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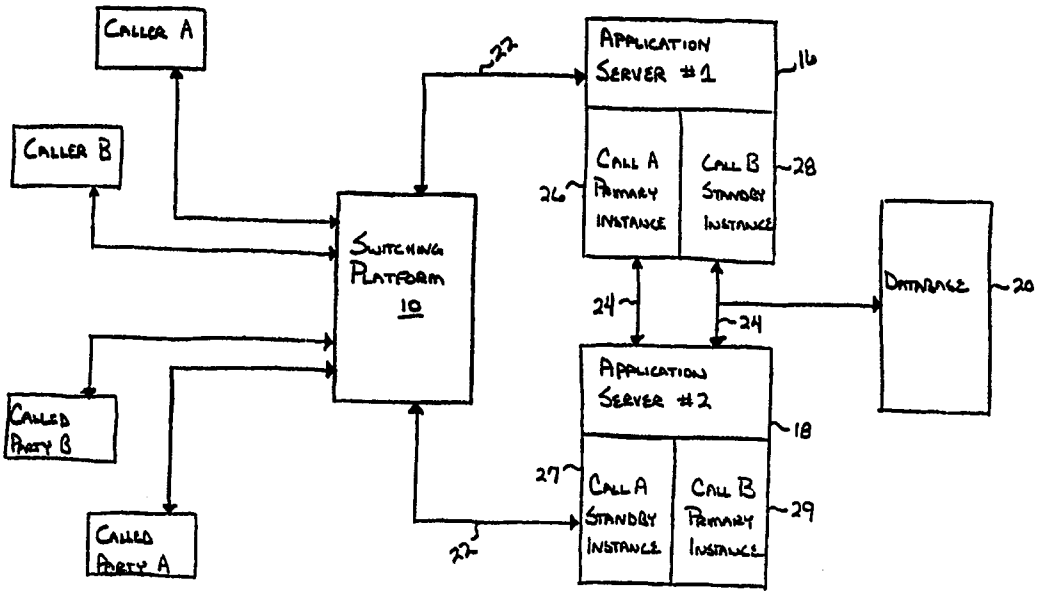

(57) Abstract

A method for an enhanced services system is provided by a server load sharing and redundancy system. The system comprises a switching platform (10), a plurality of caller and called parties' telephones (12, 14) connected to the switching platform; a primary application server (16) containing caller A primary instance (26) and call B standby instance (28); a standby application server (18) containing call A standby instance (27) and call B primary instance (29) wherein both servers process and/or monitor calls placed within the system; and a database (20) storing and maintaining call specific information, and being connected to both primary and standby application servers. Call Tracking Links (22) are established between the primary and standby application servers and the switching platform to support the application server redundance scheme. Links (24) are established to transmit messages between the primary and standby application servers.

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