

Globetech CT Bridge

Protect your CTI application investments

CTI applications facilitate your everyday communications tasks and they enhance your company's productivity. By implementing and using Globetech's **CT Bridge** Middleware your long-term investments on CTI applications are protected well into the future.

Avaya and TAPI

Most CTI applications are using the Microsoft TAPI interface, which needs a driver to link to your PBX. Unfortunately, Avaya no longer provides these drivers for the current systems with the latest software versions.

Globetech can fill this gap for you with our own **CT Bridge**, a TAPI driver which connects to the Avaya Aura Contact Center 6.

Therefore there is absolutely no reason to write off your existing CTI application.

CT Bridge naturally also runs on the Nortel range of PBXs that were taken over by Avaya.

Your Advantages

- Your investments in the CTI applications are protected
- No more dependencies on Avaya software releases
- All current functionalities will be retained
- No training of staff necessary
- Services for planning, testing and installation available
- Multiple levels of support
- Partner programs available for resellers and tech partners



Tested Solutions

Supported Avaya platforms:

- Avaya CS1000 R 5.5+
- Avaya Aura Contact Center R 6.0+
- Other systems and releases on request

CTI applications:

- xCall version 5+
www.xcall.ch
- Telesnap Snapware Version 2007 and 2009
www.telesnap.com
- Other applications on request

Upon request further platforms and applications may be tested for a fee. Please get in contact for a quote.

TAPI

TAPI is the most commonly used CTI standard, but still some details are not handled the same way by all TAPI service providers.

Therefore it is necessary to test your CTI application against our **CT Bridge**. To facilitate testing **CT Bridge** may be downloaded and installed for three users. Of course you may still take advantage of our testing expertise.

Technical Details

Implemented TAPI functions:

- lineMakeCall
- lineAnswer
- lineHold
- lineUnhold
- lineDrop
- lineBlindTransfer
- lineSetupTransfer + lineDial
- lineCompleteTransfer
- lineSetupConference + lineDial
- lineAddToConference
- lineForward
- lineGenerateDigits
- lineRedirect
- lineSetAgentState

Implemented events:

- LINE_CALLSTATE
- LINE_CALLINFO (mit CallerID)
- LINE_ADDRESSSTATE
(mit Forwarding-Info)
- LINE_AGENTSTATE

CT Bridge emulates the Nortel Symposium TAPI driver including the DEVSPECIVIC behaviour.

