Telephony Interface: FAQs

What is CTI?

Computer Telephony Integration (CTI) is a general term used to describe interaction of phone systems with IT systems. The **axis diplomat** Telephony Interface module utilises the phone system's CTI capabilities to deliver its functionality.

Which 'phone system(s) does the telephony interface module support?

The module supports Avaya's award winning IP Office system. Avaya is a global telephony specialist and its IP Office product is a market leading VoIP solution specifically designed for use in small and medium sized business and scales from 2 to 1,000 extensions across one or multiple geographically separate sites.

What about other systems?

There are many different telephony systems on the market all with varying software interfaces. Developing comprehensive integration with a system and then testing and supporting the interface is an expensive and time consuming exercise. Although it is possible that other systems will be supported in the future axisfirst does not currently have any plans to extend support beyond Avaya IP Office.

If you are interested in commissioning integration work with an alternative system then please discuss your requirements with us. It may however prove more pragmatic (and significantly less expensive) to consider deploying an Avaya IP Office system.

Does the functionality work over remote links, for example with home workers?

Where a user is connected from a remote site then, providing that they are connected as a terminal services (RDP) client, the telephony integration module will function in the same way as if they were working locally to the **axis diplomat** system.

Home workers can therefore be an extension onto the office 'phone system and share the same benefits from the telephony integration module as their office based colleagues.

How is the telephony interface licensed?

Any **axis diplomat** system (2004 or later) can have the telephony interface added. You'll need the telephony interface module license and a telephony client license for each of your licensed **axis diplomat** users.

Can I license just some of my AXIS Diplomat users for the telephony interface?

No. The number of telephony integration client licenses must match the number of licensed users on your **axis diplomat** system.

What versions of Microsoft Windows are supported?

For full functionality you will need Windows XP Professional (or later) on workstations and Windows Server 2003 on your **axis diplomat** server and/or your Windows Terminal Server(s).

Does the telephony interface work with thin clients (Windows terminals)?

Yes. The module was specifically designed and tested to work with Windows terminals on Windows Terminal Services. You will however require the Avaya third party TAPI driver software license, a chargeable addition to the Avaya IP Office system.

How does axisfirst provide support for the telephony interface module?

The telephony module is simply added to the list of licensed modules on your **axis diplomat** software support contract. The support contract provides unlimited helpdesk telephone support as well as access via email and web to assist in using the functionality the module provides. axis first is an Avaya Business Partner and Microsoft Certified Partner enabling us to escalate any issues outside of our control to a third party software vendor.

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Business Software

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