

DATA SHEET



Building on extensive NEAX expertise and a suite of proven Infolink integrated software applications, TFB offers users the ability to route calls intelligently among multiple NEAX ACD sites ...

About Network Routing

Users with multiple sites can benefit from the improved customer service and load balancing provided by the TFB Network Routing solution. The system runs alongside other TFB applications on TFB's CTI Server and Media Server platforms, routing calls among the user ACDs based on pre-configured rules that determine the best destination for each call. Calls can originate at the designated primary site or at any of the satellite sites. The criteria for routing each call is based on DNIS, originating area code, and an automated, rules-based assessment of traffic at each site.

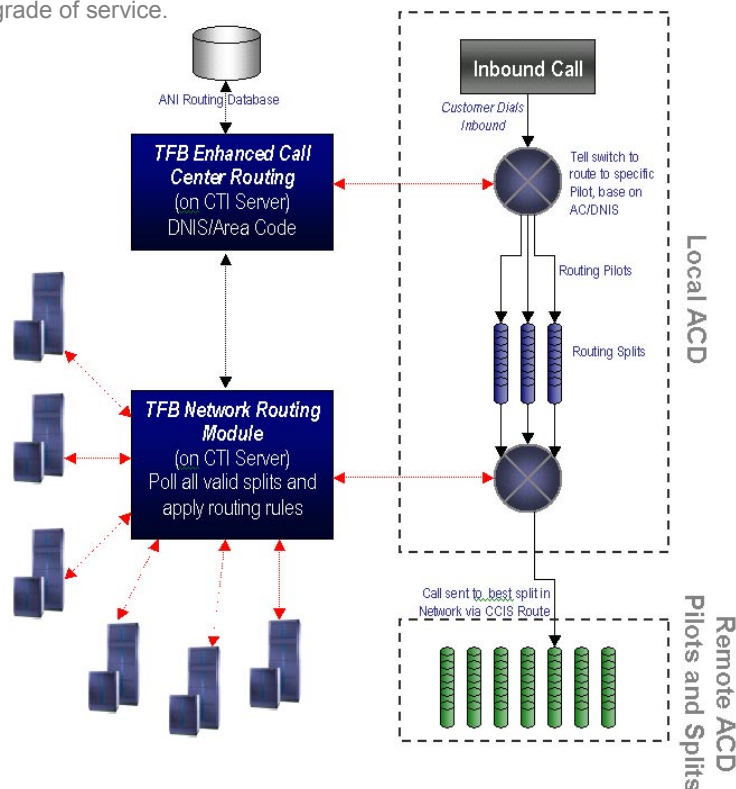
The TFB solution permits use of existing CTI Servers at each site, and the existing ACDs at each site, provided they are running a current and supported version of software. Provision for real-time monitoring, as well as archival reporting for each site and enterprise-wide is included. The TFB solution leverages the existing capabilities of the systems in place and does not usurp, interrupt or otherwise replace the functionality of the ACD.

Routing Architecture

Built from packaged TFB modules, Network Routing is fully integrated to the NEAX via Infolink.

Each call is routed in two steps,

- Initial routing pilot and split based on DNIS, ANI Routing rules, and area code.
- Determine which to which live split the call should be sent to, based on splits associated with the routing split, and on dynamic criteria such as call volume and grade of service.



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Network Routing FAQs

Q How do calls get routed?

A Solution uses rule-based routing to send calls to any site in the network. TFB tools manage routing and allow monitoring and reporting across all sites. Routing between sites is accomplished through the switch via CCIS. A given call is evaluated and routed only once.

Q What additional equipment is required?

A The solution leverages your existing ACD Network and CCIS links, along with your existing WAN. An ACD is required at each site, along with TFB server hardware to provide routing, monitoring, and reporting functions. Internal ACD is required.

Q What if we want to pop caller information from our database, but we don't have an existing application to display it at the desktop?

A Based on evaluation of requirements, TFB custom offers custom desktop application development, however typically screen pop integration is for existing desktop applications.

About Installation

TFB solutions are implemented in a fraction of the time most other vendors require. An authorized dealer is required for cabling and all NEAX configuration and programming. Assumes NEC is responsible for building and programming routing tables on the switch side, as well as configuring splits and ccvs.

- Assumes inter-site routing is accomplished through the switch via CCIS.
- Assumes your switch vendor is responsible for building and programming routing tables on the switch side, as well as configuring splits and ccvs.
- Assumes IP connectivity among all sites – managed and procured externally to TFB

About Purchase

TFB sells through authorized dealers across North America. Ask your dealer about TFB or call us toll free at 1-877-612-4832 for a dealer near you.

About TFB

TFB offers packaged and custom solutions for NEC, Nortel, Mitel, and Avaya ACDs, providing software enhancements and features that are scaleable, modular, and open. Applications include agent tools and automated call handling for contact centers of any size, as well as targeted solutions for healthcare, hospitality, government, education, and nearly every industry

TFB TECHNOLOGY
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We open systems...

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