



# TeamCall Telephony Access Platform

|                                     |   |   |       |                                     |  |                             |
|-------------------------------------|---|---|-------|-------------------------------------|--|-----------------------------|
| CTI-Suite<br>web-based<br>Telephone | Contact Center<br>Call & Data<br>Transfer | CTI Adaptors<br>SAP,<br>Remedy, SFDC... | other | MS Office<br>Communicator<br>Server | IBM Enterprise<br>Service Bus<br>(ESB) | IBM Lotus Notes<br>Sametime |
|-------------------------------------|---|---|-------|-------------------------------------|--|-----------------------------|

## TeamCall EAI (SOA) framework

|          |           |         |       |                         |                   |           |
|----------|-----------|---------|-------|-------------------------|-------------------|-----------|
| CSTA XML | CSTAASN.1 | MS TAPI | JTAPI | WebServices<br>ECMA 348 | SIP<br>ECMA TR/87 | IBM TCSPi |
|----------|-----------|---------|-------|-------------------------|-------------------|-----------|

## TeamCall Telephony Access Platform

|                       |                          |                       |                                 |                           |                                       |          |
|-----------------------|--------------------------|-----------------------|---------------------------------|---------------------------|---------------------------------------|----------|
| Alcatel<br>OXE (4400) | Avaya<br>Definity        | Cisco<br>Call Manager | Nortel<br>Meridian 1<br>CS 1000 | Panasonic                 | Siemens<br>HiPath 3000/<br>5000       | ShoreTel |
| Alcatel<br>OXO (4200) | AvayaTenovis<br>Integral | Ericsson<br>MD110     | Octopus<br>E300/800             | Siemens<br>Hicom300<br>DX | Siemens<br>HiPath 4000<br>HiPath 8000 | other    |

# TeamCall® Telephony Access Platform

## Multitalented platform

The TeamCall Telephony Access Platform is the heart of our middleware and the crucial link between telephone and PC. The platform monitors the telephone system and forwards incoming calls to the connected client applications. It is ideally suited for heterogeneous company networks.

With the TeamCall Telephony Access Platform, PBX system functions become freely available for processing in software applications. Additionally, proven modules are available for other ranges of use.

The TeamCall Telephony Access Platform supports the majority of currently commercially available integrated components, platforms and interfaces. Open Application Program Interfaces (APIs), libraries, example programs, technical documentation and our comprehensive project experience guarantee the smooth deployment and quick availability of individual computer-telephony functions.

ilink Kommunikationssysteme GmbH

Charlottenstrasse 4

10969 Berlin

Germany

Tel. +49 (30) 285 26 0 / Fax +49 (30) 285 26 199

[www.ilink.de](http://www.ilink.de)