



TFB is serious about open architecture, including open data and open programming interfaces. Call Center Suite offers a set of API's (application programming interfaces) for IVR, the agent desktop, *Enhanced Automated Attendant* and routing ...

Benefits

For NEAX ACD users with programming expertise, TFB API's can open the door to user-designed enhancements of not only TFB CTI applications, but ACD functionality as well. Open architecture protects your technology investment, while reducing reliance on equipment and software manufacturers to supply the features you need.

The API's

TFB includes API's with purchase of the related application or feature set. For routing, *Enhanced Call Center Routing* offers a bundled API that lets user applications determine how calls are routed. At the agent desktop, TFB offers *Screen Pop API*, and the *Soft phone API*. For users who want the ability to write integrated IVR applications, TFB provides access to CTI and ACD functionality through the *IVR \ Infolink API*.

Enhanced Call Center Routing API

TFB's *Enhanced Call Center Routing*, provides a mechanism for storing caller routing information by ANI, and processing calls accordingly. Features include routing by DNIS and area code also. Through the API, the user's application can be notified when a new call arrives. Message-passing function protocol then allows the user instructing the ACD how to route the call, and with what priority. The calls can also be tagged with information for later screen pop at the agent desktop. Modular TCP/IP architecture lets user and TFB applications communicate across platforms.

Desktop API's

At the agent desktop, TFB's *Agent Soft Phone* and *Screen Pop* can be enhanced through integration with user applications. Co-resident programs can exchange sockets messages with TFB desktop applications to two-way access integration to screen pop and soft phone status and functionality. The desktop API's define a straightforward, comprehensive protocol for accessing caller information and controlling functions on the agent's phone. User applications can work alongside TFB desktop clients, or replace them entirely.

IVR / Infolink API

For user's who want to write full-scale IVR applications, the *IVR / Infolink API* provides access to the TFB function library, which includes functions for retrieving call tagging information, initiating electronic transfers within the ACD, and integrating with TFB packaged applications such as callback. Information can be attached to a call for screen pop or for business unit classification for later filtering in reports.

The API also permits users to write messages to the TFB Log Server, the primary PEG-based reporting repository for IVR and packaged applications. Log Server information is in turn integrated to *TFB ACD Reports* data and stored in the SQL-based reporting database.



About Purchase

TFB sells through authorized dealers across North America. Post-Call Survey runs on TFB's CTI Server™ platform. Ask your dealer about TFB or call us toll free at 1-877-612-4832 for a dealer near you. TFB can put you in touch with one of hundreds of satisfied customers who have already experienced smooth installation and rapid ROI from TFB products.

About TFB

TFB offers packaged and custom solutions for NEC NEAX and SV7000 ACDs, providing software enhancements and features that are scaleable 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. For more information, go to www.tfb.com.

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