

# PALM CTI Adapter for Call Center Gateways

PALM's CTI Adapter for Call Center Gateways is an efficient, straightforward, general-purpose product for implementing and deploying scalable PC based call centers. Call flow is controlled by a scripting language that is efficient and intuitive. Support for a variety of T-1 CTI cards is available, for example Dialogic as well as NMS Communications and Brooktrout. Future expansions include AcuLab and E-1 support as well as an SS8 interface for SS7 using PALM's SS7-IP gateway product.

A simplified call control interface is available from Java or C++ applications.

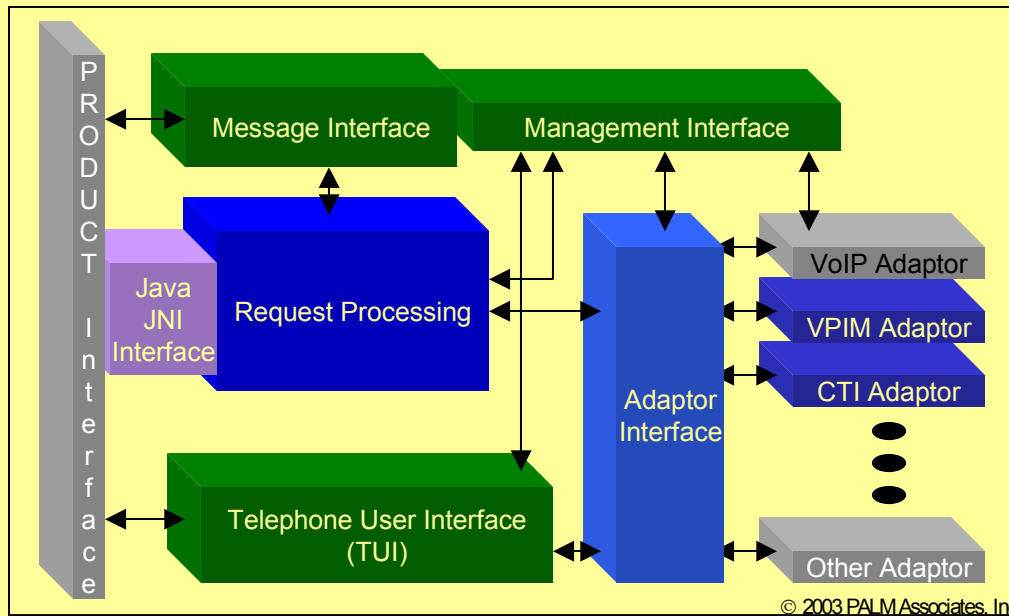
Future releases of this product will include E-1 support and SS7 signaling.

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## Call Control Application Interfaces



## Product Architecture

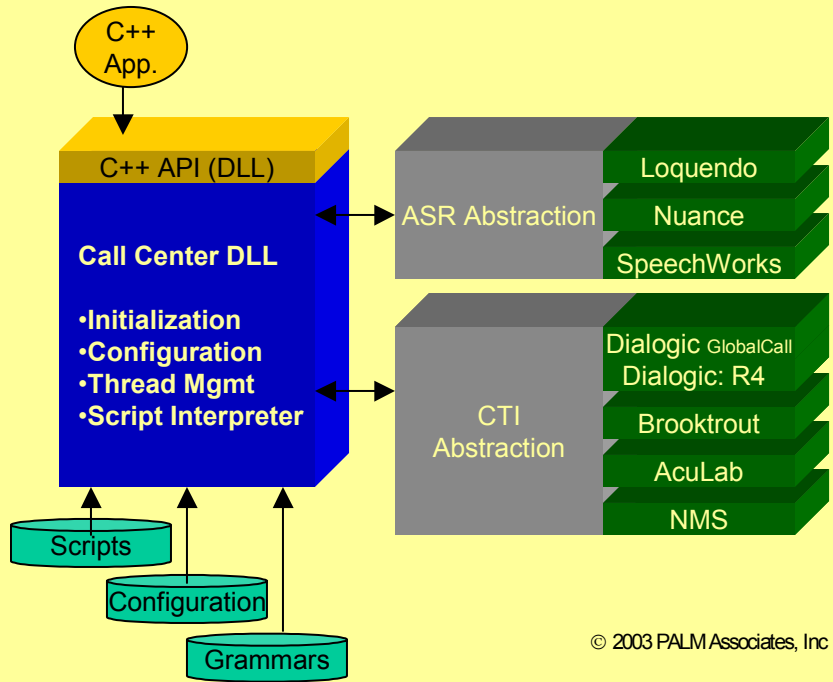
The purpose of this adaptor is to provide abstractions of both the ASR (Automatic Speech Recognition) and the telephony cards (Dialogic, NMS Communications, Brooktrout and Aculab). The goal is to provide a multi-threaded service

that executes scripted call flows. Channels are serviced by a thread poll, so requests are made at a message level and resources are determined by the CTI Adaptor

## Typical Implementations

The Call Center Adapter is a dynamic link library (DLL) that can be accessed from C, C++ or Java applications. For Java applications a JNI (Java Native Interface) is used. Typical application structures are illustrated in the next paragraphs.

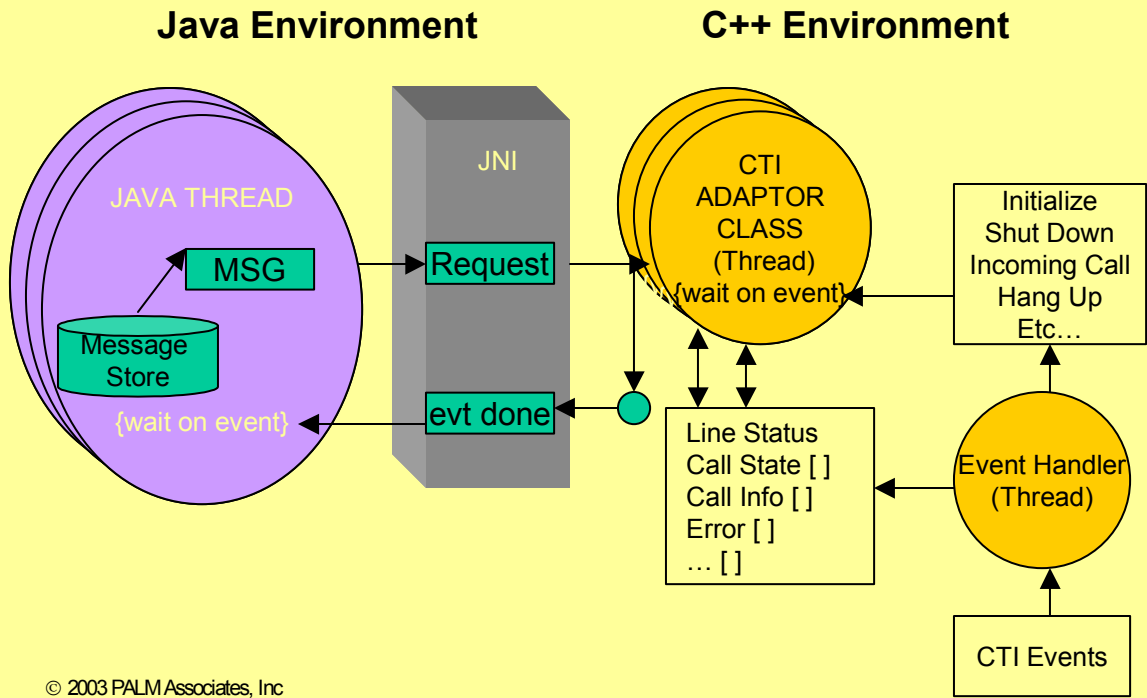
## Typical C++ Applications



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**Figure 1 Sample C++ Application Structure**

## Typical Java Application

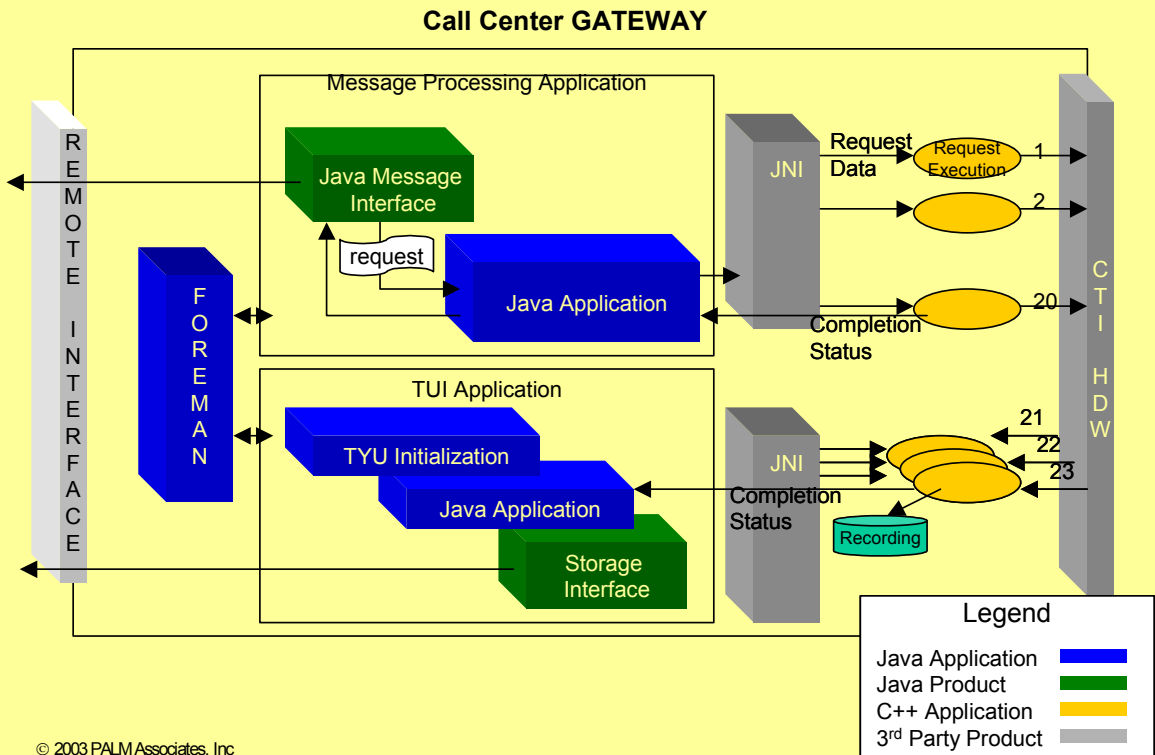


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### Integration with Java environment

## Call Center Application

A call center supporting in-calling subscribers as well as Out-dial applications is illustrated in the figure to the right. In this illustration, both out-dial and in-dial applications are java.



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## Current 3<sup>rd</sup> Party Product Supported

### Interfaces supported

- ❖ ScanSoft 65. SE
- ❖ Nuance 7.x
- ❖ Dialogic GlobalCall
- ❖ T-1/ Robbed Bit
- ❖ T-1/ISDN
- ❖ Analog
- ❖ Brooktrout BFV for Fax

### Future Expansions

***Include the following CTI cards:***

- ❖ NMS Communications
- ❖ E-1/ISDN
- ❖ NMS Communications SS7 signaling
- ❖ Brooktrout NS700 for SS7
- ❖ Interface to PALM's VPIM product
- ❖ VOIP Support
- ❖ Voice XML scripting interface
- ❖ Interface to PALM's SS7-IP gateway
- ❖ Loquendo ASR