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(54) **TELEPHONE MESSAGE SYSTEM WITH FLEXIBLE PRESENTATION CAPABILITY**

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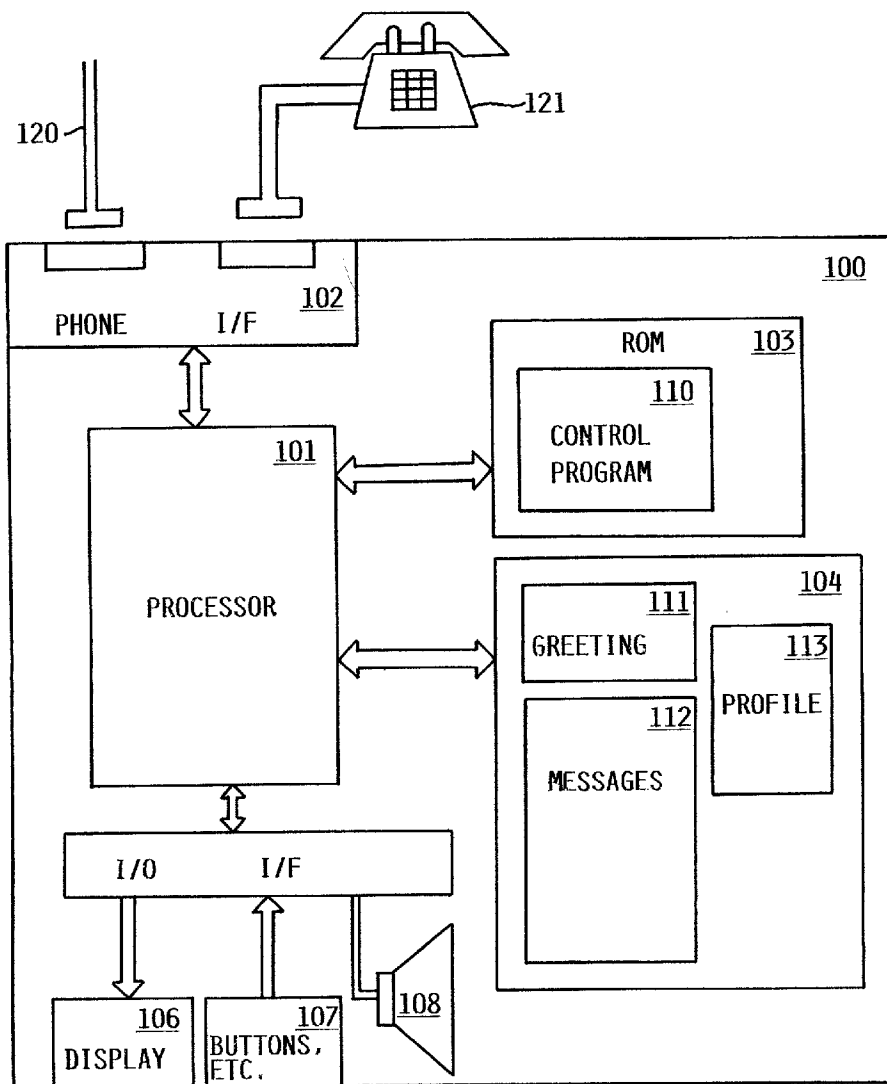
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(57) **ABSTRACT**

A telephone message system identifies a caller with an incoming message, and sorts messages according to caller identifying information for presentation to the user. Preferably, messages are grouped according to the caller's telephone number, but may alternatively be grouped using voice recognition technology. When a user plays back a large number of messages, all messages from the same number or person will be grouped together, making it easier to follow a chain of messages. The user may optionally prioritize message groups, either explicitly of by letting the system assign a priority.

FIG. I

113

HEADER	201
MODE 203	

CALLER ID	PRIORITY	← 202
CALLER ID	PRIORITY	
CALLER ID	PRIORITY	

204   205

FIG. 2

IDLE
301

302
Incoming
Call

Yes

310
Mode=
Auto
?

No

No

Yes

311
Identify
Caller
?

Yes

312
ID in
Profile

Yes

313
Increment
Priority

No

314
Create + Initialize
New Caller Entry

A

315
User
Takes Call
?

Yes

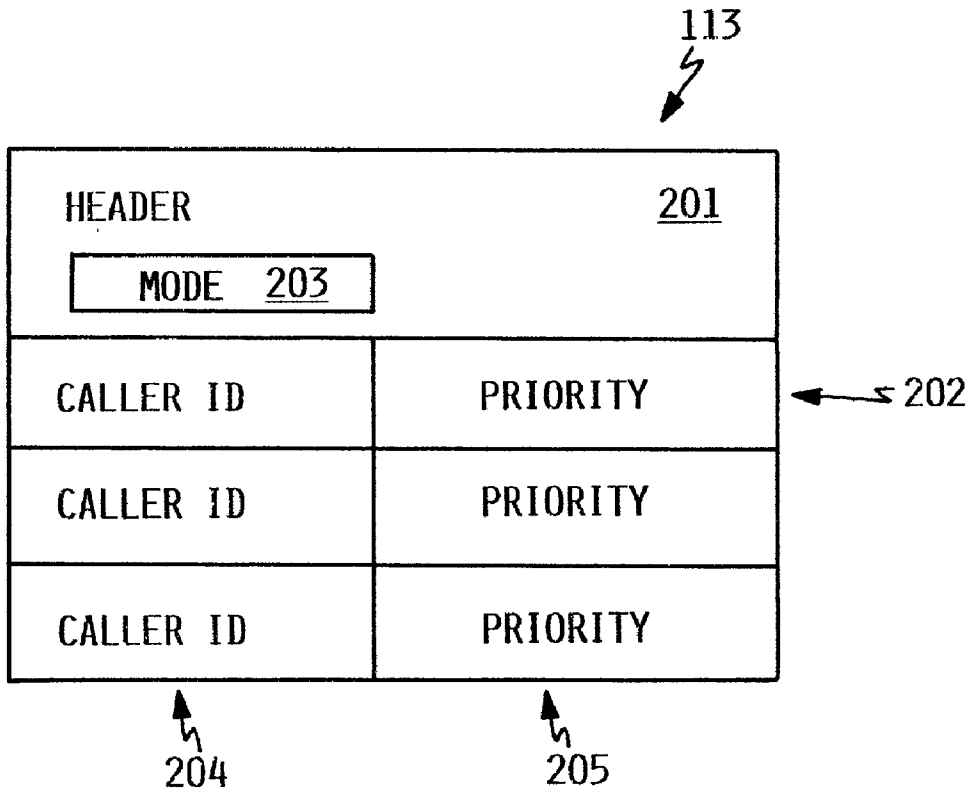No

316
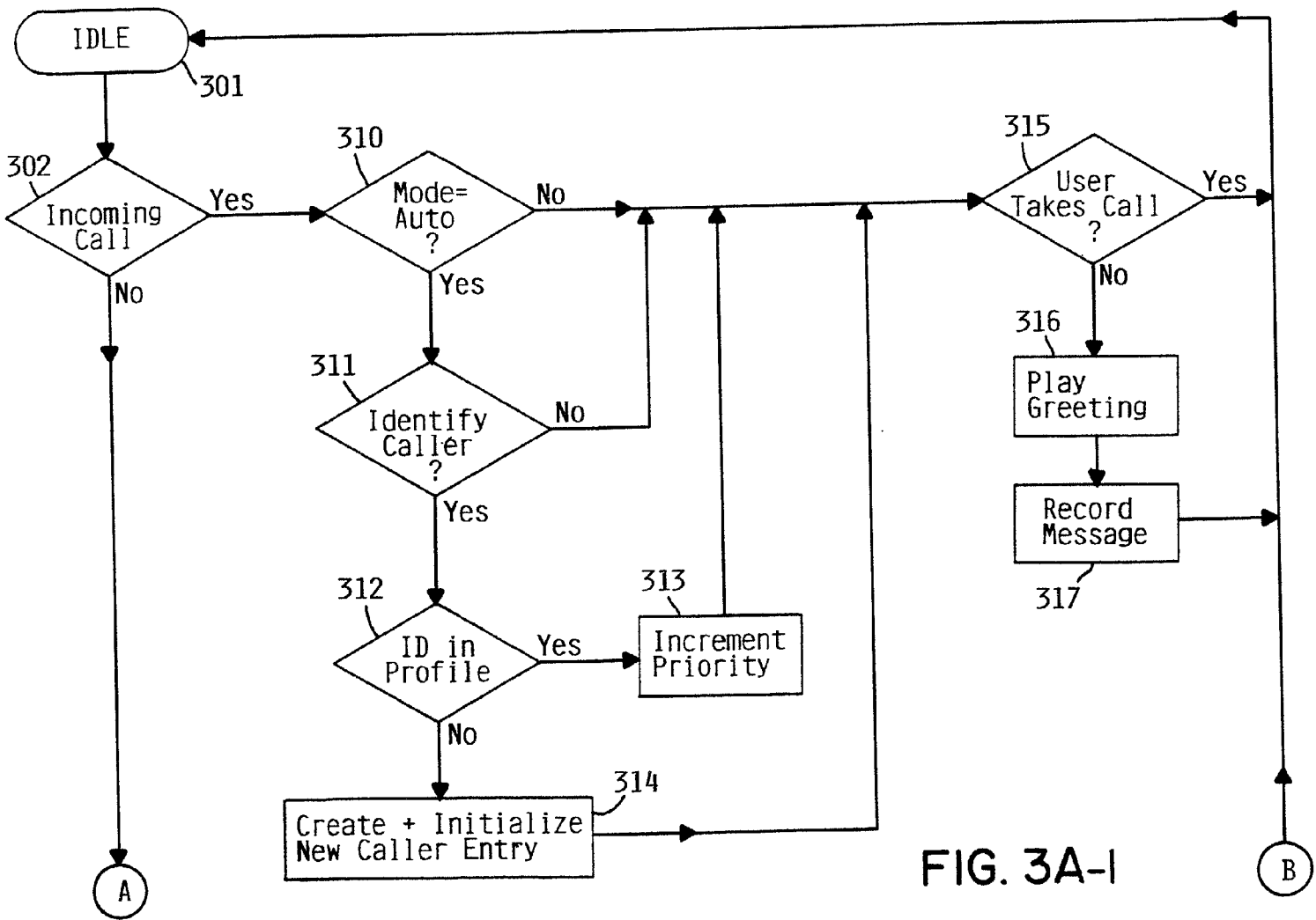Play
Greeting

Record
Message

317

B

FIG. 3A-I

FIG. 3A-2

DOCKET ALARM
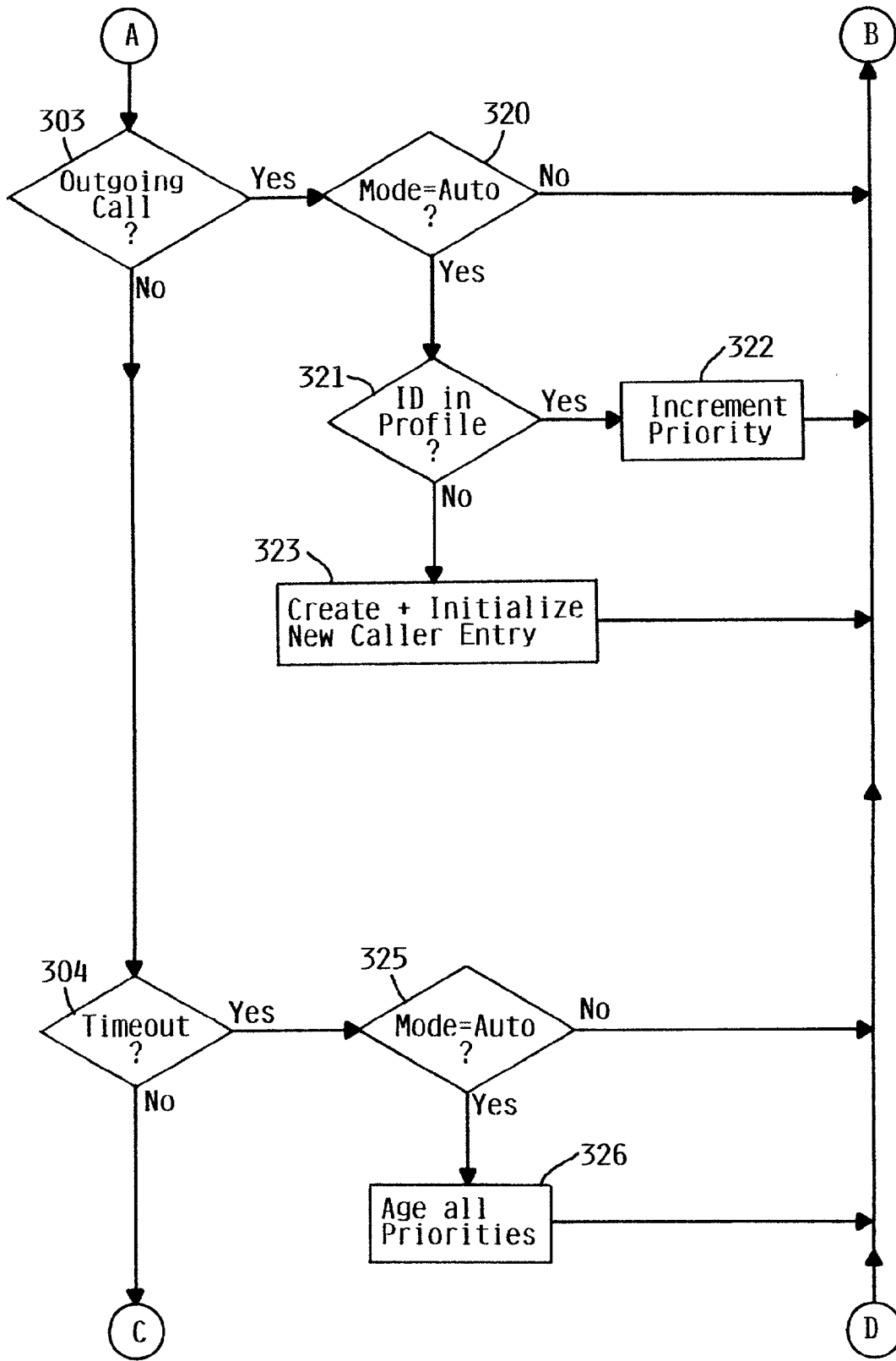
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