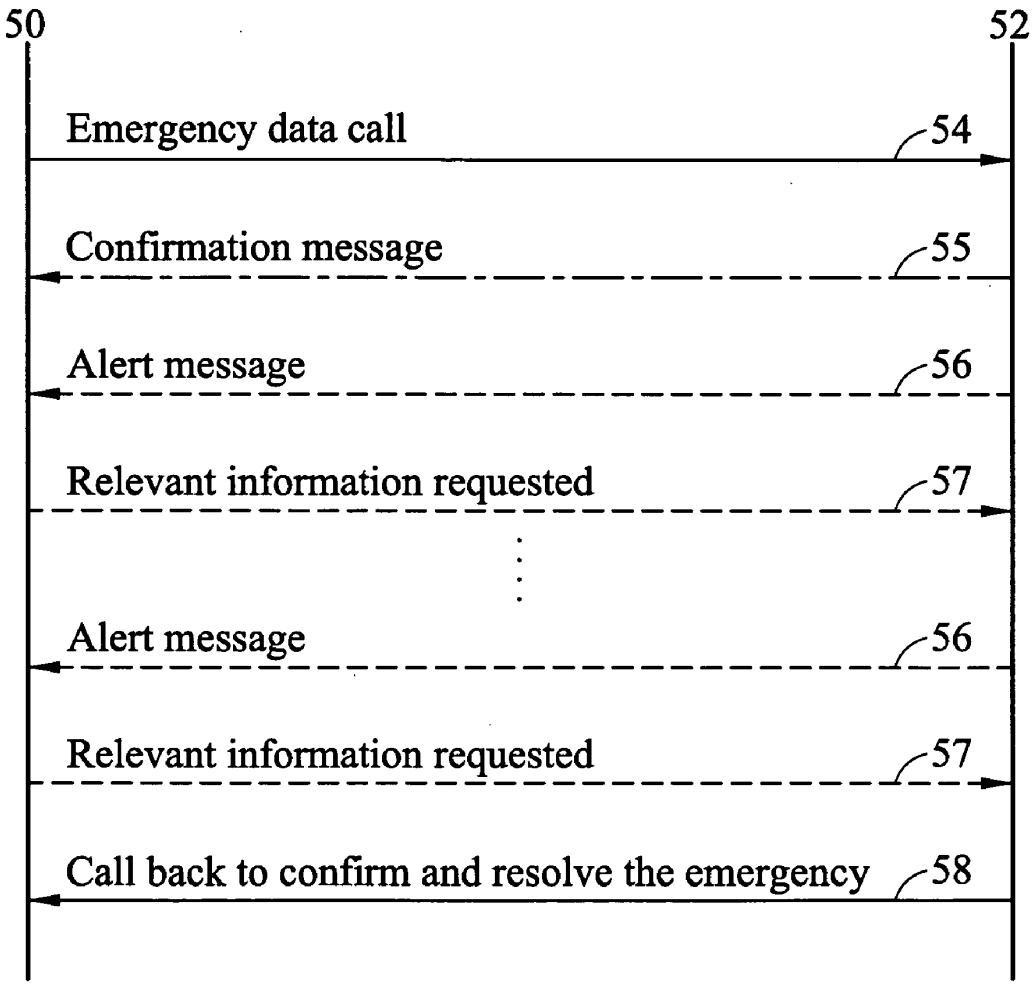

FIG. 5a

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