

CTI FRAMEWORK

The CTI (computer telephony integration) Framework provides a rich Java library, which abstracts the different technologies to access the Cisco Unified Communications Manager (CUCM) programming interfaces. As a result your own application can be implemented swiftly and Cisco JTAPI, AXL or XML Phone Services will be redundant as the framework adapts these functionalities. The only task the developer has to deal with is the JAVA object of the CTI Framework.

JTAPI

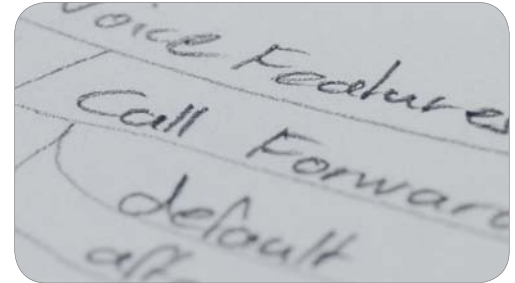
The Java Telephony API allows to control calls, observes phones and phone lines. The application reacts upon events of the observed devices. These events can be used to indicate a new call, park, hold, transfer or end a call. It is also possible to send some information onto the display of the phone via „XML Phone Services“. Furthermore it empowers to control virtual devices such as CTI Route Points and CTI Ports.

AXL

The „Administrative XML API“ is used to provision the Cisco Unified Communications Manager. The AXL technology is based on HTTP/SOAP and uses XML to transmit the changeable data. Each CUCM setting can be exchanged with the AXL API. The CTI Framework contains the AXL part. The developer only defines specific parameters to add, modify or delete a new item in the CUCM. For example, the framework handles all the communication with the CUCM on its own.

XML PHONE SERVICES

The „XML Phone Services“ offer the possibility to display specific information on the IP Phone such as phone directories and informational messages. The developer is only used to write the text and set the according parameters. Each phone service type includes an own Java object, which generates the XML by itself.



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UC-WARE PRODUCTS

We offer a wide range of products to help you to integrate VoIP/Unified Communications Solutions more efficiently into your business processes:

Integration Frameworks:

- CTI Framework
- Directory Framework
- Building System Integration Framework
- Cisco VoIP / Microsoft UC Integration Framework

OSS/BSS:

Mabata (mandator based telephony administration) integrates VoIP/UC with corporate HR / directory solutions and delegates the administration of users, phones and lines to departments and subsidiaries.