

(54) **MULTI-MODAL COMMUNICATIONS METHOD**

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(52) **U.S. Cl.** ..... **379/88.17**; 379/88.13;  
379/88.18; 379/265.01; 379/265.02; 379/265.09

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379/88.17, 88.18, 265.01, 265.02, 265.09,  
900, 908; 370/312, 352, 353, 354; 709/200,  
218, 227

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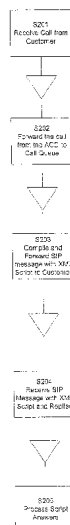
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(57)

**ABSTRACT**

Communications between an agent and a party using a communications device involve sending an interactive script using session initiation protocol (SIP) to the communications device. The interactive script gathers information from the communications device or a user of the communications device and the requested information is then forwarded to an agent terminal using SIP. The interactive script is written in a high-level language and securely stored, such that an authorized party can easily access and alter the script to suit a need for particular information.

**24 Claims, 4 Drawing Sheets**



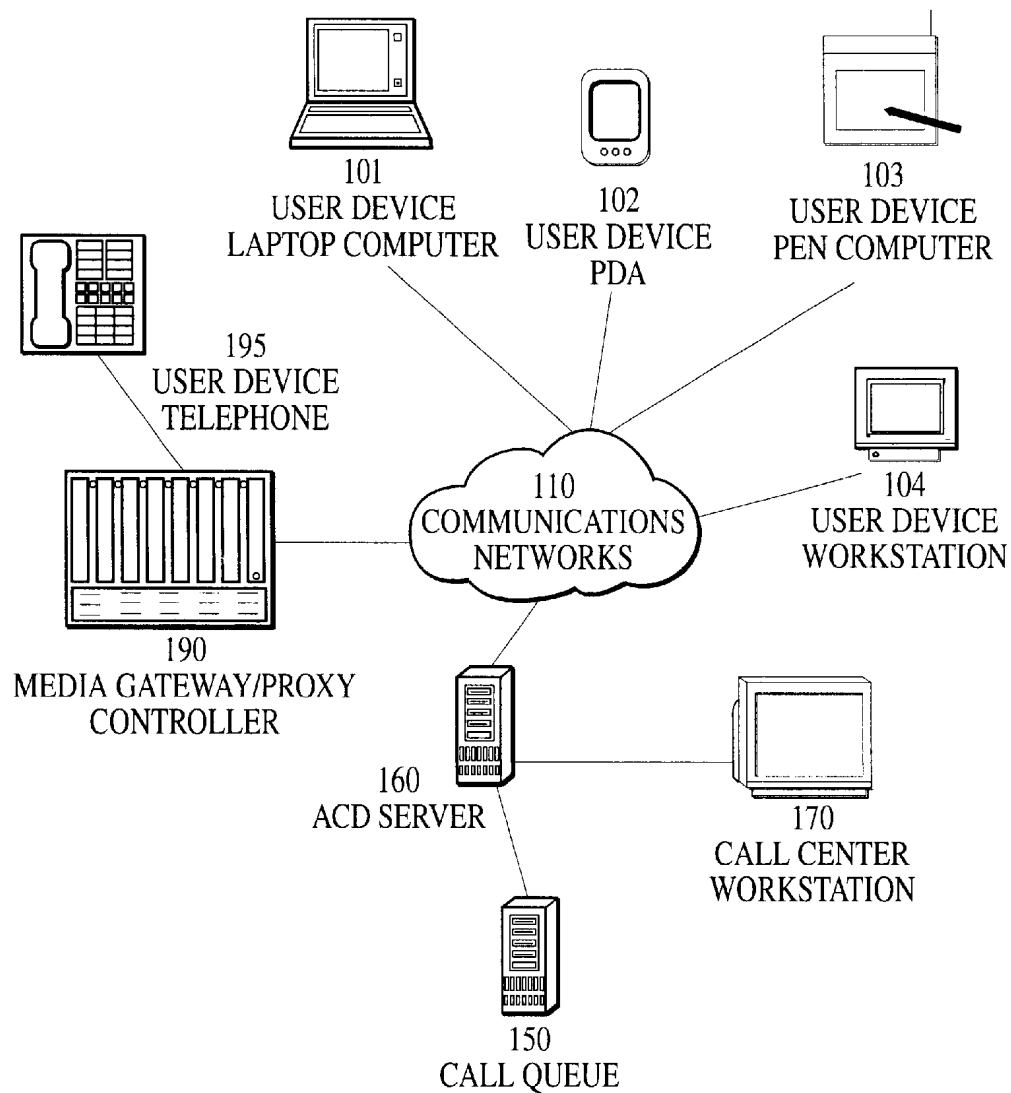


FIG. 1

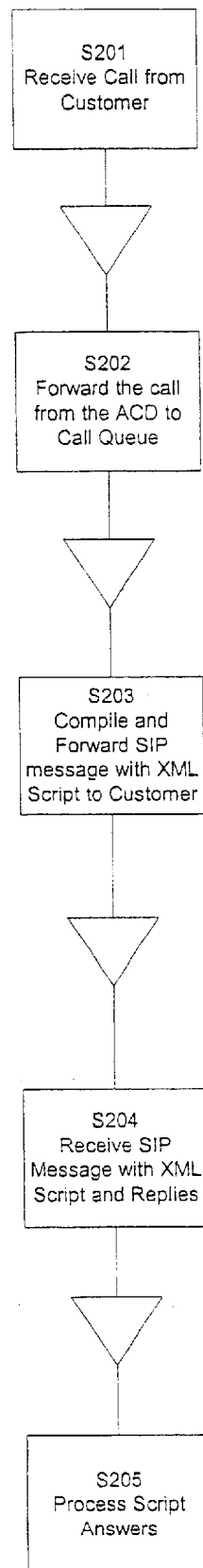


FIG. 2

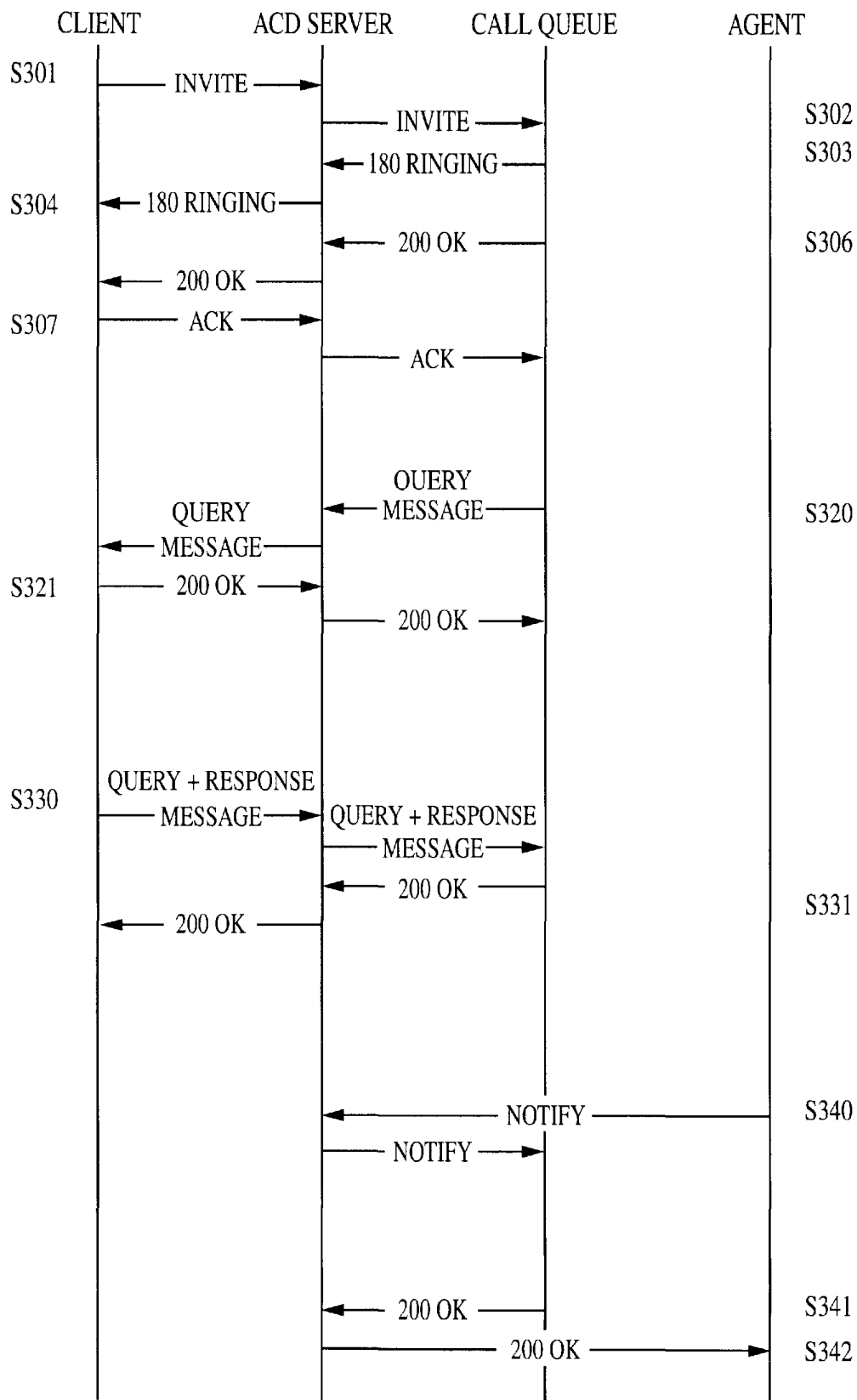


FIG. 3a

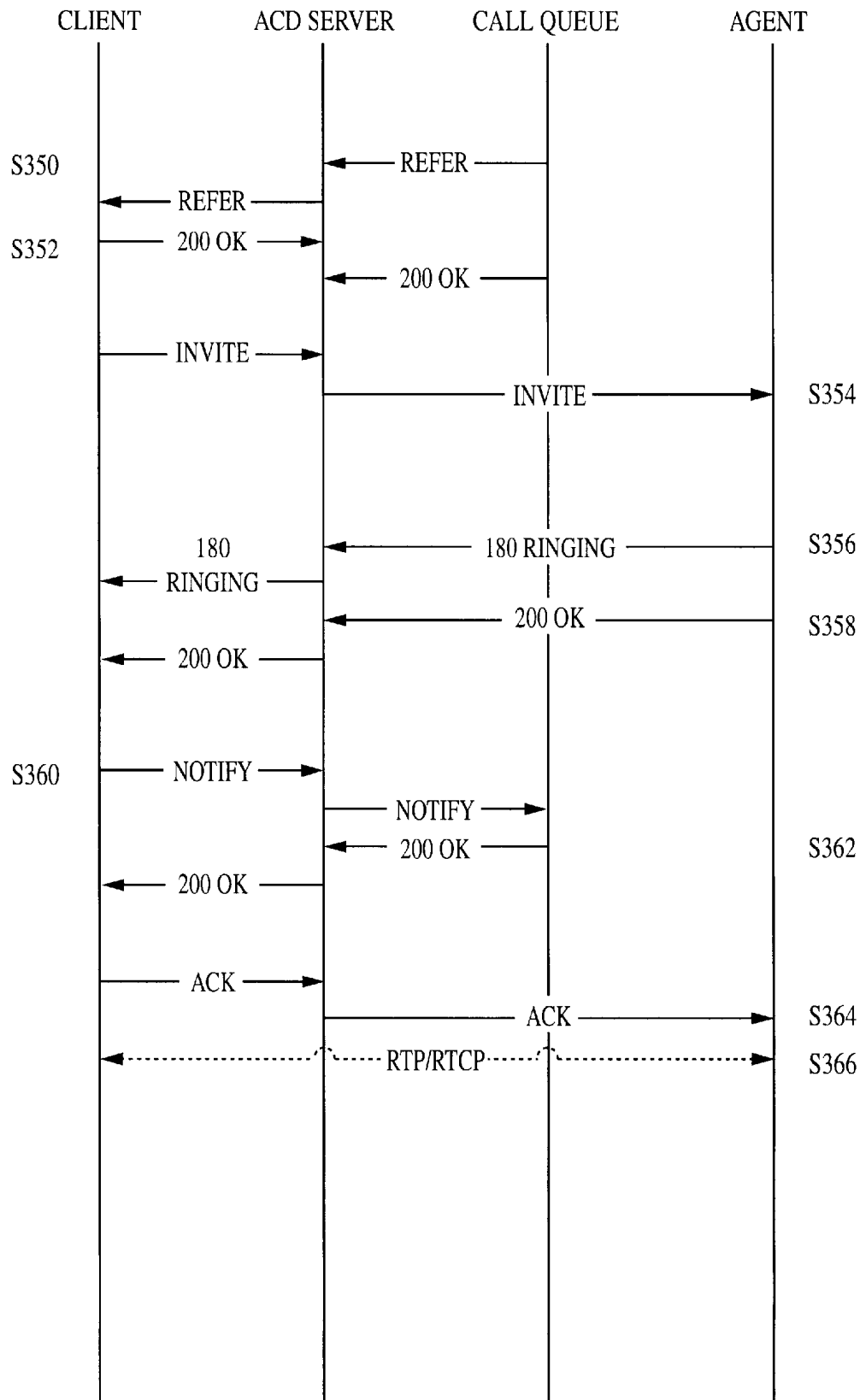


FIG. 3b

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