

D A T A S H E E T



TFB architecture emphasizes open data, open API, and non-intrusive ACD integration. This data sheet focuses on how the TFB solution interacts with the PBX/ACD, and how functionality is allocated among components...

Benefits of TFB Architecture

TFB's open, independent functionality helps protect user investment, while ensuring reliability and a migration path to future technologies.

- § **Integration** in a call center environment – SV7000 and NEAX users benefit from built-in *Infolink*, MIS, and SMDR integration, opening and extending ACD functionality with sophisticated call handling, reporting, and multimedia features.
- § **Non-Intrusive Integration Avoids Single-Point-Of-Failure Trap** – TFB features run *on top* of existing ACD functionality. If the LAN or TFB servers experience service interruption, ACD call handling continues. All-in-one systems touting a single server for ACD/CTI/IVR functionality are also advertising single-point-of-failure! Service interruption to your LAN or CTI servers shouldn't bring down your call center!

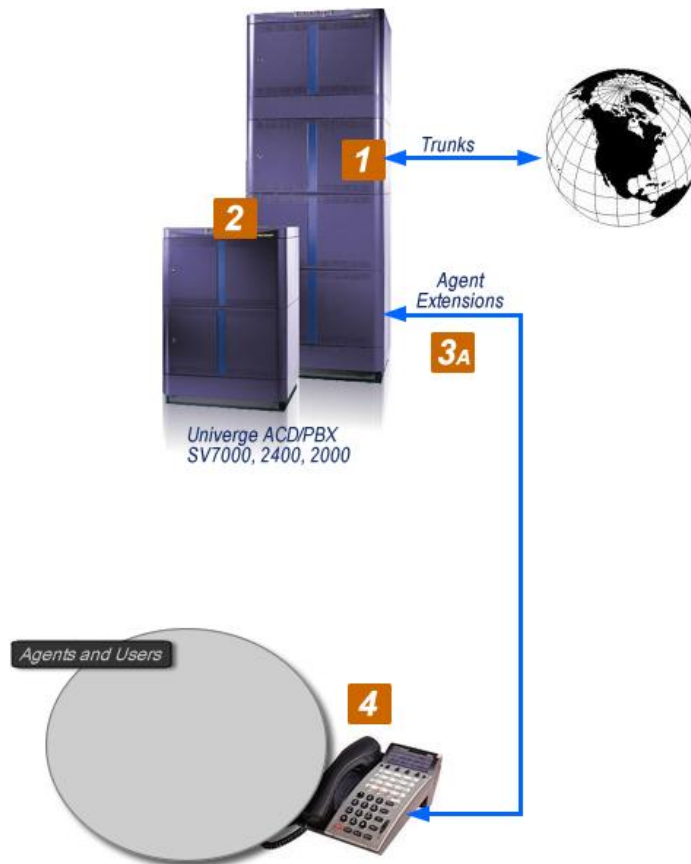
ACD Integration
TFB offers seamless feature enhancements that turn your Univerge ACD into a powerful customer contact platform.



The NEC Univerge ACD with TFB CTI and Media Servers

The NEC ACD *without* TFB

NEC's ACD provides basic queuing, call distribution, and agent management features whether TFB's server is in place or not.



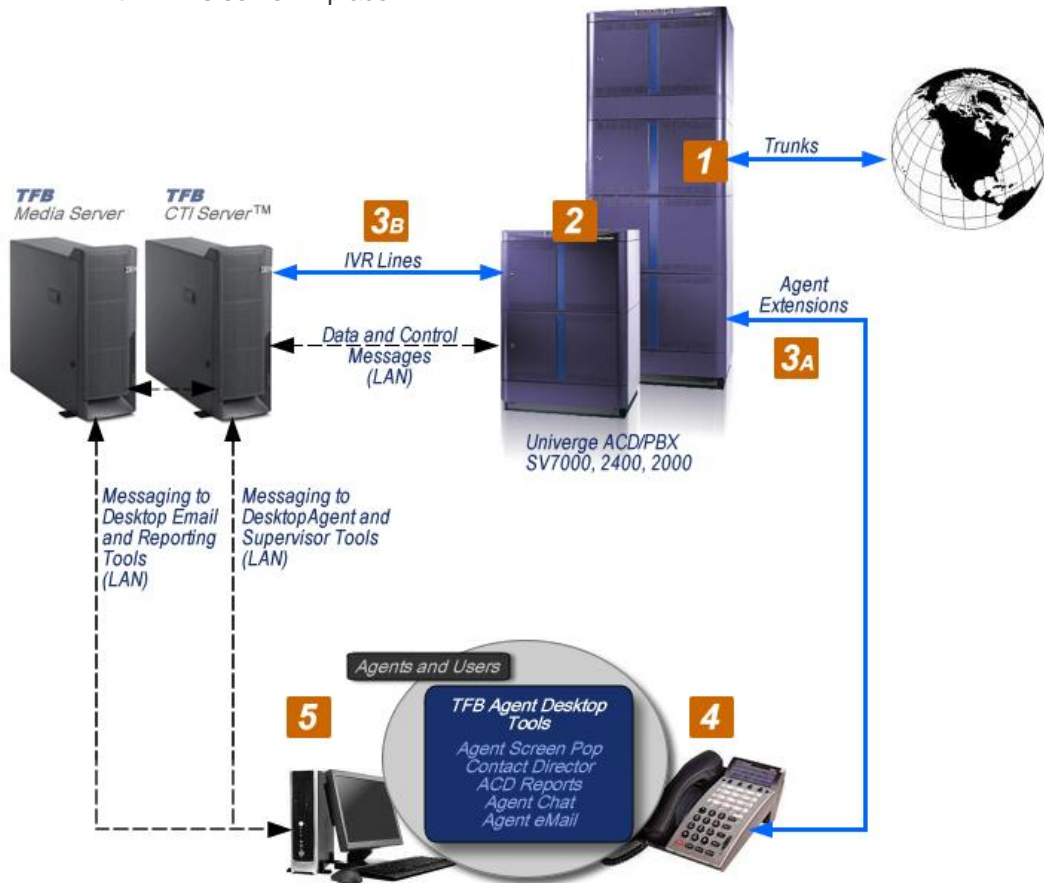
ACD Call Processing Steps *without* TFB

Step	Description	Notes
1	Call Arrives	Caller is connected to PBX/ACD on a trunk line.
2	ACD Routing and Queuing	ACD makes simple routing decisions based on call information – DNIS, ANI, etc. Routing sends calls to pilots, and can queue calls to splits.
3a	ACD Distribution to Agent	A call queued to a split is routed to an available agent logged into that split.
4	Agent-Caller Transaction	Agent handles the call, with the option to hang up, or transfer for further assistance to another pilot or extension.

This straightforward call handling occurs without TFB features, including instances where the LAN or servers go down, and TFB features are unavailable.

The NEC ACD *with* TFB

Because TFB solutions are designed to run on top of the ACD features, NEC's ACD provides basic queuing, call distribution, and agent management features with TFB's server in place.



ACD Call Processing Steps *with* TFB

Step	Description	Notes
1	Call Arrives	Caller is connected to PBX/ACD on a trunk line.
2	ACD Routing and Queuing	ACD makes simple routing decisions based on call information – DNIS, ANI, etc. Routing sends calls to pilots, and can queue calls to splits. *TFB adds skills/criteria-based routing
3a	ACD Distribution to Agent	A call queued to a split is routed to an available agent logged into that split.
3b	ACD transfer to IVR port	*TFB can offer callers touchtone or speech-enabled auto attendant, automated transactions (account balance, appointment info) and options like callback, estimated time in queue, announcements customizable by pilot, blended outbound call campaigns, caller surveys...
4	Agent-Caller Transaction	Agent handles the call, with the option to hang up, or transfer for further assistance to another pilot or extension.
5	Agent / Supervisor Desktop Tools	*TFB adds screen pop, cradle-to-grave reports, real time monitoring, virtual wallboards.

NEC's open architecture means TFB can provide users with the tools to give their callers better customer service, with more control, better options, and a wide array of user-configurable features. TFB's architecture ensures that the NEC ACD continues to provide baseline call routing, queuing, and distribution functionality even if your LAN or servers are interrupted.

About Purchase

TFB sells through authorized dealers across North America. Applications run on TFB's CTI Server™ and Media Server platforms. 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, Nortel, Mitel, and Avaya 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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