

Envox CT Connect Gateway for Cisco CallManager 7.0

The Envov CT Connect Gateway™ for Cisco® CallManager dramatically lowers the cost of integrating voice self-service, contact center, and unified communications solutions with Cisco-based networks.

Used in conjunction with Envov CT Connect, our standards-based CTI software, the Envov CT Connect Gateway for Cisco CallManager allows developers and systems integrators to easily add CTI capabilities, such as intelligent routing, screen pops, and monitoring functions, to their solutions and integrate those solutions with networks that include Cisco Unified CallManager – one of the leading switches deployed in VoIP-based infrastructures.

In addition, Envov CT Connect provides out-of-the-box integration with more than 30 additional PBXs/ACDs, so that developers and systems integrators can deploy those same solutions in all major contact center and enterprise telephony environments with little or no additional application development.

Commitment to Industry Standards

Envov CT Connect and the Envov CT Connect Gateway for Cisco CallManager leverage leading, standards-based interfaces, such as SIP, CSTA, and JTAPI to eliminate the high costs associated with specific proprietary interfaces. Our standards-based approach not only shields application developers and systems integrators from the technical details of integrating with each individual PBX/ACD, but also accelerates their ability to integrate a single application with multiple PBXs/ACDs.

The Envov CT Connect Gateway for Cisco CallManager facilitates communication with Cisco networks by acting as a protocol converter that translates CSTA service requests from Envov CT Connect to Cisco CallManager JTAPI requests that can be processed by Cisco CallManager. Likewise, the Envov CT Connect Gateway for Cisco CallManager converts JTAPI responses and events from Cisco CallManager to CSTA responses and events that can be sent to the application by Envov CT Connect.

Features and benefits

The Envov CT Connect Gateway for Cisco CallManager significantly simplifies and accelerates CTI application development for Cisco-based networks.

Call Control Capabilities

The Envov CT Connect Gateway for Cisco CallManager enables third party call control of Cisco IP stations. Applications can assign these stations to monitor status and initiate third party call control functionality including the ability to make calls, answer calls, hold, transfer and conference calls.

The following CSTA services are supported by the Envov CT Connect Gateway for Cisco CallManager:

- Answer Call
- Call Forward (Immediate/All)
- Clear Connection
- Conference
- Consultation Call
- Hold Call
- Make Call
- Monitor Start
- Monitor Stop
- Park Call
- Reconnect Held
- Retrieve Call
- Route Request
- Route Select
- Single Step Transfer
- Snapshot Device
- Transfer

System Requirements

Cisco Call Processing Software

- Cisco CallManager 4.1 and Cisco Unified CallManager 5.0

CTI Software

- Envov CT Connect 7

Operating System

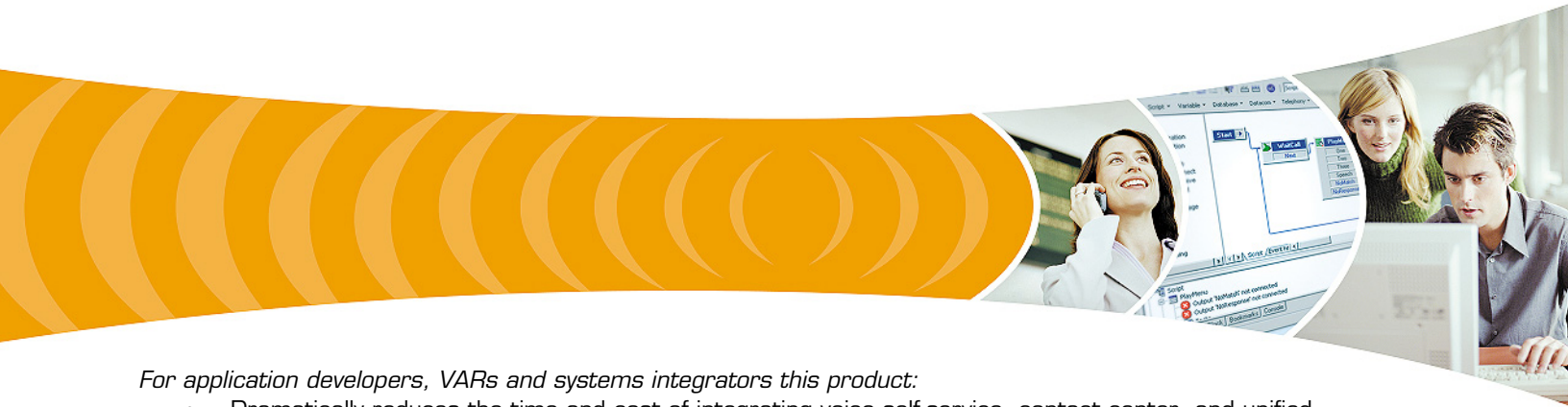
- Windows XP Professional or Windows 2003



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For application developers, VARs and systems integrators this product:

- Dramatically reduces the time and cost of integrating voice self-service, contact center, and unified communications solutions with Cisco-based networks. If those solutions already rely on Envoy CT Connect for their CTI capabilities, they can be deployed with little or no additional application development.
- Provides a single CTI interface that can be leveraged across all major communication environments including both IP and traditional TDM telephony environments from Avaya, Nortel, Siemens, Cisco, and others.

For enterprises and service providers, this product:

- Reduces overall maintenance costs and network complexity, especially in networks with PBXs/ACDs from multiple vendors, by standardizing on a single CTI software product.
- Provides flexibility to upgrade all or part of their network to a Cisco infrastructure without having to replace or modify their applications. For example, an enterprise using Envoy CT Connect to integrate their applications with Nortel switches could convert one of their sites to a Cisco switch without needing to change their applications or their CTI interface.

Ordering Information

To evaluate the Envoy CT Connect Gateway for Cisco CallManager and Envoy CT Connect, visit www.envoy.com/gettingstarted.



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