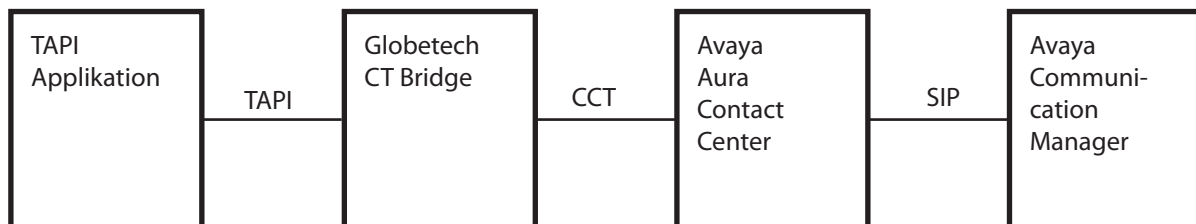




## Application Note CT Bridge with AACCC / SIP

Version 3.0 of CT Bridge allows for integration of TAPI applications with a Contact Center connected through SIP. Therefore CT Bridge not only supports the Avaya/Nortel family of products but also the wide world of Avaya Communication

### Architecture



### Example Scenario

An enterprise uses a call center based on an Avaya/Nortel CS 1000, to which an Avaya Aura Contact Center connects through an AML interface. The agents use a custom tailored application based on TAPI.

The enterprise decides to replace the ageing PBX with an Avaya Communication Manager. The existing AACCC can be connected to the new CM through a SIP (Session Initiation Protocol) link. Because the AACCC does not support TAPI anymore, CT Bridge is needed.

CT Bridge makes sure the investments in the TAPI application and in AACCC are secured for a long time. Furthermore there is no need for re-evaluations, tests, training, ERP-adaptions, etc!

CT Bridge: protecting your investments

