

Nortel Networks IVR CTI Integration Packages

A Suite of Digital Call Control Interfaces

Nortel Networks Interactive Voice Response Computer Telephony Integration (IVR* CTI) Packages provide a suite of digital call control interfaces that deliver Automatic Number Identification (ANI) and Dialed Number Identification Service (DNIS) information to Nortel Networks interactive voice response systems. This suite of products provides an open, yet integrated environment for enhanced voice processing, call/data delivery and other call center-related applications in client/server installations. By enabling seamless integration and faster implementation, IVR CTI Integration Packages can reduce your total cost of ownership and accelerate your return on investment.*

Nortel Networks IVR CTI Integration Solutions

The component products—which include Nortel Networks Peri-IPML, Peri-ICM, CTI Desktop Component Toolkit, IVR-SCCS (Symposium* Call Center Server), and IVR-TAPI—greatly increase the efficiency of call centers when operating with the Nortel Networks Meridian 1* (M1) and DMS*/SL-100* PBXs. Nortel Networks offers additional IVR/CTI interfaces for third-party systems, including Avaya ASAI, Cisco/GeoTel, and Genesys T-Server.

Peri-IPML Integration Package

Peri-IPML is a native integration between the Nortel Networks IVR and the M1 PBX that allows efficient utilization of IVR and switch resources. Peri-IPML allows the Nortel Networks IVR to collect ANI and/or DNIS information from the M1. It features digital control for CTI-based call transfers, which saves up to four seconds per call, and enables digital (CTI) login and logout of VPS/is ports as ACD agents.

Peri-IPML and Peri-ICM configuration with PeriLink Server

A Meridian Link connection to the M1 PBX or Meridian Link Services to SCCS is required, which permits VPS/is digital control of calls extended to VPS/is by either the M1 or calls routed to VPS/is by SCCS. This control enables the voice processing system to extract ANI/DNIS information related to the call, digitally transfer the call in a supervised or unsupervised manner, and allows VPS/is to digitally log in its ports to the ACD group representing the IVR.

Peri-ICM Integration Package

Peri-ICM creates efficient utilization of IVR and switch resources through its support of the Nortel Networks DMS100 and MSL100 local switching systems. With its native ICM Link implementation, Peri-ICM passes ANI/DNIS information from the ICM link to Nortel Networks IVRs. Peri-ICM provides for digital login of IVR ports as agents, and features digital call control for CTI-based call transfers. Like Peri-IPML, Peri-ICM enables call centers to save up to four seconds per call, due to silent fast transfers, and eliminates the need for DTMF IVR port logins.

Other IVR benefits of the Peri-IPML and Peri-ICM integration packages include:

- Preferred customer treatment and priority
- Different caller treatments, based on skill set availability

Peri-IPML Release 2.0

CTI Desktop Component Toolkit

The CTI Desktop Component Toolkit consists of an ActiveX Server and a suite of ActiveX controls that utilize Peri-IPML or Peri-ICM as the CTI server. The ActiveX server allows developers to design their own GUI and console-based applications, while the suite of ActiveX controls provides out-of-the-box GUI implementation for screen pop, software telephony functionality and agent mode controls.

When used in conjunction with Peri-IPML or Peri-ICM, the toolkit allows developers to easily enable CTI applications to receive, display, modify, and send call data for screen pops, and monitor state or event changes during calls. It performs telephony requests and basic agent functions, and supports outbound campaigns and call-back requests. Because it utilizes ActiveX components, the CTI Desktop Component Toolkit is easily integrated into most off-the-shelf, third-party desktop applications.

IVR-SCCS Integration Package

The IVR-SCCS integration package enables a Nortel Networks IVR to connect to the host data exchange (HDX) and real-time statistics multicast (RSM) interfaces on Nortel Networks Symposium Call Center Server (SCCS or Symposium). HDX enables customer-entered data to be passed from the IVR to SCCS, and vice versa, for IVR data-driven skills routing. It allows SCCS to queue calls based on customer-entered data, and enables VPS/is to make call routing decisions based on the data and queries delivered to SCCS. RSM provides real-time skill set, queue and agent statistics from SCCS to VPS/is. It facilitates the creation of “time-in-queue” applications for skill sets and enables IVR routing based on real-time skill set information.

The IVR-SCCS Integration Package enables different caller treatments based on queue information and enables the best match of caller needs to agent skills. This, in turn, allows the call center to offer preferred customer treatment and priority.

IVR TAPI Integration Package

The IVR TAPI Integration Package extends Nortel Networks IVR capabilities by providing an interface to the Nortel Networks TAPI server to drive TAPI screen pops with customer-entered data from the IVR. This provides better information to agents and eliminates the need for customers to provide information more than once.

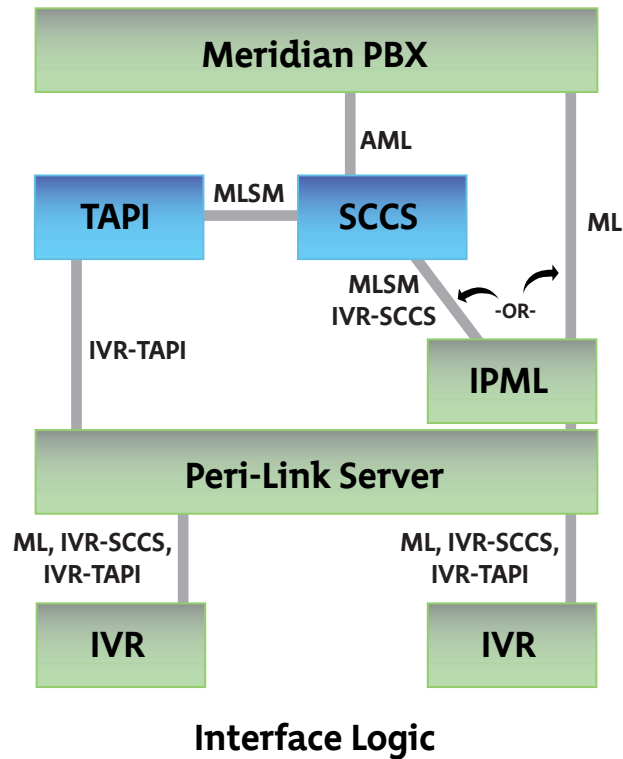


Figure 1: Peri-IPML configuration with Peri-Link Server.

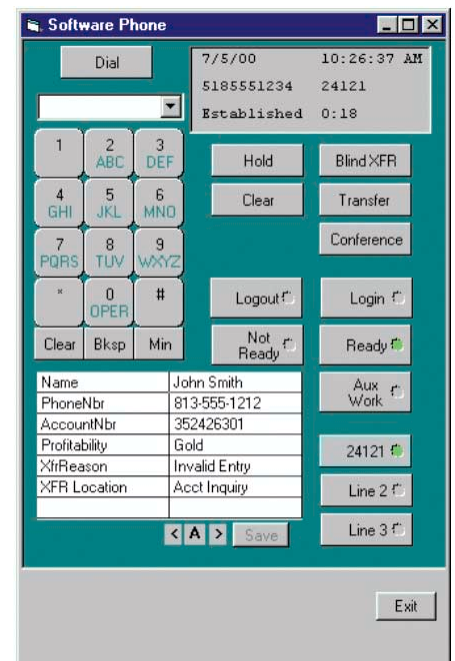
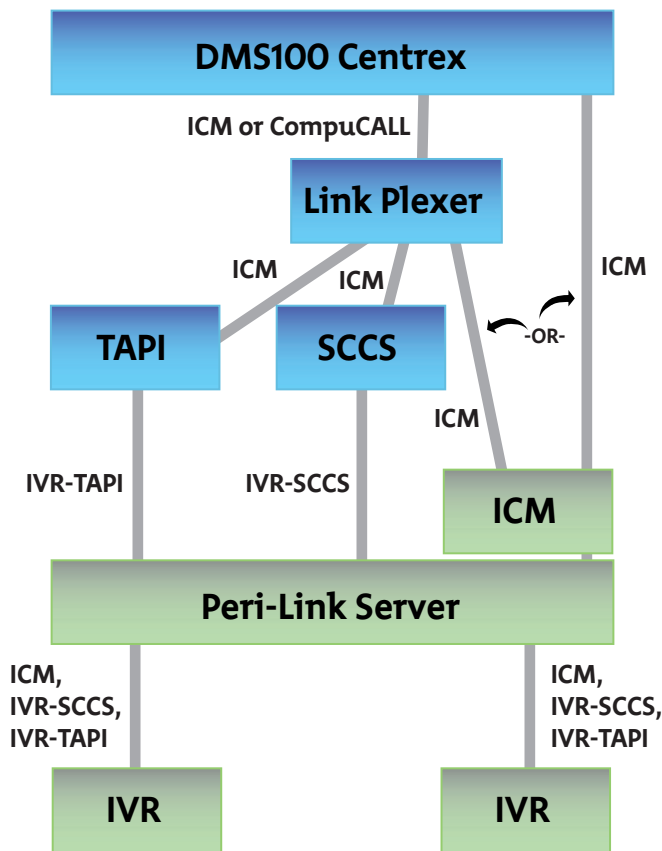


Figure 2: Software Phone developed with the CTI Desktop Component Toolkit.

Peri-ICM Release 2.0



Interface Logic

Figure 3: Peri-ICM configuration with Peri-Link Server.

Nortel Networks Third-Party CTI Interfaces

Nortel Networks Third-Party CTI Interfaces include:

- Integration between the Nortel Networks IVR and **Avaya's ASAI Link** is available via the Nortel Networks CallSPONSOR* product, delivering call control and IVR screen pop.
- **Cisco/GeoTel IVR software**, which provides an interface between Nortel Networks IVR systems and a host computer equipped with GeoTel ICM (Intelligent Contact Management) facilities.
- Genesys T-Server Telephony Link Server (GTSTLS), the Nortel Networks connection interface between Nortel Networks IVR and the Genesys T-Server.

About Us

Nortel Networks Customer Contact and Voice Portal Solutions reflect the deep and wide-ranging experience gained during many years as a global leader in business communications, multimedia contact centers, VoIP, wireless, and high-performance Internet solutions. You can count on Nortel Networks solutions to deliver superior service across all touch points in your business, helping you set new benchmarks for productive and rewarding customer relationships.

For more information on Customer Contact and Voice Portal Solutions, contact your local reseller or sales representative, call 1-800-4NORTEL, or visit our Web site at www.nortelnetworks.com. For more information on our Professional Services, please call 1-800-4NORTEL (Express Routing Code: 1146) or e-mail rpqadmin@nortelnetworks.com. In other countries, contact the sales office nearest you, or visit us on the Web at www.nortelnetworks.com.

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