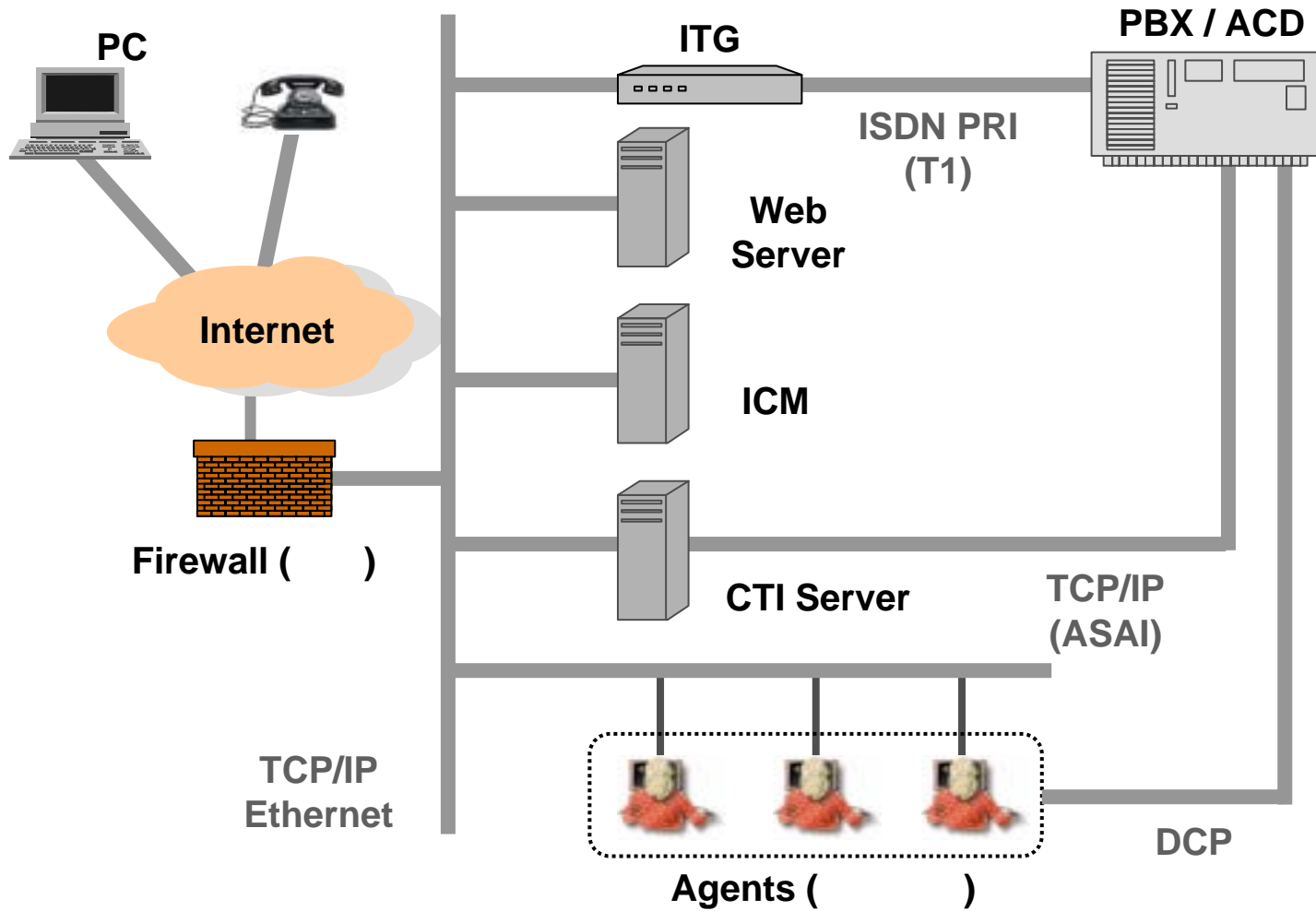






가 , web site
가
Web
voice/text 가

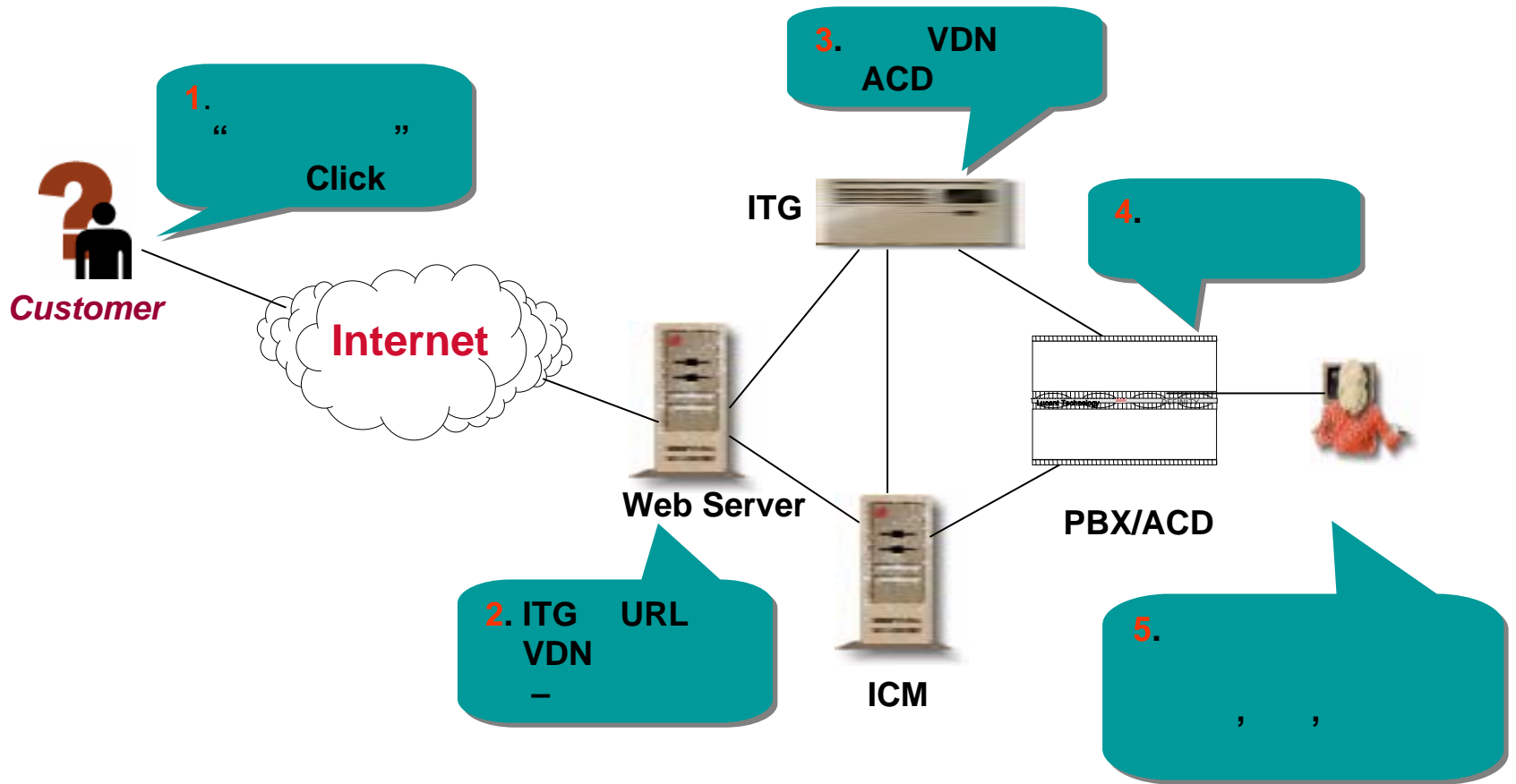
- ▶ , ,
- ▶ ,
- ▶
- ▶
- ▶ voice chat, text chat, call back
- ▶



PBX : Private Branch eXchange
 ACD : Automatic Call Distributor

ITG : Internet Telephony Gateway
 DCP : Digital Communication Protocol

ICM : Internet Call Manager



VDN : Vector Directory Number

Internet Telephony Gateway(ITG)

-

Call Control SW

- WEB
- Java applet

Internet Call Management(ICM)

- , ,

Automatic Call Distributor(ACD)

-
-

Agent

- , ,

■ Call control program -> Easy contact

: Java applet call control program ,

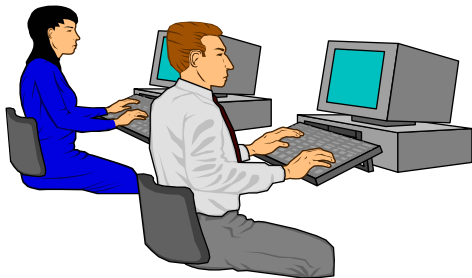
■ Simple button click ->

: 가 (Text, Voice chat)가

→ Web

■ Escorted Browsing ->

: web 가
→ 가



()

■ ICC Call statistics ->

:
→ 가

■ Internet Telephony ->

: 가 .
→ 가

■ PSTN Call-back ->

:
→ 가 ,



()

■ Text Chatting ->

: data spec serial number

→ 가 ,

■ WEB page Hit rating ->

:
→ Web sales marketing

■ Subscription data pop in WEB page ->

: web page pop up ,

→ pop up
가