



## Envox CT Connect

Envox 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 Envox CT Connect to add CTI capabilities, such as intelligent routing, screen pops, and monitoring functions, to their contact center applications. In fact, Envox 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 Envox CT Connect as their CTI software because it reduces the development time, cost and complexity of developing CTI applications. Envox CT Connect eliminates many of the costs associated with traditional 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, Envox CT Connect is fully compatible with more than 30 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 Envox CT Connect to make your application compatible with all of the PBXs/ACDs that Envox CT Connect supports. Plus, the capabilities of Envox CT 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.

### Optimizing Contact Center Efficiency and Personalizing the Customer Experience

Envox 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 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.

**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 Call** – Using Envox 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.

### Applications

- CRM/e-CRM
- Call recording and quality monitoring
- Workforce management
- Contact center
- Help desk
- Interactive voice response (IVR)
- Screen pop

### Features and Benefits

- Supports industry standard hardware, operating systems, network services and programming interfaces, allowing quick integration of intelligent call control into business applications.
- Supports both circuit switched and packet switched communication environments
- Industry-standard network environments - Reduce costs by using current networking environment interface



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## Product Brief



Switch/ACD	Switch Interface	Switch Interface/Protocol
Alcatel 4200	CSTA	CSTA1
Alcatel 4400	CSTA	CSTA1
Alcatel OmniPCX Office	CSTA	CSTA1
Alcatel OmniPCX Enterprise 6.1	CSTA	CSTA2
Asterisk	TCP/UDP	SIP
Avaya DEFINITY G3	ACM 3.0 DLG/MAPD	ASAI
Avaya DEFINITY G3	ACM 3.0, AES, DLG/CLAN	ASAI
Avaya S8xxx IP range	ACM 3.0 DLG/MAPD	ASAI
Avaya S8xxx IP range	ACM 3.0, AES, DLG/CLAN	ASAI
Avaya INDeX 9.0	CSTA	CSTA1
Avaya Tenovis Integral 33X(formerly Bosch)	CSTA	CSTA1
Cisco CallManager v4.1	Envox CT Connect Gateway for Cisco CallManager	JTAPI
Comdial DXP/DXP Plus	CSTA	CSTA1
Coral ISBX	CSTA	CSTA1
Deutsche Telecom Octopus E300/800	CSTA	CSTA1
EADS Intercom Telecom PointSpan M6500	CSTA	CSTA1
Ericsson MD110 BC8 to BC12	Application Link 4	CSTA1
Inter-Tel Axxess V6.0	CSTA Translator	CSTA1
Inter-Tel Eclipse	CSTA	CSTA1
Mitel SX-2000 Lite	Talk to CT Connect	CSTA1
NEC 2000 & NEC 2400 NEAX IMS Series	Envox CT Connect Gateway for NEC switches	CSTA2
Nortel Meridian 1 Options 11C/61C/ 81C switch software X11 R19 through R25	Symposium MLS 4.2/5.0	Meridian Link Services Interface
Nortel Communication Server 1000M switch software 4.5	Symposium 5.0	Meridian Link Services Interface
Nortel Communication Server 1000M switch software 4.5	Nortel Contact Center Manager 6.0 (CCM 6.0)	Meridian Link Services Interface
Nortel DMS100/SL-100	NA017/SCAI17	CompuCALL
Nortel Matra MC 6500	CSTA	CSTA1
Philips SOPHO IS3000	CSTA	CSTA1
Rockwell Spectrum R7.1 or higher	Rockwell CSTA Gateway V1.2	CSTA
Rockwell Transcend V3.0 or higher	Rockwell CSTA Gateway V1.	CSTA
Siemens HICOM 300E (European)	CallBridge version 3.0 or later	CSTA1
Siemens HICOM 300E (North America) (Former Siemens Rolm 9751 Rel 9006)	CallBridge for Workgroups V2.1 or later	CSTA1
Siemens HICOM 150E	CallBridge for Workgroups V3.0 or later	CSTA1
Siemens HiPath 3000, 4000, and 5000 series	CSTA	CSTA1
Siemens Realitis V7.1.00	CAP V3.0	CSTA2 and CSTA3
	CSTA CallBridge for DX V 7.1.0.0.	CSTA1

### 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

Envox CT Connect provides call control, monitoring and recording for telephony devices (phones, route points, queues, etc.)

- Low – 32 devices
- Mid – 75 devices
- Full – unlimited devices

### Call Monitoring License Options

- Monitor-Only – monitor telephone resources & receive information about calls
- Monitor Plus - monitor telephone resources & support for single step conferencing

### Additional Licenses

- Call Information Manager single or multiple site licenses



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