



Envox CT Connect™

Envox CT Connect lets business applications manage, monitor, and control calls in a variety of communication environments. The software supports the leading PBX/ACDs and IP communication environments.

For original equipment manufacturers (OEMs), independent software vendors (ISVs), application developers, and integrators looking to expand their reach into the call center/contact center market segment, Envox CT Connect provides the ability to:

- add telephony features to their customer's existing business applications
- expand their businesses by providing current — and new — customers with ways to enhance their existing contact centers
- integrate new features and functionality into legacy systems while maintaining their customer's investment in existing equipment and infrastructure
- support new communication environments such as IP, with minimal changes to the application

Envox CT Connect is computer telephony (CT) call control server software capable of connecting a wide range of telephone switches to a variety of data processing environments. The software's client/server technology supports industry-standard hardware, operating systems, network services, and call control programming interfaces such as C, C++, Java, TAPI, and ActiveX, letting application developers easily integrate more intelligent call control features into their existing business applications.

Version 6 provides the following:

- Support for Computer Supported Telecommunications Application (CSTA) Phase I, II and III protocols
- Enhanced security — client applications are restricted to monitoring and controlling only those devices that they have permission to access. Version 6 also offers the ability to access Envox CT Connect through a company's firewall
- Enhancements to distributed server — applications can now push the application data from one server to another, reducing the time lag for application data to arrive at the remote switch
- Enhanced management interface — Version 6 provides a graphical user interface (GUI) for more user-friendly configuration and management support
- Server enhancements — automatic re-establishment of link associations after server/switch link reconnect
- Support for USB HASP keys as well as continued support for parallel port HASP keys



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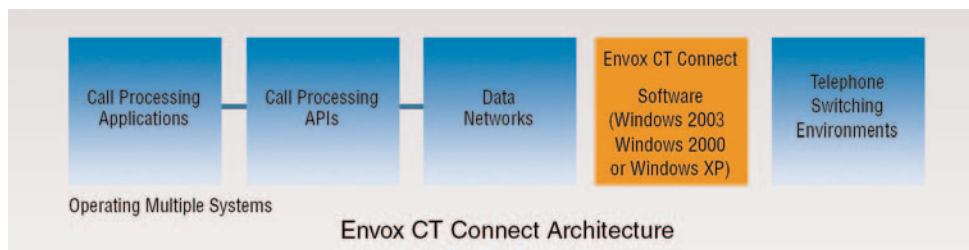
Product Brief



The server component of the software runs under Microsoft® Windows 2003, Windows 2000, or Windows XP operating system environments and supports comprehensive call control and monitoring through links to many popular telephone switches. The server software:

- implements the necessary communication protocols to work with each switch's computer telephone integration (CTI) link, providing maximum call control and monitoring functionality to business applications
- maps the differing protocols and messages to a common CSTA-based call and information model, letting application developers deal with a standard set of call control functions
- manages the flow of telephony service requests and status messages between the server and multiple concurrent application systems
- provides performance and stability

The software also includes client application programming interfaces (APIs) for Microsoft Windows 2000, Windows 2003, Windows XP, Sun Solaris, Hewlett-Packard® HP-UX, and Compaq® Tru64 UNIX and OpenVMS operating systems. Client API software modules can be used in any combination, on any number of network nodes, with a single Envoy CT Connect server.



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Features and Benefits

Standards-based call processing server

- Supports industry standard hardware, operating systems, network services, and programming interfaces, allowing application developers to quickly and easily integrate intelligent call control features into their existing business applications

Support for some of the most popular telephone systems

- Gives developers the flexibility to support both circuit switched and packet switched communication environments

Runs under Windows® 2003, Windows 2000, and Windows XP operating systems

- Lets developers choose the server platform that best fits their application requirements

Multiple client platforms

- Offers greater flexibility in selecting platforms for developing business applications

Industry-standard network environments

- Reduce costs by using current networking environment interfaces

A choice of multiple application programming interfaces (APIs) that match popular development environments

- Helps shorten development time

Expert consulting services, training, and support

- Lowers overall cost of ownership

Applications

- Customer relationship management (CRM)/e-CRM
- Call recording and quality monitoring (QM)
- Contact center workforce management applications
- Contact center
- Help desk
- Interactive voice response (IVR)
- Screen pop



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Envox CT Connect Configurations

Envox CT Connect includes server software and a set of client programming API modules that provide programming interfaces to applications.

Envox CT Connect is available in various license options.

1. A full license supporting an unlimited number of telephony devices
2. A mid-range license supporting up to 75 monitored telephony devices
3. A low-end license supporting up to 32 monitored telephony devices
4. An enterprise license supporting an unlimited number of telephony devices and allowing business applications to manage, monitor, and control calls across multiple switches/locations by using server-to-server communications
5. A monitor-only license allowing applications to monitor telephone resources and receive information about calls
6. The monitor-only license does not provide call control functions
7. An evaluation license for the Windows operating system with a two hour execution limit each time the software server is started

Some Envox CT Connect licenses enforce a limit on concurrently monitored devices. In order for an application to receive event messages or exercise functional control over a telephone device, it must “ask” the software server to create an association between itself and that device. The device is then considered “assigned” to that application or applications. A single device can be assigned to multiple applications simultaneously — these are counted as a single assigned device within the server. For example, a desktop application assigned to one telephone extension would count as one association. If there were twenty such desktops in concurrent operation, each monitoring all twenty extensions, there would be a total of twenty associations active in the server. If, at the same time, a call logging application needed to monitor the same twenty extensions, these would not count as additional associations; the total devices assigned would still be twenty. A call routing application that needed to monitor one or more route points or ACD queues would require additional device assigns.



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Product Brief



CT Connect 6.1 Switch Chart

Switch/ACD	Switch Interface	Switch Interface/Protocol
Alcatel OmniPCX 4400 Rel 5.1	CSTA	CSTA2
Avaya DEFINITY G3	ACM 2.1 CLAN and MAPD	ASAI
Avaya S8700 ECLIPS IP range	ACM 2.1 CLAN	ASAI
Avaya INDeX	CSTA	CSTA1
Avaya Tenovis Integral 33X(formerly Bosch)	CSTA	CSTA1
Comdial DXP/DXP Plus	CSTA	CSTA1
Coral ISBX	CSTA	CSTA1
Deutsche Telecom Octopus E300/800	CSTA	CSTA1
EADS Intercom Telecom M6500	CSTA	CSTA1
Ericsson MD110	Application Link BC8 to BC12	CSTA1
Inter – Tel Axxess V6.0	CSTA Translator	CSTA1
Inter – Tel Eclipse	CSTA	CSTA1
Mitel SX-2000 Lite	Talk to CT Connect	CSTA1
NEC 2000 & NEC 2400 NEAX IMS Series	Envox Gateway for NEC Switches	CSTA2
Nortel Meridian 1 Options 11C/61C/ 81C Switch software X11 R24/R25 Succession 3.0	Symposium MLS 4.2/5.0 SCCS 5.0 SECC 4.2	Meridian Link Services Interface
Nortel DMS100/SL-100	NA017/SCAI17	CompuCALL
Nortel Matra MC 6500	CSTA	CSTA1
Philips SOPHO iS3000	CSTA	CSTA1
Rockwell Spectrum R7.1 or higher	Rockwell CSTA Gateway V1.2	CSTA
Rockwell Transcend V3.0 or higher	CSTA	CSTA
Siemens HICOM 300E (European)	Callbridge version 3.0 or later	CSTA1
Siemens HICOM 300E (North America) (Former Siemens Rolm 9751 Rel 9006)	CallBridge for Workgroups V2.1 CallBridge for Workgroups V3.0 and later	CSTA1
Siemens HICOM 150E Office Siemens Hicom 150 H	CSTA	CSTA1, CSTA2 and CSTA3
Siemens Hipath 3000, 4000 series	CAP V2.0	CSTA2
Siemens Realitis V7.1.003	CSTA Callbridge for DX V 7.1.0.0.2	CSTA1



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Application Programming Interfaces

Envox CT Connect is distinctive in the range of APIs it offers. All of the APIs described below are available for the standard version of the software. All client modules provide a consistent CSTA-based programming interface (CTC API) for use by developers of advanced call center applications

- Native C-based API
- A platform-independent API for Java for creating a single portable application. This API simplifies integration with any desktop- or server-based application supporting the Java 2 Runtime Environment (JRE)
- Version 2.1 of the Microsoft Telephony API (TAPI) on the Windows operating systems, supporting desktop telephony applications through Envoy CT Connect and eliminating the need for individual desktop telephone interface devices
- ActiveX controls on the Windows operating systems that model a single Envoy CT Connect telephone device, simplifying integration with many ActiveX-compatible desktop applications. ActiveX controls support a subset of the API Envoy CT Connect call controls
- An open management API on all supported client systems for creating management and monitoring applications
This API provides an interface enabling the monitoring and management of the software server and retrieval of server-related statistical information

Envoy CT Connect supports multiple applications using all of these APIs interchangeably and concurrently. Subsets of these APIs are available for the special versions. Contact Envoy for the latest information on available APIs and commercial application software packages that are compatible with the software.

Envoy CT Connect Additional Products

- * CSTA Switch Simulator
- * Envoy Enhanced SDK
- * Envoy Call Information Manager
- * Gateway for NEC Switches