

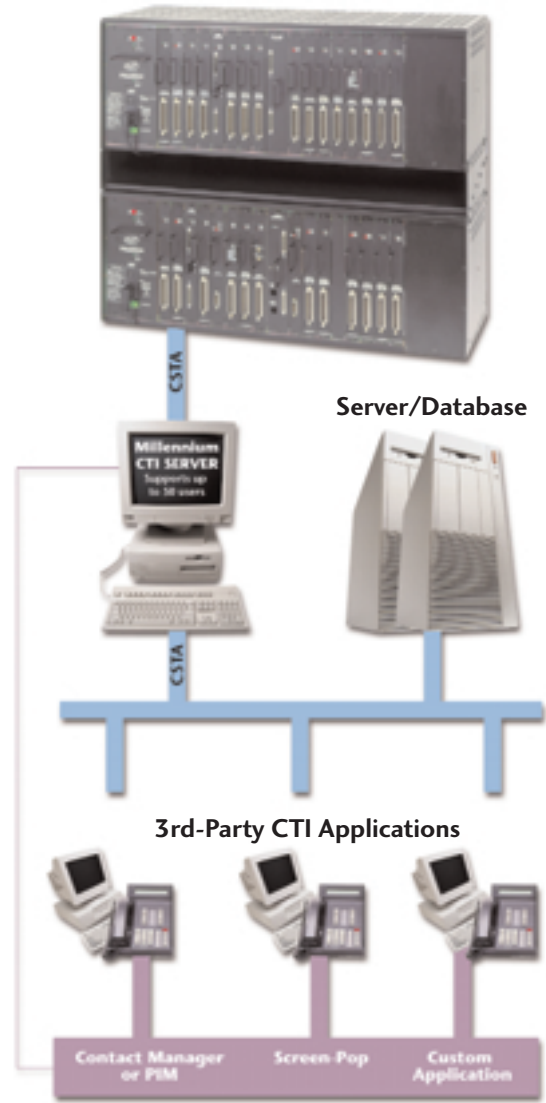
# Millennium<sup>®</sup> CTI

As business transactions are still taking place over the telephone, computer telephony integration (CTI) can offer many benefits to companies. Whatever their business or size, all companies have telephone-based customer service departments overloaded with phone calls, resulting in customers having to wait and then answer a long list of questions before the real purpose of the call is established. Sometimes callers are transferred to many different departments before reaching someone able to assist them. This type of service results not only in errors in data entry and information relayed to a caller but also in unhappy, frustrated customers. CTI offers the ability to improve both productivity and customer service responsiveness.

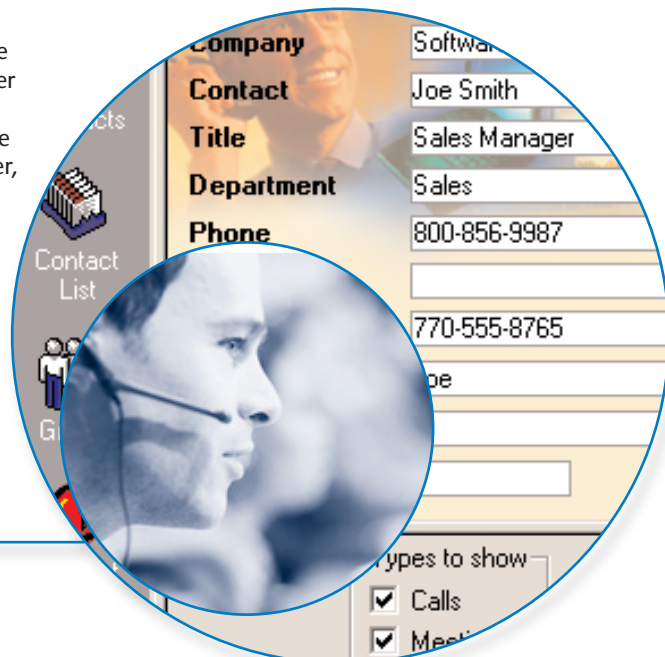
With the Millennium CTI Server, caller information (name, address, account number, etc.) can be automatically sent to your existing contact management application and displayed before the call is answered. If the caller needs to be transferred, the same information is passed on to the next agent. This not only shortens the average duration of the call but also maximizes the number of talk minutes per hour, thereby reducing your network costs and required number of staff. At the same time, customers will be impressed with faster, more personalized service!

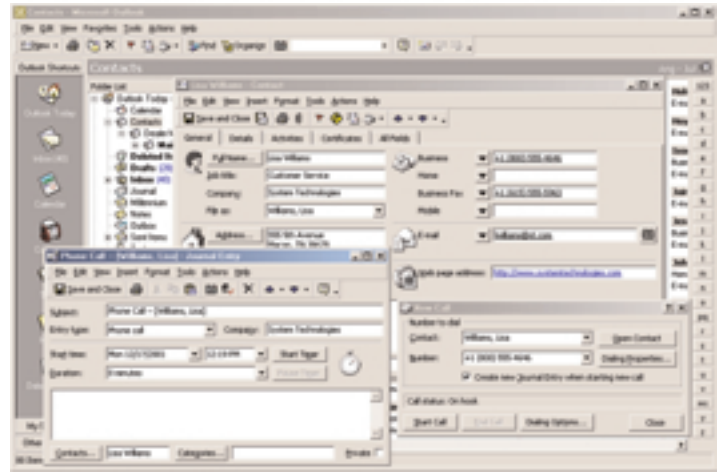
**The result:** A CTI-enabled small company or department can now be as equally competitive as the largest dedicated call center, serving their customers with a greater level of service.

## Millennium



*The CTI Server network configuration shows the various devices that can be used with the server to deliver CTI functionality at the desktop.*





Applications that support TAPI 2.1 include the popular contact management package ACT! from Symantec as well as Microsoft Outlook as shipped in the Microsoft Office Suite.

### The Millennium CTI Server

The Millennium CTI Server is designed to help you build sophisticated, cost-effective computer telephony solutions. It integrates with the sophisticated business features of the Millennium Digital Communications Platform to combine voice and data communications and improve performance and customer satisfaction in business and call center environments. The system provides visual call control and call monitoring to enable presentation of caller information based on several number identification applications, as well as integrates with existing customer databases and third-party applications.

### Support for Industry Standards

The Millennium CTI Server is a standards-based solution that extends the Millennium's native Computer Supported Telephony Application (CSTA) interface to include support for third-party CSTA, Telephony Server Application Programming Interface (TSAPI), and Windows Telephony Application Programming Interface (TAPI) applications. The server runs on the Linux™ operating system and acts as a network liaison between the Millennium and LAN-connected client PCs that can host a variety of third party and custom software packages.

### CTI Server Applications

Combining the Millennium CTI Server with computer telephony software applications can provide:

**Call Control:** The computer application takes control of the telephone to send commands to setup, answer, hold, and transfer calls automatically.

**Screen Pop:** Calling party information is presented on the computer screen automatically when the call rings the user's desktop telephone.

**Contact Management:** Integrating contact databases with your Millennium system enables a single point of management for all contacts and correspondence.

**Preview Dialing:** Application allows the computer user to make calls from their screen rather than their telephone.

### Key CTI Server Features:

- CSTA, TSAPI, TAPI and VERSIT support
- Visual call control and call monitoring
- 3rd-party software integration
- Screen-pop based on Caller ID, ANI, or DNIS
- Standards-based solution utilizing the Linux™ open architecture

### Telephony Service Provider

eOn's Telephony Service Provider (TSP) software is provided with the CTI Server to offer integration between the Millennium CTI Server and 3rd-party TAPI-compliant software applications. The TSP supports Microsoft's TAPI version 2.1, an industry standard for connecting desktop applications to a communications system. It is ideal for interfacing many shrink-wrapped desktop Windows applications to the CTI Server. Third-party TAPI-compliant applications, such as PC-phone control, contact management, personal information managers, and intelligent "screen pop" software, can be integrated cost effectively with the call processing features of the Millennium.

### CTI Server Developer's Toolkit

With the CTI Server Software Development Toolkit, software developers and system integrators can integrate their business applications with the CTI Server to provide single-agent monitoring applications to sophisticated software phone control. The toolkit provides technical information needed to facilitate the integration of your software application to the Millennium platform.

