rsi
realsoftinc.com

Universal CTI

AVAYA
DEVCONNECT
PLATINUM

BENEFITS

- Service Oriented Architecture and Open Standard's based framework.
- Seamless integration between agent assisted and self service applications.
- Integrates with multiple Contact Center applications and platforms.

FEATURES

- Web Service Interface to CTI-enable any application.
- Common interface for disparate CTI Servers.
- Abstracts vendor specific details.
- Enhances application developer's productivity.
- Easy-to-use Configuration Wizard for set-up.
- Handles 1000 concurrent sessions.
- Greater uptime for critical applications by monitoring CTI Server connections and alerting end users upon failures.

OVERVIEW

Traditionally, Computer Telephony Integration (CTI) integrates the telecom system, IT Infrastructure, and software applications with customer data. This integration was typically difficult to use and required a significant level of sophistication. Universal CTI is an enterprise-level CTI messaging service that provides an open and easy way to provide seamless integration between agent-assisted service and self service application.

The purpose of Universal CTI is to provide a software bridge between the various computers and telephone systems in call center environments. Applications made possible by Universal CTI include screen pop, coordinated call-data transfer between agents and Interactive Voice Response (IVR) integration, which transfers caller-entered IVR information to agent desktop PCs. By integrating computers and telephone systems, Universal CTI applications allow call centers to realize significant advances in both agent productivity and quality of customer service. The service oriented architecture of Universal CTI provides a WSDL (web services based) interface for agent desk top applications or self service (IVR) applications to communicate to the CTI Server (Genesys T-Server/CISCO ICM/ Avaya AES) in a given call center. In an open environment, a call center solution may consist of multiple CTI servers in disparate locations from multiple vendors running multiple applications simultaneously. In such a situation, it's no longer possible to develop applications with custom interfaces to each one of these CTI servers, maintain the applications, and change applications as business requirements change without a dedicated staff to manage the various CTI interfaces.

Some of the Methods supported by Universal CTI include:

- GetCallInformation (ANI, DNIS, CallID)
- GetUserData
- GetAllUserData
- AddUserData
- DeleteUserData
- DeleteAllUserData
- RouteRequest
- TransferCall
- MakeCall
- EndCall
- AddMultipleUserData
- GetMultipleUserData
- CallStart
- CallEnd

Universal CTI

COMPONENTS

Universal CTI consists of the following components :

1. WSDL: These are the Access-Points that provide the connectivity between the applications and the CTI Services.
2. Configuration and Administration: The user can configure new connectors to communicate to different CTI engines and monitor the connections through this module.
3. Reporting: UCTI provides report generation facility for user login & logout time including creation, deletion or any alteration time of connectors. Also, WSDL access analysis report can be obtained on per connector and method basis including average response time for connector.

ARCHITECTURE
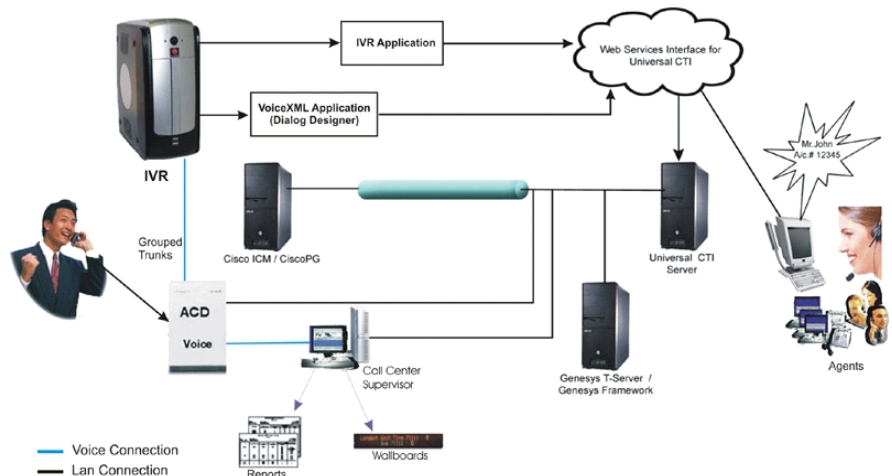
ABOUT RSI

Real Soft Inc. (RSI) is a United States-based global provider of information technology solutions. Headquartered in Cranbury, New Jersey and with its offshore center-of-excellence located in India, RSI provides "follow the sun" support and services. Since 1991, RSI has been delivering exceptional value to several companies. RSI is quality compliant; ISO 9001:2000 certified and has achieved SEI-CMM Level 4. RSI's Speech Enterprise Solutions (SES) Practice provides expertise in Interactive Voice Response (IVR), Customer Relationship Management (CRM), TDM and IP Based Voice Platforms, Computer Telephony Integration (CTI) and Advanced Speech Recognition. RSI's technology and IT services expertise caters to the requirements of the Banking and Finance, Telecom, Retail, Government and Life Sciences verticals.

Universal CTI