

HARDWARE REDUNDANCY AND REPLACEMENT OPTIONS

For customers who buy the CTI Server platforms from TFB, we offer additional redundancy options in the event of hardware failure under warranty or maintenance. CTI Server software is designed to run on top of ACD functionality, so even when there is a hardware or LAN failure, most configurations will allow continuing ACD functionality and handling of calls. For customers with a current hardware maintenance agreement, the standard turn around for server replacement is 3-4 business days. Users who require faster replacement can opt for any of the following additional coverage.

Hot Standby On Site – Minimal Failover Delay

The most immediate remedy to hardware failure is an on-site backup. A hot standby server at your site and be provided with either manual or automatic failover options. TFB software licensing allows for duplicate applications to be installed on the standby server with no additional software license. There is a requirement to duplicate the port license however, in instances where the license dongle cannot be easily transferred to the standby machine in the event of failover.

- Automated Failover
- Manual Failover

Ready to Ship Standby – 1-2 Business Day replacement.

For organizations that do not require instant failover, TFB can provide a 1-2 day turnaround in hardware replacement. The replacement server is a ready-to-ship standby, warehoused at a TFB location. Because it is preconfigured it can ship for arrival within 1-2 business days.

For more information on these or other options, please contact sales@tfbc.com.

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, 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.tfbc.com.

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