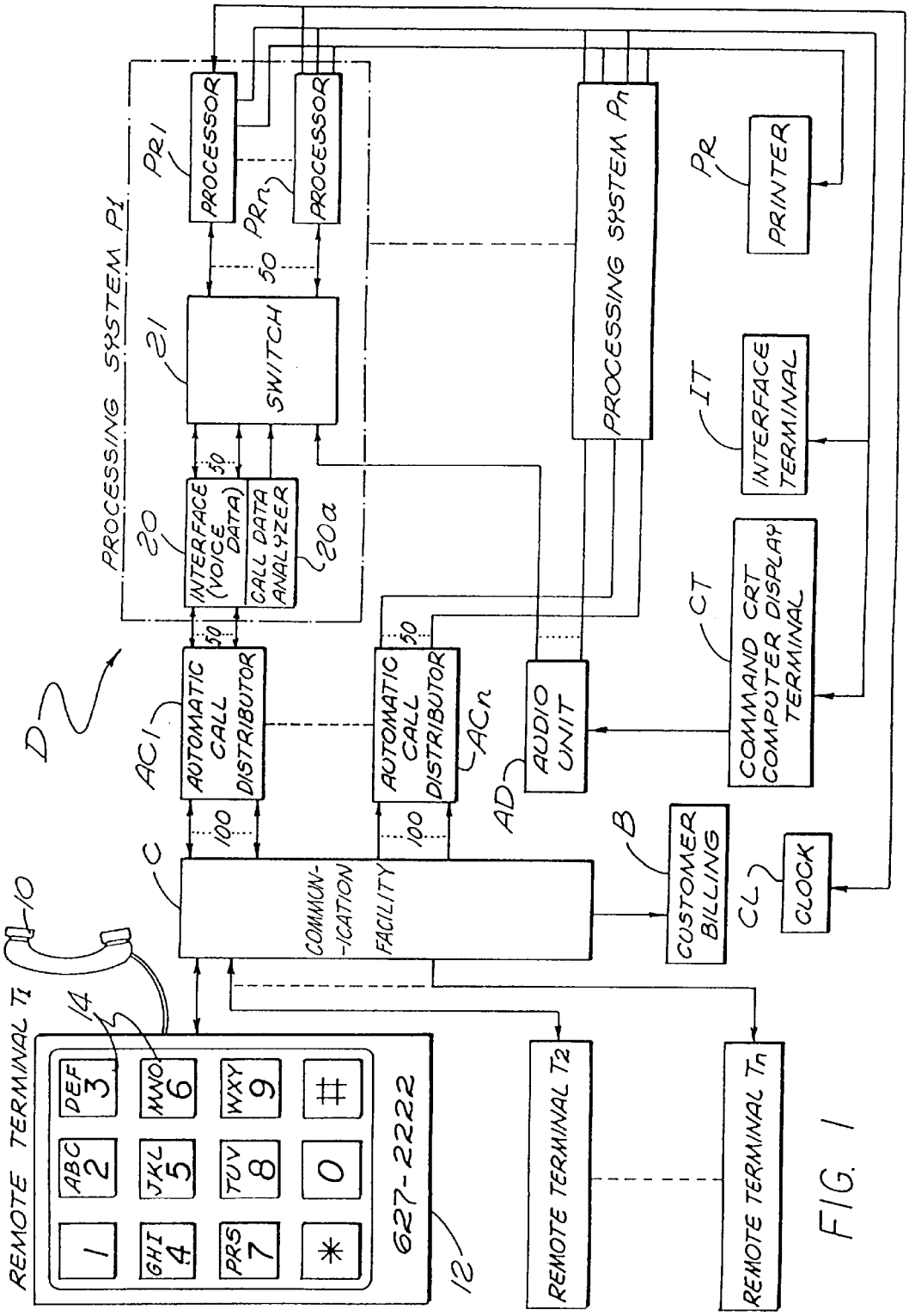
PROCESSING SYSTEM P1
PR1
PROCESSOR
PRn
PROCESSOR
50
21
SWITCH
50
20
INTERFACE (VOICE DATA)
CALL DATA ANALYZER
20a
50
D
AC1
AUTOMATIC CALL DISTRIBUTOR
50
AUTOMATIC CALL DISTRIBUTOR
ACn
100
100
C
COMMUN-ICATION FACILITY
10
REMOTE TERMINAL T1
14
ABC 2
DEF 3
GHI 4
JKL 5
MNO 6
PRS 7
TUV 8
WXY 9
1
0
#
*
627-2222
12
REMOTE TERMINAL T2
REMOTE TERMINAL Tn
PROCESSING SYSTEM Pn
AUDIO UNIT
AD
B
CUSTOMER BILLING
CL
CLOCK
PR
PRINTER
IT
INTERFACE TERMINAL
CT
COMMAND CRT COMPUTER DISPLAY TERMINAL

FIG. 1