



Syntellect CT Connect

PRODUCT BRIEF

Syntellect CT Connect™ is standards-based CTI software that allows application developers and systems integrators to create voice self-service, contact center 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 organizations use Syntellect CT Connect to add CTI capabilities, such as intelligent routing, screen pops, and monitoring functions, to their contact center applications. In fact, Syntellect CT Connect has CTI enabled more than 1 million agent seats worldwide.

OUT-OF-THE-BOX CONNECTIONS WITH ALL LEADING IP AND TDM PBXs/ACDS

Developers choose Syntellect CT Connect as their CTI software because it reduces the development time, cost and complexity of building CTI applications. Syntellect CT Connect eliminates many of the costs associated with proprietary CTI products by leveraging industry standards, such as CSTA and SIP, to link corporate data networks with IP and TDM phone networks. In addition, Syntellect CT Connect is fully compatible with more than 20 PBXs/ACDs, including both IP and TDM versions from leading providers such as Avaya, Nortel, Cisco, and Siemens, allowing you to leverage a single integration with Syntellect CT Connect to make your application compatible with all of the PBXs/ACDs that Syntellect CT Connect supports. Plus, the capabilities of Syntellect CT Connect can be accessed through multiple APIs so you can choose the API that best matches the skills of your development team or your corporate IT architecture.

OPTIMIZING CONTACT CENTER EFFICIENCY AND PERSONALIZING THE CUSTOMER EXPERIENCE

Syntellect CT 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

“CT 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 OF CUSTOMER EXPERIENCE
CINCOM SYSTEMS

- 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.
- Call Monitoring – Recording, and subsequently analyzing, the recorded calls allows you to monitor the effectiveness of your operating procedures and staff members, and, identifies areas for staff training or process improvements.
- Click-to-Dial – Using CT Connect you can develop applications that optimize your organization’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. Organizations making a high volume of outbound phone calls can realize significant savings by slashing time lost to mis-dialed numbers.
- Reporting – Using CT Connect with the Call Information Manager enables generation of call reports, such as a report for abandoned calls.



SWITCH SUPPORT

Switch/ACD	Switch Interface	Switch Interface/ Protocol
Alcatel 4200	CSTA	CSTA1
Alcatel 4400	CSTA	CSTA2
Alcatel OmniPCX Office	CSTA	CSTA2
Alcatel A4400 OmniPCX Enterprise	CSTA	CSTA2
Asterisk	TCP/UDP	SIP
Avaya DEFINITY G3	ACM & DLG/MAPD	ASAI
Avaya DEFINITY G3	ACM & AES/DLG	ASAI
Avaya S8xxx IP range	ACM & DLG/MAPD	ASAI
Avaya S8xxx IP range	ACM & AES/DLG	ASAI
Avaya S8xxx IP range	ACM & AES	TSAPI
Avaya IP Office	TAPILinkPro	TAPI2
Cisco CallManager*	CT Connect Gateway for Cisco CallManager	JTAPI
Ericsson MD110 BC8 to BC12	Application Link	CSTA1
Ericsson Business Phone 250	Business Communications Platform Version 4	CSTA1
Mitel 3300 Mxe	MiTai	MiTai 13.0
Nortel Business Communications Manager (BCM)	LanCTE	TAPI3
Meridian 1 PBX 11C Cabinet	Symposium	Meridian Link Services
Meridian 1 PBX 11C Cabinet/ Nortel Meridian Communication Server 1000M ***	Symposium	Meridian Link Services
Meridian 1 PBX 11C Cabinet/ Nortel Meridian Communication Server 1000M ***	Nortel Contact Center Server 6	Meridian Link Services
Nortel DMS100/SL-100**	SCAI	SCAI
Philips SOPHO iS3XXX Series	CSTA	CSTA1 & 2
Siemens HICOM 150E	CSTA	CSTA1
Siemens HICOM 300E (European)	CallBridge for Workgroups	CSTA1
Siemens HICOM 300E (North America)	CallBridge for Workgroups	CSTA1
Siemens HiPath 4000	CAP V3.0	CSTA3
Siemens Realitis	CallBridge DX	CSTA1

*Additional purchase required. See CT Connect Gateway Products

** Special Version of CT Connect

*** - When particular Meridian 1 systems are upgraded to run CS 1000 Release 4.5 software and configured to include a Signaling Server, they become CS 1000M systems

Note: All features in 3rd party products may not be supported. Contact Syntellect for detailed information.

CHOOSE THE API THAT SUITS YOUR NEEDS

- C
- Java
- Web services
- ActiveX
- Open management API - on all supported client systems for creating management and monitoring applications

LICENSE OPTIONS

- Full Call Control - CT Connect provides call control, monitoring and recording 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 – (single or multiple site licenses) module 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.



VOICE



EMAIL



WEB



FAX



TASK

CORPORATE OFFICE

16610 North Black Canyon Highway
Suite 100
Phoenix, Arizona 85053

TEL 800.788.9733

WEB SYNTELLECT.COM

INTERNATIONAL OFFICE

Technology House
Fleetwood Park
Barley Way
Fleet, Hampshire GU51 2QX

TEL +44 (0) 1252 61 8853

WEB SYNTELLECT.COM