

D A T A S H E E T



Switch

Integration

TFB applications can leverage your existing PBX/ACD investment to improve customer service, streamline interactions, and minimize costs.

TFB provides integrated applications for NEC, Nortel, Avaya, Mitel, and other telephony platforms ...

TFB Product / Platform Matrix

updated 11/15/2006

Applications	NEC	Avaya	Mitel	Nortel
ETA/Queue Position	Y	Y	ps	Y
Enhanced Automated Attendant	Y	Y	Y	Y
Auto Attendant - Speech Enabled	Y	Y	Y	Y
ASAP Callback ¹	Y	Y*	Y*	Y*
Scheduled Callback (incl. HBD CB) ¹	Y	Y*	Y*	Y*
Abandoned Call Notification ¹	Y	ps	ps	ps
Internet Callback ¹	Y	Y*	Y*	Y*
Automated Transcriptions ¹	Y	ps	ps	ps
ACD Reports	Y	ps	ps	ps
Auto Outbound Campaigns (IVR)	Y*	Y*	Y*	Y*
Alarm Manager	Y	Y	Y	Y
Call Center Faxback Document	Y*	Y*	Y*	Y*
Call Center Faxback Composer	ps	ps	ps	ps
Skills Based Routing ¹	Y**	ps**	ps**	ps**
Enhanced Call Center Routing ¹	Y	ps	ps	Y
Area Code/DHIS Based Routing	Y	ps	ps	Y
Post Call Survey	Y	Y	Y	Y
Infolink Connect API	Y	n/a	n/a	n/a
Agent Soft Phone ¹ (requires phoneset)	Y	ps	ps	Y
Screen "Pop"	Y	Y	Y	Y
Contact Director	Y	ps	ps	ps
Call Recording Integration	Y	ps	ps	ps
Silent Monitoring Integration	Y	ps	ps	ps
Agent Chat	Y	Y	Y	Y
Agent Mail ¹	Y	Y	Y	Y

Y - Yes, this product is available on this platform
ps - Yes, this product is available on this platform through professional services
 Integration requires the appropriate CTI link and associated libraries for the switch platform, to be provided by end user or their switch vendor
 Avaya **ASAI with CVLAN**
 Mitel **MiTAI**
 Nortel **Meridian/Symposium Link**
 NEC **Infolink**
 * Requires dedicated ports not shared by other applications
 ** Requires use of additional 'dummy' splits within ACD

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 scalable 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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