



Avaya™ Computer Telephony

**Combining the Power of Your Communications System
with Customer Data Intelligence**

Converged Voice and
Data Networks
Customer Relationship
Management
Unified Communication

Supported by:
Avaya Labs and Services

Award-winning Avaya Computer Telephony from Avaya can significantly enhance the levels of customer care and responsiveness that your business provides by seamlessly combining the power of your communications system with critical business intelligence.

Part of the Avaya Customer Relationship Management (CRM) solutions portfolio, Avaya Computer Telephony is server software that integrates your Avaya DEFINITY® Communications Servers and the new Avaya Media Servers with your business data environment. It links the call information and call controls enabled by the Avaya DEFINITY system with customer information in your databases—enabling applications that differentiate your business from the competition.



And, Avaya Computer Telephony is designed for platform independence, to support a rich set of applications and open client-server architectures and standards. So, your business can get maximum competitive advantage from the latest CTI applications while protecting your existing IT investment.

Beyond Basic CTI

Avaya Computer Telephony is a LAN-based CTI solution consisting of server software that integrates powerful Avaya DEFINITY telephony and data resources without requiring special phones, connectors, PC circuit packs, or new wiring at every workstation.





Avaya Computer Telephony also simplifies the infrastructure needed to support multiple call center applications written to different Application Programming Interfaces (APIs). This allows you to maximize your existing network and equipment investments by using a single Windows NT-compatible server running "off-the-shelf" and/or customized software solutions.

And, with the power to support capabilities far beyond simple "screen pops," Avaya Computer Telephony enables a variety of call center and general business applications, including:

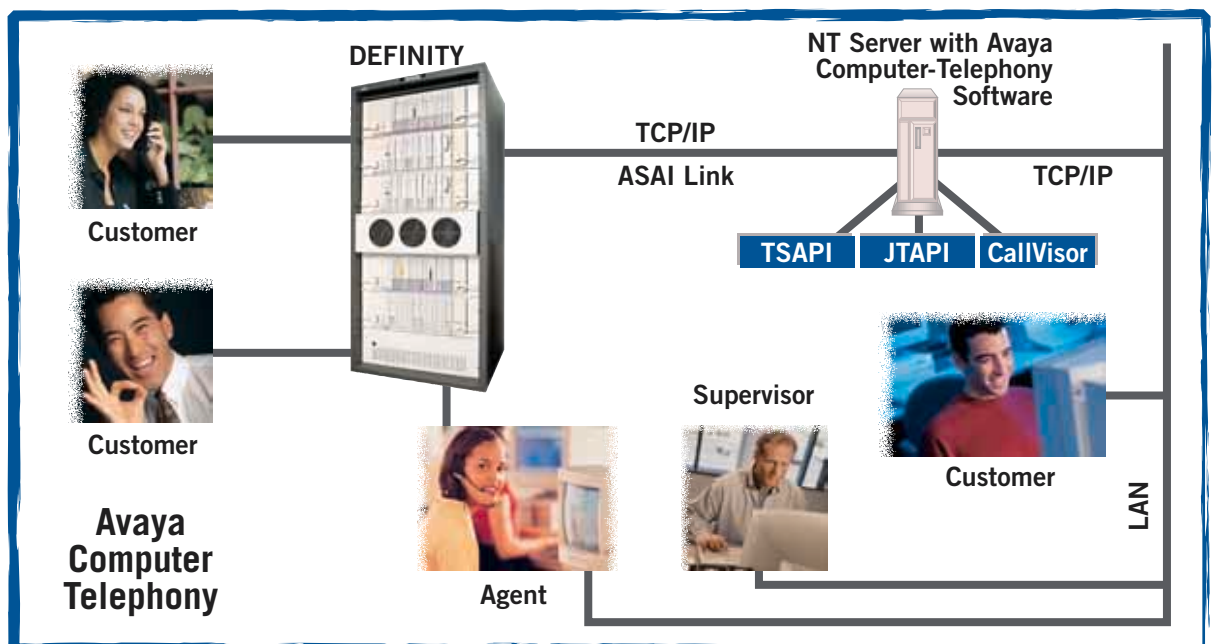
- Intelligent call routing
- Business process automation
- Automated call handling (inbound and outbound)
- Agent desktop automation
- Directory and file management
- Database information management

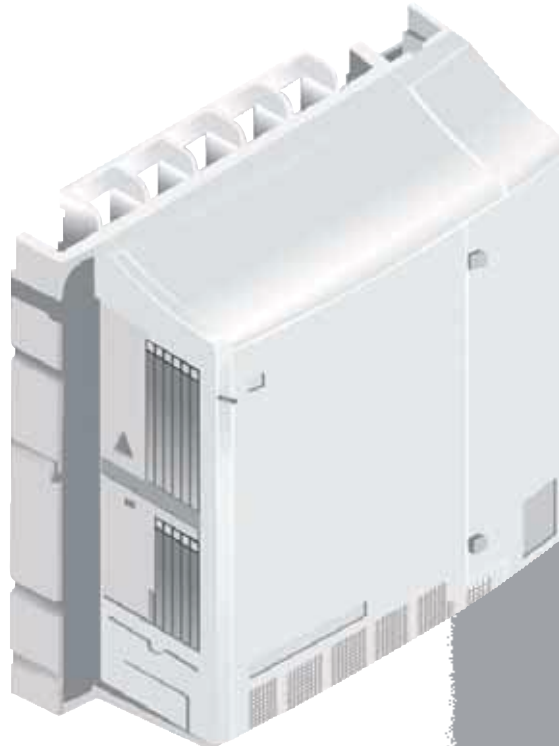
- Web-enabled communications
- Enhanced Avaya DEFINITY ASAI (Adjunct Switch Application Interface) features
- And much more.

Maximum Flexibility for Your Business Applications

Applications developed using Avaya Computer Telephony software may be server-based or desktop-based. Either way, the applications will have access to the full set of Avaya DEFINITY ASAI features and capabilities for call control and handling.

And by supporting applications that run in different computing environments, Avaya Computer Telephony provides maximum flexibility. It can integrate everything from your Automatic Call Distribution (ACD) capabilities and your mainframe and server-based business applications, to your agent telephones and desktop tools.





Supporting Leading Industry Standards

As part of its commitment to open standards and platforms, Avaya supports the CTI protocols used by most independent software vendors (ISVs). In fact, Avaya Computer Telephony comes with a Software Development Kit to enable you or your software developer to write your own Avaya DEFINITY-based applications for use with the Avaya server software.

By supporting widely adopted and industry-leading interfaces—such as TSAPI and the Java-based JTAPI—Avaya Computer Telephony further extends your ability to integrate the latest applications. It supports LAN-based computing and telephony resources as well as intranet platforms and the Web.

That means your business can take advantage of an array of software applications designed to enhance call center operations. In addition, you can use popular browsers to integrate Web capabilities into your call center—supporting multimedia messaging and communication via the Internet, to create a multimedia contact center.

One Source for All the Support You Need

Just as Avaya Computer Telephony provides an open, platform-independent, reliable, single-server approach to integrating the latest applications into your call center, Avaya provides a single source for all your communications technology and integration needs.

Avaya delivers seamless solution integration with professional services support for everything from consulting, planning, and design to installation, training, and management. Avaya also offers comprehensive support options for ongoing maintenance and service, to protect your investment and meet your needs long into the future.

To learn more about Avaya Computer Telephony and other Avaya CRM solutions, contact your Avaya Client Executive or Authorized BusinessPartner today. Or, visit our Web site at avaya.com/solutions.



Avaya Computer Telephony System Requirements

Avaya DEFINITY Communications Server:

- CallVisor® ASAI link activation
- AvayaDEFINITY LAN Gateway
- Optional Avaya™ Interactive Voice Response or Avaya DEFINITY ACD software

Server Platform:

- Pentium 233 MHz or higher, minimum 64 MB RAM
- 90 MB available disk space required for installation
- Two Network Interface Cards (NICs)—one for client access and one to connect the CTI link to the Avaya DEFINITY switch (Avaya DEFINITY LAN Gateway)
- CD-ROM drive
- 3.5" floppy drive (for license disks)
- Minimum 350 MB hard drive (including Operating System)
- Server Software
 - Operating System—Windows NT 4.0 Workstation (Windows NT Server 4.0 recommended); Windows Service Pack 4
 - Network System—Microsoft TCP/IP Protocol Stack

TSAPI applications can run on the Windows NT server or one of the following client platforms:

- Microsoft Windows 95, 98, or NT
- UnixWare

For JTAPI-based applications:

- Any platform with a Java virtual machine that supports Java Development Kit v1.02 or later
- Browser Support—Netscape Navigator 3.x or 4.x, or Internet Explorer 4.x

For CallVisor PC or CallVisor LAN:

- Solaris x86, SPARC Solaris
- SCO UnixWare
- Microsoft Windows NT 4.0

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