

CTI Server Specification

CTI Server™ is the standard PC-based platform for call center applications developed by TFB. It is a standard PC running Windows 2003 Server, using internal Dialogic telephony boards to interface with PBX/ACD voice ports. TFB can provide CTI Server as a turnkey solution, or you can assemble a CTI Server-compatible PC from readily available off-the-shelf components.

Minimum Requirements (minimums may be exceeded)	
HARDWARE	
CPU	Pentium 4, 1 GHz or greater
RAM	1.0 GB
HD	60.0GB
Media	24X CD-ROM, 1.4 MB 3.5" Floppy Drive (CD RW Recommended)
Network	10/100 Ethernet card
Remote Support	VPN or Modem with direct telephone access(<i>required</i> for remote support)
Periph.	Keyboard, mouse, SVGA Monitor (at least 1024X768), sound card, speakers
Expansion bus³	Open full-length PCI slot for each Dialogic board required (4, 12, and 24 port boards). PLEASE ENSURE SLOTS ARE COMPATIBLE WITH DIALOGIC BOARDS SELECTED – speed, bits, form factor, and voltage
Parallel or USB Port	Required for VOS Dongle <i>Note: Must specify port type for matching dongle!</i>
Software Key¹	VOS Dongle Parallel or VOS Dongle USB
IVR Interface (digital)³	Dialogic D D/240JCT-T1R2U 24-port PCI Board(s) per req.
IVR Interface (analog)³	Dialogic D/120JCT-LS or D/120JCT-LSU 12-port PCI Board(s) per req.
IVR Interface (analog)³	Dialogic D/41JCT-LS or D/41JCT-LSU 4-port PCI Board(s) per req.
SOFTWARE	
Operating Sys.	Microsoft Windows 2003 Server w/ .NET 1.1 AND 2.0 installed
Database	Microsoft SQL Server 2005 (5 CAL or 1 Processor license)
Telephony Drivers²	Dialogic System Software 6.0
Prompt Editor	Adobe Audition
Remote Support	Symantec PcAnywhere (PCAnywhere 11.5 or higher) or alternative as described on page 2 in <i>TFB remote Support Policy</i>
ENVIRONMENT*	
	(Typical, may vary with mfr selected. Use these specs for TFB-supplied servers)
Operating Temp	32-122°F
Relative Humidity	5% to 95%, non-condensing

1-Must be purchased through TFB. 2-Available through Dialogic-Intel and their dealers.

3-IMPORTANT, Customers who opt to purchase their own hardware are responsible for ensuring that expansion slots on the server are compatible with the Dialogic boards selected

CONFIGURATION NOTES

- Use only the boards listed. Please ensure server expansion slots match the boards selected.
- Multiple servers are used to accommodate large port numbers. CTI Server may contain a maximum of 36 ports on the first node. Additional nodes may contain up to 48 ports each.
- A given node may use a combination of 12 port and 4 port analog PCI cards as required. However, it is not permissible to mix 24-port T-1 cards with analog cards.

Note that TFB can also help order any component or software application listed above at the buyer's request. For help with pre-configuration issues, or assembling a CTI Server compatible PC, please contact your assigned TFB project manager, or call TFB's toll free technical support line at 877-612-4832.

TFB Remote Support Policy

For effective remote support, TFB requires a high speed connection directly to the Media Server and CTI Server. Every company has different security needs, and TFB can work with you to establish a safe access protocol that accommodates the practicalities of remote support as well as your IT policies.

PREFERRED REMOTING OPTIONS

TUNNELLING OPTIONS

- Cisco VPN
- Windows VPN
- IP Sec VPN Tunnel

CONNECTIVITY OPTIONS

- Remote Desktop / Terminal Services
- PC Anywhere

OTHER REMOTING OPTIONS

- GotoMeeting or customer-provided Webex account
- Other VPN
- Dial-up Modem (not recommended)

Note: Users who provide modem-only access may experience more extended downloads and problem resolution.

SETTINGS AND INFORMATION REQUIRED

ACCESS INFO AND POLICY

- Windows Login information
- Access notification
 1. Is notification required prior to remote access
 2. What is the lead time
 3. Contact information and procedures for notification
- **IMPORTANT NOTE:** Please notify TFB when you change Windows login or other access information to the servers. If your IT policies include regularly scheduled changes such as these, please let us know the schedule and procedure for insuring we are notified.

IP PORTS REQUIRED FOR REMOTE INSTALLATION OR UPGRADES

- Port 80
- Port 25 or Port 443 to the outside world (no proxy)

WHAT IF NONE OF THE ABOVE ARE ACCEPTABLE FOR YOUR ORGANIZATION?

Your TFB representative can work with you to devise service options that best suit your needs. Please note that TFB's standard warranty does not cover dispatching technicians to a site for the sole reason that adequate remote access is not provided.

