



Envox CT Connect

Envox CT Connect™ is standards-based CTI software that allows application developers and systems integrators to create voice self-service, contact center and unified communications solutions for IP and TDM networks at dramatically lower cost by providing out-of-the-box integration with all major communications systems.

The Industry's Leading CTI Software

Some of the world's largest organizations use Envov CT Connect to add CTI capabilities, such as intelligent routing, screen pops, and monitoring functions, to their contact center applications. In fact, Envov CT Connect has CTI enabled more than 1 million agent seats worldwide.

Out-of-the-Box Connections with All Leading IP and TDM PBXs/ACDs

Developers choose Envov CT Connect as their CTI software because it reduces the development time, cost and complexity of developing CTI applications. Envov CT Connect eliminates many of the costs associated with traditional proprietary CTI products by leveraging industry standards, such as CSTA and SIP, to link corporate data networks with IP and TDM phone networks. In addition, Envov CT Connect is fully compatible with more than 30 PBXs/ACDs, including both IP and TDM versions from leading providers such as Avaya, Nortel, Cisco, and Siemens, allowing you to leverage a single integration with Envov CT Connect to make your application compatible with all of the PBXs/ACDs that Envov CT Connect supports. Plus, the capabilities of Envov CT Connect can be accessed through multiple API's so you can choose the API that best matches the skills of your development team or your corporate IT architecture.

Optimizing Contact Center Efficiency and Personalizing the Customer Experience

Envov CT Connect enables you to add CTI applications such as:

Intelligent Routing – Leverage telephone network information, such as ANI and DNIS, and data entered at the IVR to route the call to the proper geographical location or to the best qualified agent, eliminating unnecessary transfers and resulting in increased first call resolution rates.

Screen Pop – Instantly retrieve customer data from your CRM system or enterprise database and display it on the agent's screen when they receive the call. Screen pops shorten call time by 20 seconds or more and enable agents to up-sell and cross-sell products and services.

Call Monitoring – Recording, and subsequently analyzing, the recorded calls allows you to monitor the effectiveness of your operating procedures and staff members, and, identifies areas for staff training or process improvements.

Click to Call – Using Envov CT Connect you can develop applications that optimize your organization's workflow. Outbound dialing applications that enable agents to make calls with a single mouse click from a computer save time and are more accurate. Organizations making a high volume of outbound phone calls can realize significant savings by slashing time lost to mis-dialed numbers.

Applications

- CRM/e-CRM
- Call recording and quality monitoring
- Workforce management
- Contact center
- Help desk
- Interactive voice response (IVR)
- Screen pop

Features and Benefits

- Supports industry standard hardware, operating systems, network services and programming interfaces, allowing quick integration of intelligent call control into business applications.
- Supports both circuit switched and packet switched communication environments
- Industry-standard network environments - Reduce costs by using current networking environment interface



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Switch/ACD	Switch Interface	Switch Interface/Protocol
Alcatel 4200 Alcatel 4400 Alcatel OmniPCX Office Alcatel OmniPCX Enterprise 6.1	CSTA CSTA CSTA CSTA	CSTA1 CSTA1 CSTA1 CSTA2
Asterisk	TCP/UDP	SIP
Avaya DEFINITY G3 Avaya DEFINITY G3 Avaya S8xxx IP range Avaya S8xxx IP range Avaya S8xxx IP range Avaya IP Office 3.1 Avaya INDeX 9.0 Avaya Tenovis Integral 33X(formerly Bosch)	ACM 3.0 DLG/MAPD ACM 3.0, AES, DLG/CLAN ACM 3.0 DLG/MAPD ACM 3.0, AES, DLG/CLAN ACM 3.0, AES, TSAPI TAPI CSTA CSTA	ASAI ASAI ASAI ASAI ASAI TAPI CSTA1 CSTA1
Cisco CallManager v4.1	Envox CT Connect Gateway for Cisco CallManager	JTAPI
Comdial DXP/DXP Plus	CSTA	CSTA1
Coral ISBX	CSTA	CSTA1
Deutsche Telecom Octopus E300/800	CSTA	CSTA1
EADS Intercom Telecom PointSpan M6500	CSTA	CSTA1
Ericsson MD110 BC8 to BC12	Application Link 4	CSTA1
Mitel SX-2000 Lite	Talk to CT Connect	CSTA1
NEC 2000 & NEC 2400 NEAX IMS Series	Envox CT Connect Gateway for NEC switches	CSTA2
Nortel Meridian 1 Options 11C/61C/ 81C switch software X11 R19 through R25 Nortel Communication Server 1000M switch software 4.5 Nortel Communication Server 1000M switch software 4.5	Symposium MLS 4.2/5.0 Symposium 5.0 Nortel Contact Center Manager 6.0 (CCM 6.0)	Meridian Link Services Interface Meridian Link Services Interface Meridian Link Services Interface
Nortel DMS100/SL-100 Nortel Matra MC 6500	NA017/SCAI17 CSTA	CompuCALL CSTA1
Philips SOPHO iS3000	CSTA	CSTA1
Rockwell Spectrum R7.1 or higher Rockwell Transcend V3.0 or higher	Rockwell CSTA Gateway V1.2 Rockwell CSTA Gateway V1.	CSTA CSTA
Siemens HICOM 300E (European) Siemens HICOM 300E (North America) (Former Siemens Rolm 9751 Rel 9006) Siemens HICOM 150E Siemens HiPath 3000, 4000, and 5000 series Siemens Realitis V7.1.00	CallBridge version 3.0 or later CallBridge for Workgroups V2.1 or later CallBridge for Workgroups V3.0 or later CSTA CAP V3.0 CSTA CallBridge for DX V 7.1.0.0.	CSTA1 CSTA1 CSTA1 CSTA2 and CSTA3 CSTA1

Choose the API That Suits Your Needs

- C
- Java
- Web services
- ActiveX
- Open management API - on all supported client systems for creating management and monitoring applications.

License Options

Envox CT Connect provides call control, monitoring and recording for telephony devices (phones, route points, queues, etc.)

- Low – 32 devices
- Mid – 75 devices
- Full – unlimited devices

Call Monitoring License Options

- Monitor-Only – monitor telephone resources & receive information about calls
- Monitor Plus - monitor tele phone resources & support for single step conferencing

Additional Licenses

- Call Information Manager single or multiple site licenses

Compatibility

- Call Information Manager is compatible with Avaya, Nortel, Siemens and Alcatel switches/ACDs only

Please note: All features in 3rd party products may not be supported. Contact Envox for detailed information



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