Enghouse Interactive

CTI Connect

CTI INTEGRATION AND OPTIMISATION SOFTWARE

Enghouse Interactive CTI Connect is a standards-based CTI software solution that allows application developers and systems integrators to create voice self-service, contact centre 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 organisations use CTI Connect to develop solutions and add CTI capabilities, such as intelligent routing, screen pops, and monitoring functions, to their contact centre applications. In fact, CTI Connect is utilised by more than 1 million contact centre agents worldwide.

Connects with All Leading PBXs/ACDs

Developers and systems integrators choose CTI Connect as their CTI software because it reduces the development time, cost and complexity of building CTI applications. CTI Connect eliminates many of the costs associated with proprietary CTI products by leveraging industry standards to link corporate data networks with IP and TDM phone networks. In addition, CTI Connect is fully compatible with many PBXs/ACDs from leading providers such as Avaya, Cisco, Alcatel, Microsoft and Siemens, allowing you to leverage a single integration with CTI Connect to make your application compatible with all of the PBXs/ACDs that CTI-Connect supports. Plus, the capabilities of CTI 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.

Benefits

- Dramatically lowers the cost of computer telephony integration

- Out-of-the-box integration with all major CRM and PBX systems

- Skills based routing provides improved first call resolution rates

- Screen-pop and Caller identification reduces call times

- Click-to-dial improves efficiency and eliminates calling errors

- Provide a personalised and knowledgable service to customers

- Easily identify opportunities to up-sell and cross-sell based on interaction history

- Leverage investment in existing contact centre platforms

- Migrate quickly and cost effectively to Microsoft Lync

Optimising Contact Centre Efficiency and Personalising the Customer Experience

CTI 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.

- Click-to-Dial – Using CTI Connect you can develop applications that optimize your organisation'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. Organisations making a high volume of outbound phone calls can realise significant savings by reducing time lost to mis-dialed numbers.

- Reporting – Using CTI Connect with the Call Information Manager enables generation of call reports, such as a report for abandoned calls.

Any Contact Centre, Any PBX

As CTI Connect supports most leading platforms, organisations can easily migrate or extend their existing contact centre onto other PBX's. This represents huge cost savings for organisations with multi-vendor switch environments as they can use one contact centre solution across all their PBX estate.

Lync Enable Your Contact Centre

Many organisations large and small are migrating to Microsoft Lync to provide telephony functionality to the desktop. Lync offers some compelling cost savings, but organisations looking to trial Lync for their contact centre operations need to balance these savings against the cost of purchasing, training and deploying a new contact centre, or the administrative headache of running 2 separate contact centres – one for their existing PBX and one for Lync.

Whether you are trialling just a few agents or planning a full migration, CTI-Connect seamlessly integrates your existing contact centre technology with Lync, so you can fully leverage all your investments:

- Enables existing third party Call centre CTI applications to have direct access to the Microsoft Lync platform

- Minimal programming changes to the original application

- Faster time to market

- CTI Connect uses UCMA to connect into Lync using Microsofts native APIs.

- UCMA 3 has 1st party call control. CTI Connect emulates third party call control, meaning that your existing application can transfer and conference calls on Lync the same as with traditional PBXs

Choose the API That Suits Your Needs

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

License Options

- Full Call Control - CTI Connect provides call control and monitoring for telephony devices (phones, route points, queues, etc.)

- Monitor-Only – monitor telephone resources and receive information about calls

- Monitor Plus - monitor telephone resources and support for single step conferencing

- Call Information Manager – used to store and transport call information in addition to the switch supported data element. Also allows transport of call data between different telephone switches/sites.

Switch Support

Contact your Enghouse Interactive representative for information about which switches, PBXs, and ACDs are supported by CTI Connect, or login to our partner portal.

"CTI Connect allows us to easily incorporate sophisticated CTI functionality into our contact center offerings helping enterprises to increase customer satisfaction, agent productivity and revenue opportunities."

Theresa Vanlaeken, Product Manager Customer Experience
CINCOM SYSTEMS

Why choose Enghouse Interactive?

With over 25 years experience developing solutions that consistently exceed the expectations of our customers and partners, Enghouse has an enviable pedigree.

Enghouse Interactive develops and supplies the widest range of customer contact solutions on the market. Through our extensive network of reseller partners, we are helping thousands of organisations of all sizes, industries and complexity across the world to improve their service, productivity and operational efficiency.

Enghouse Interactive's integrated suite of solutions includes multi-channel contact centre, self-service, attendant operator consoles and workforce optimisation. This wide portfolio places us in the unique position to offer customers and partners a complete, fully featured solution from a single vendor.

Our solutions scale from a single site call reception console to multi-tenanted, multi-media contact centres with users in excess of 10,000. We have more than 1 million agent seats handling over 1 billion interactions through our systems daily – making Enghouse Interactive one of the biggest providers of customer contact solutions in the world.

About Enghouse Interactive

Enghouse Interactive develops and supplies the widest range of customer contact solutions on the market through an extensive network of value-added partners. Enghouse Interactive's integrated suite of solutions includes multi-channel contact centre, self-service, attendant operator consoles and workforce optimisation. These solutions enable organisations to classify and respond to customers in the way that they want: quickly, efficiently and successfully, with minimal effort.

Learn more at www.enghouseinteractive.co.uk