

***DONJIN---3000***  
**CTI Intelligent Application  
Development System**  
**Technical White Paper**



***DONJIN speech information company limited***

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## **1. Summarize of Production**

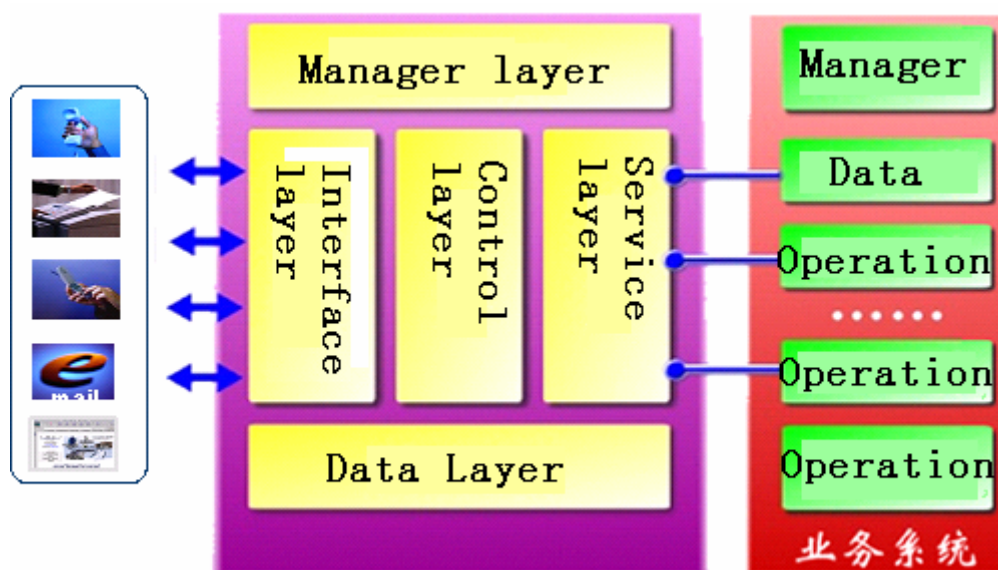
*DONJIN—3000* intelligent information interaction platform is third generation intelligent CTI application development platform that brought out by theory research and in the course of practice, based on second generation intelligent CTI platform . It adopt advanced computer, communication, network, database, and CTI (Computer Telephony IntegrUsePhoneion) integration Technology etc. Realizing universal access services of, including Tel, Fax, Web, E-mail , short news etc. multimedia communications, intelligent CTI center part control and ACD call queuing system support active artificial, automatic, initiative, recording, record charge and multitude service form, configure strong graphic management and business software development, urge CTI business automatically and development.

CTI center part and IVR line project have decision-making power of intellectual property, my company offer localization source code Tech. support service, having specialization, expert class counseling team, and having rich induetry experience. Take up with one open provider who call center platform production and having one professional provider who call center counseling

It is not only CTI middleware production faced application development provider, system intergration provider and offer support what end user self maintenance, development, editing operation connection and development saddlebag. It based on, difference operation needing can develop difference operation application system, thereby construct one call center that belong to own, corporation Value-Added Services, communication service, information service and CRM system.

At present, CTI application system have extended multi-twenty provinces or municipality all over country, set foot in a large number of application field, including government, railway, electric power, post, media, finance, army.

## 2. Overall Structure



Map2-1 Overall chart

### The whole platform is divided into five levels:

- **Access layer**

It's a platform interface that offer customer service with outside, including mainboard card access, switching equipment access, WWW access, e-Mail access and other access.

- **Control layer**

It can offer cor of CTI system control function, to be responsible assort work with every module-rim. And including a ACD system with intelligent call route function.

- **Service Layer**

Complete various operation service flow, offer service of difference form. Including automatic voice, automatic Fax, manual position, voluntary call, Internet helping, record monitoring etc.

- **Management Layer**

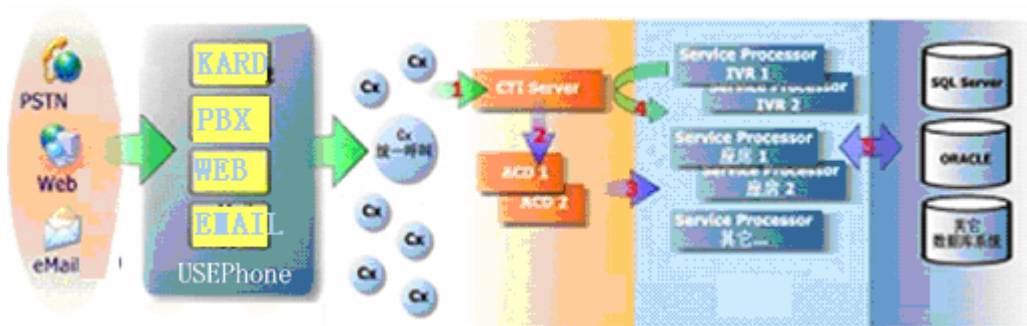
Realize various tasks to entire system configure, management, monitoring , maintenance, Statistic, analysis, visualization interface easy to operate various tasks for user.

- **Data Layer**

Used to storage various correlative data with platform, including platform status messages, configure messages, call record as well as various tasks messages.

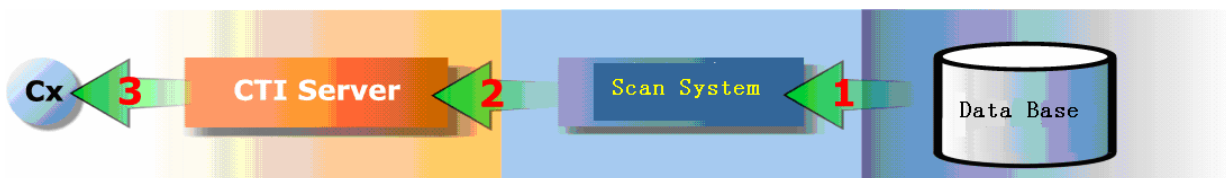
Platform is based on modularize and OO design, because of open and unity design idea, every module is conformity under open and unity frame. Under this frame, platform access layer act as call encapsulation and conversion role, let customers call become a platform Cx unity call by various ways, the call object will pass and deal with in other system module.

Access layer adopt the design, platform can have strong flexibility in access aspect, we only need to design relevant access module, then can speediness fit to various new customers call aspect, satisfy durative expand new access and service function to all system, maximum shorten development Cyc and saving development cost.



Above figure described process course in platform after Cx unity call object enter call center. At first, after Cx unity call object pass platform access layer and enter platform system, will unity leave in CTI Server care, at that time, platform ACD system will notify suits best Service Processor application routing algorithm, including IVR flow parse module, seat module etc. service module. Finally, Service Processor will decide if accept and hear the call, if accept and hear, will make obtain call data by CTI Server, and startup link with data layer, begin formal customers service.

Cx unity call conception not only be the same with customer inhale system, but also be the same with initiative service.

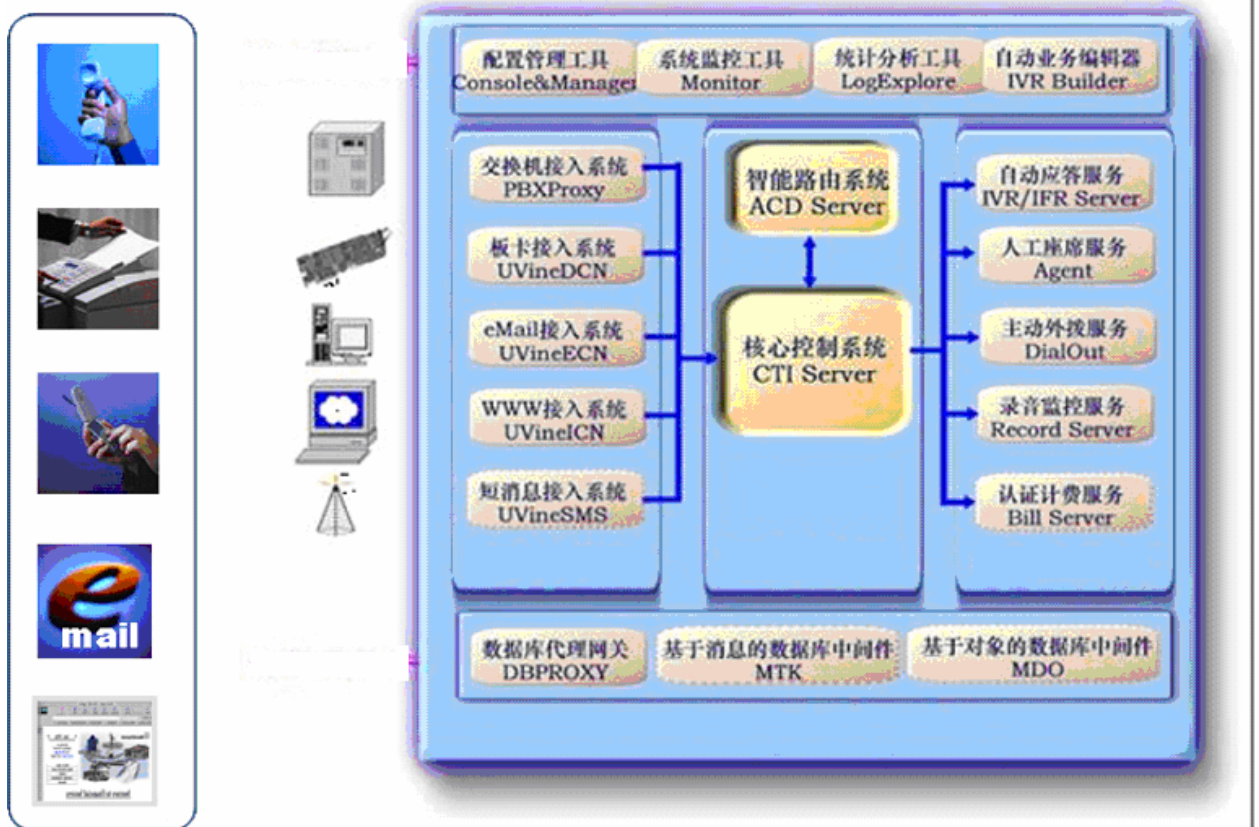


When initiative service task scan system search task that need initiative service in task data(as telecom Tel. fees notify etc.), will create one CX object in CTI Server. CTI Server will coordinate access layer and put through customer by access layer according as creating object

condition, thereby activation the Cx object. Subsequence process course same with front intro about Cx object enter system process course.

### 3. Major software modules and functions

Devide software module from design angle, all platform software module structural is flow:



Map 3-1 Platform Software Module

#### 3.1. Multimedai access module(PBXProxy, DCN, ECN, SMSCN)

Multimedai access module in Tel. access management(mainboard card access), Email access management, SM service management etc., different access way can set PRI at access.

- **PBXProxy access module**

Platform PBXProxy access module, It support CTI-Link, tally with CSTA, TAPI, JTAPI or TSAPI confer normal PBXProxy, simultaneity support CTI middleware (as Dialogic CTConnect, Cisco ICM Altel Genisys etc.)and offer CTI software joint that PBXProxy manufacturer (as CVCT of AVAYA etc.



Platform and succeed applied interlinkage queue machine, including:

- Avaya Definity ECS system: G3R,G3si,Prologix
- Avaya IPO system: IP Office
- Avaya Media Server system: S8300+G700,S8500,S8700,G650 gateway etc.
- Israel military affairs PBXProxy
- AlcUsePhoneel : A4400
- Nortel : OPT 61C
- Aspect

PBXProxy take charge access control of PBX way, PBX of front-end access offer CTI-Link in call center application( normal is connection web). Integrate built-in ACD and CTI control, in order to common computer application can control PBX, PBX should offer API application joint that be transferred by computer process, these joints named CTI joint software. Different PBX type, offer different CTI joint.(as Avaya Definity offer CVCT etc.

Above these CTI joint software, some manufacture encapsulate many PBX access control, can get across a set of software, realize connect with different PBX. The kind of software named CTI middleware.

In efficiency, based on PBX rock-bottom CTI joint software development stable, flexible,compactness with PBX coupling than CTI middleware.

Platform DBProxy not only support CTI joint software based on PBX(as CVCT of AVAYA etc), but also support PBX control encapsulation above CTI middleware (as Dialogic CTConnect, Cisco ICM, Alctel Genisys etc.), support PBX which CTI-Link accord with CSTA or TSAPI confer standard , and journaling with CTI Server in access equipment way.

### ● **Mainboard card access function DCN or DNCN**

DCN, Dialogic Connection, Dialogic mainboard linker

DNCN, eastward DN Connection, eastward DN mainboard linker

DCN or DNCN module is encapsulation to Dialogic/eastward DN mainboard bottom driver, let upper CTI can shield complicated bottom mainboard card access operation

Type of supporting mainboard: Intel Dialogic whole series mainboard, eastward DN series mainboard, Sanhui recording card.

Support PSIN line: number relay E1,simulate ring relay.

Number relay signaling: ISDN Pri ,ISDN BRI, China 7, China 1.

Seat phone mode: simulate phone.



- **Email access module (VineECN)( \* optional)**

Email access module is called Email Connection (Email Connection, for short VineECN). VineECN module is what access layer realize access control module to Email way, as long as in VineECN module, configuration Email relation information, then can get and send Email from Internet or Intranet customer through POP3 and SMTP two standards Email confer, and forward CTI Server or ACD Server, and let them to dispose. And forward them to relation seat to dispose or self-motion dispose.

- **Short message module (VineSMS)( \* optional)**

VineSMS module Short message service module. Short message have two ways in get and send, Short message hardware equipment and Short message gateway. Support two ways, including short message gateway, send self short message hardware equipment, realize exchange from call center data to short message data format.( need support corresponding short message equipment).

### **3.2. Center control module (CTI Server)**

- **Describe of module**

CTI Server is platform center, not only realize control management to different type call, but also have management function border equipment. CTI control is call control hinge whole call center. All types call control can progress through CTI server, CTI server will progress unity control of various type call, in order to progress unity ACD queue, management, Stat,recording fees and monitoring.

- **Mostly function**

Control and Management: access layer, server, management layer and data layer software module can journaling with CTI Server in Client form, report all kinds of access equipment status and service status. At that time, CTI server pass unity highness message mechanism, control border equipment and carry out detail application logic.

Create call alignment: whether customer access in phone or Email, after enter platform, firstly will build a call and ask record in CTI Server, and will add the call in call alignment, so that ACD dispose to alignment.

Management system data: CTI Server keep border equipment journaling message, as seat No, system time, call number, called number etc., All kinds of joints through CTI to opening can dynamic gather access equipment, IVR/IFR, seat etc. service running status.

Produce call log: one call from enter system to finish, It's all activity, state, keystroke message can keep on CTI server, CTI server writed call log in database.

- **Mostly character**

- Support twin engined hot equipment design, twin foreground safely project, single foreground fault doesn't effect else function.
- Support mainboard project alete transition PBX.
- Unity control service of multichannel access.
- Telegraphy-level reliability.
- Excellent openness

### 3.3. Intelligent Routing Queue (ACD Server)

- **Describe of module**

ACD server( Auto matism call distribute). ACD Server is a algorithmic logic system, It`s task is scan call alignment, and deal with next call logic action, as judge if call is changed automatism, if changed outside dial, if need Email to dispse, if need to move etc. ACD Server can load about one hundred types queue arithmetic, one type of arithmetic correspond a script folder, under call satisfied some conditions, will carry corresponding ACD scrip to be queue dispose by ACD Server.

- **Mostly function**

- Incoming telegram waiting and queue: incoming telegram will have a queue according as earlier enter and earlier out, exchange telephonist seat having enough time.
- Notify of call delay: if equip record relay mainboard and record player, when all telephonists are busy, incomer will listen record notify
- Automatism respension: incoming telegram can automatism shift, telephonist can listen a short clew tone, need not press “ incoming telegram key” , immediately connect call, had better use headset .
- Priority seat: monitor seat can define defferent PRI, such as define high PRI for skillful telephonist, answer more incoming telegram.
- Music waiting: if equip record relay mainboard and record player, you can listen music when you wait respondent incoming telegram.
- Queue arithmetic use script language to realize, can write and set on management desk based system operation require.
- Support organic combine of advance routing and afterwards routing.

- Support abundant route strategy and entire soft queue
- **Main features**
  - Distribution operations in a number of ACD Server can be either mainframe to the LAN
  - The single failure will not affect other Call Server ACD queuing
  - ACD hardware and the software platform PBX ACD interchangeable parts, CTI interface failure, failure CTI Middleware. Network failure, such as the breakdown of seats, have received telephone queue routing switch seats walkie-talkie capabilities.
  - Individual users customized routing support, support Responder – Queue.

### 3.4. Automatic Voice / Fax Service(IVR/TTS/IFR)

- **Description Module**

IVR/TTS/IFR Server is a system services (Service). The core nodes are automatically voice services and business executives. Complete voice guidance system and automatic voice / fax services / TTS function. IVR/TTS/IFR also known as Automatic Speech Server logic flow Parser.

IVR/TTS/IFR Server automatically deployed by the business editor since IVR Builder Speech action process (XML script), dynamic loading, DCN/DNCN have been able to identify and explain the logic control, and user-driven Interactive Voice Response Card. User keystroke reception of audio, recording, interrupted button functions, such as the conversion from text to voice. This avoids the recording Road links, inquiries Massive information constantly changes, the situation can not be recorded prior obvious advantages. volume without content, frequency of change in the contents of the limitations imposed by the text changes to achieve the functional replacement of voice, Meanwhile fuzzy voice inquiries.

- **Main function**

- Automatic voice services to the process at any time and dynamic graphical tools for editing processes, delete and modify; automated voice response procedures, services, database query definition and dynamic modification of the content at any time.
- Dynamic IVR support, individual users can achieve different levels of the Automatic Speech process.
- Database Access with the mainstream industry, at least supports MS SQL Server, Oracle, Sybase, Informix and other mainstream database; Based Middleware for Database Access, and other applications;

- Socket agreement with the application server can use TCP, Communication Server and other data communications systems, dynamic data collection;
- Support tape function; Integrated professional TTS support the process of editing tools to achieve TTS text editing services.
- Artificial seats with each other to achieve the kind of flexible, Press seats shifted between IVR and support information, and service information.
- SCRIPT support VB, Java Script and other scripting language. Application and development of senior interface; Script available for complex arithmetic.
- Provide simulated operational environment, we can simulate the preparation of the debugging process. Support for user-defined variables, variables tracking support.
- Call service monitoring tools provide real-time monitor the flow of current operations; 10. fax automatically receive and send data to support
- Data sent by fax support, support TIFF G3, TIFF G4, HTML pages, databases and other information Table of documents sent by fax functions. Send and receive fax documents as TIFF format can be converted to E-mail stored or transmitted.
- With database, text TTS function, the user support database inquiries voice broadcast functions Microsoft Speech TTS engines used Chinese characters and English neospeech speech conversion engine.
- Fax document production tools with support IVR fax documents issued by the production process; tif format conversion to support other documents faxed document format; support word, Excel and Word can open the index.html file format.

● **Main features**

- IVR Server distribution operations to support a number of different hosts on the LAN
- Single IVR Servín Sha'er fault does not affect the normal and stable operation of the system.
- Provide 7x24-hour automated voice services. Parallel interface with expansion capabilities.

### **3.5. Artificial accommodate service system(Agent)**

● **Note Module**

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AgentFrame framework completed by the manual system. Under the authority and control work, divided into general seats, three seats for functional class seats and distal seats.

● **Main function**

**1. General Seat**

- Support seating groups, write-offs and other operational support responses, onhook, disposed of consultations, exchange, Call Control calls and other multi-seat operation.
- Chinese seats interface, graphical user interface can be realized Soft-phone (soft phone) function. All groups, canceled and shouted responses, switching, onhook discuss all the functions of the software on the screen by clicking realized, operate without seats directly to the telephone
- Flexible seating according to a business or support skills. Common business skills to support the creation of shortcut keys.
- Support for the creation of different skill-level representative seats.
- Seats each other should be able to release the information.
- Support for senior executives to identify the logo represents.

**2. Seat squad**

- Maggot functional module should provide seating for the general management, state management, on-line monitoring and other functions. able to preserve documents recording, retrieval intervals.
- State support seats inspected local / state of normal distal seats;
- Call queue waiting to see the current system of support services Call;
- Monitoring services are supported seats seating, general seating understand the services;
- Management : seats can be installed to support the recording of all of the designated seats or seat-way audio recording .
- Chap strong support, interception, broke. Maggot seats under the services are monitored for a strong inserted services

**3. Distal seats**

- The voice quality is below the distal seats seats, the ACD to achieve a unified manner.

- Recorded distal seats full support.
- Distal seats exactly the same function with local seats

- **Main features**

- Has good expandability, and high reliability.
- Senior executives and software support frame structure .
- How to Apply OCX Control support for the Web-based architecture and the structure of the two major business / loading systems, loading procedures without re-editing seats.
- Released by the installation business management system, without the installation and upgrading of seats each.

### 3.6. DialOut Server(\* optional)

- **Description Module**

Call initiated by the system automatically call service, known as Help the initiative. Call Help missions launched under the table, type of call can be called an automated voice outside the process, can be called a foreign fax, mail or even call outside. Successful handling of an active call from Access module to realize, it its main task is to consider active service scheduling functions.

DialOutServer through CTI and ACD Server Control Server row Team, call the resource requirements of foreign occupation, deployment and control.

- **Main function**

Artificial called outside support, and automatic fax outside shout outside world. Artificial mass Help seats automatically when the need to support pre-dial function, Help is only after the successful transfer of services to senior executives.

E-mail resumes to support the initiative.

Short Message to support the initiative back.

Support a one-time, periodic (annual, hourly, daily, weekly, each) of the Help Task

Help Line Access System in various tasks of the control threshold

Help task types of services Threshold Control

Road telephoned external monitor

● **Main features**

- DialOutServer also distributed software systems, operates on a LAN of any mainframe.
- Open database structure Table task initiative Help support from the business definition Help .

### **3.7. Management tools and development kits(EAI)**

Integrated management of the environment and to provide business development kits

#### **3.7.1. Integrated Management Environment**

- Support information management.
- Support personnel management authority, the distribution of different management authority.
- Configuration Management allocated numbers in support of such a ban to prohibit certain telephone numbers of seats on the exhale.
- Support the distribution of seats skills, skills support seating control method, Computer skills seats in the seats to support automatic updates.
- System configuration support structure, the distribution system is the existence of these machines in the machine operation and information platform subsystems.
- ACD configuration management support for the strategy.

#### **3.7.2. Remote Monitoring Management**

- Could concentrate on distribution, maintenance and operation of remote monitoring system module, where failure may suggest caution.
- Support remote stop, start and reposition the core platform runtime module.
- Support system for the state of access control system to monitor the status of all channels. access to state information specific to each channel can be monitored by the



name of the channel, linking service requests, release time, the number of users, service providers, services and other detailed information.

- Monitor seats in the state support, be able to download all the seats to conduct surveillance system, marking machines located mainly seats, seats for its service skills seats login time, the write-off, user IDs, detailed information such as the names and IP addresses of equipment
- Platform software modules to support the operation of state controls, different types of modules that can show different control information.
- API interface can be of any customer service platform access control equipment, service equipment, service states, seating systems such as a state indicator.

### **3.7.3. Statistics Management Platform**

#### **3.7.3.1. Statistics contents of the statements set**

- Statistical content creation using open architecture, support for SQL statistical content creation.
- Statistics show the results supported the establishment of the distribution of (X, Y, Z axis field information). Field of arbitrary configuration database can produce charts of the distribution program.
- Statistics provided basic format is as follows : customer data (average hourly service clients receive artificial long, Customer service hours longer automatically accepted, the number of customers switching artificial success, the number of customers switching artificial hang up. The average waiting time for customers switching artificial, the total number of customers switching artificial) Customer Service System Statistics (Customer Service System statistics sent by fax, customer service distribution system exhale. Incoming-Call customer service distribution system, manual switch rate statistics), the statistical service seating (seating length of service. Distribution of seats long working hours, the number of meetings distribution of seats, the number of seats a telephone call distribution. Call the number of seats distributed by e-mail, Web Call acceptable frequency distribution of seats, Call distribution of the number of seats to accept VoIP, the number of seats Help distribution of seats switching frequency distribution distribution of the number of seats switch extension), according to the user's needs can be self-defined statements with the tools.

### **3.7.3.2. Statistical reports, the results show**

- The results support for the starting and ending date of the section setting; Supports, Japan, hours arbitrary time intervals, to produce statistical data and statistical statements.
- Produce statistical information to support chart; Statistical information from the chart patterns to choose from, statistical information-map graphics format support, line graph, pie shows the different forms of support 2D, 3D, and other shows different dimensions
- Support direct printing of statistical reports, statistical reports to support Excel file format to preserve documents Excel document templates to support the amendment.

### **3.7.4. Management recordings**

- Recorded seats full support, support for regular recordings support special recording, according to business needs, IVR can be authorized at any time. Quality seats, or close down operations activated recording.
- I support the general seats mandatory recording squad
- Support for real-time monitoring of the road so without seats or interfere with each other.
- Recorded data maintenance functions to support multi-channel inquiries and playback, audio compression, storage, decompression intervals, from the outside, Inquiries tape and historical data backup, file storage backup voice
- Recorded documents of the file storage format standard and the standard digital compression algorithm.
- All documents must be kept for three seats on the above recordings.
- Recorded documents should be kept in place for the media on the fault-tolerant capabilities.

### **3.7.5. Information Viewer**

Port control of different software modules, each module in operation acceptable buffer period to check the information and data Analysis of the system state.

### 3.7.6. Automatic Business Editor

The platform provides automated business editor (IVR Builder), the powerful development tool, realization of the automatic editing and voice service management.

#### ◆ Automatic Business Editor main features

- MDI Multi - Document Interface Editor
- A graphical tree structure and node editing icon shows.
- Complete customization process
- Support database operations
- Any node can freely Jump .
- Receiving Press
- Multiple language interface development
- Flow records, accounting and other functions
- Compiler, simulation test function

#### ◆ Database Integration

- All support ODBC Database
- Access to multiple databases
- The simultaneous visits to a variety of heterogeneous database support.
- Link support with a third party database middleware
- Inquiries about the use of DDL, insert, update, delete
- Link Buffer

#### ◆ Development Language Interface

- OS API support
- Order full explanation VBScript
- Order full explanation JavaScript
- AutomUsePhoneion support the OLE standard COM Call

#### ◆ Automatic Speech Flow Control

- Meanwhile a number of editing process documents and copies of the paper flow to support capacity
- Dynamic loading, the process of amending Speech
- Online editing functions, and syntax checking process
- Simulation tests, which can flow in the editing process simulation environment for the actual testing process; Analog telephone keystroke; Dynamically-node will be the implementation process, we saw a clear flow direction;
- The dynamic process of tracking operation can write arbitrary detailed log, which will further understanding of the process of implementation details, facilitate the debugging process

◆ **System Node**

- play voice of nodes.
- Recording nodes .
- Pressed key of nodes.
- Goto nodes .
- Termination node .
- Fax nodes.
- Communications nodes.
- Artificial accommodate Node .
- DialOutServers Node.
- Call nodes .

**3.7.7. Artificial accommodate framework procedures**

Details of the functional seats.

**3.7.8. Called active tasks (\* optional)**

Details Dialing service module.

## 4. Application ZDGLOBE significance advantage

ZDGLOBE established by the use of call center system, using a variety of advanced technologies, significantly improve customer service and optimize customer service quality management.

1) Through automated voice services, text messaging, email and other technical means to broaden the system of service.

i. In addition to the traditional manual services, such as voice services to customers through automatic access to information such as blackouts. For inquiries, electricity and other services. Systems through email, answer customer concerns. In the integrated use of various technologies, broadening the customer service form the main window to the past on the business situation.

2) Through the separation of platform and operating system architecture, and revised the increase in operational flexibility module, enhanced customer services.

i. System design reference to the state's technical standards and service standards, the use of the platform structure and operational separation. Without prejudice to the current service, under the premise of the business module can be continuously improved and enriched. to offer our customers more information on the services and service delivery.

3) Through various forms of active service, and improve customer satisfaction

i. The system is the active services, by telephone, text messaging, email and other means. The information will be of concern to users, according to specified users in the form of time; For the admissibility of business can proactively address the current state of their business to tell clients to improve the transparency.

4) Automatic services through powerful means of alleviating the pressure on peak services

i. In some systems, instant service request caused about 95% of the service requests can not be given any form of service.

ii. The system has a powerful automatic functions, users can provide rapid, accurate, and standardize information, also improve the system of services in the number of units of time, can be an effective way to ease the pressure on peak services. reduce the labor intensity seats services .

5) Through such as CTI screen pop, improve efficiency seats .

i. CTI and makes seats for representatives to answer customer calls, a lot of relevant information will appear on the screen. Auxiliary seating quick answer accurately

represent clients, customers or admissibility of the request. Thus shortening the time of service, improving work efficiency, and promote the standardized artificial reunification.

**6) Distal seats through technology, using the existing network, the expansion of low-cost services**

i. Distal seats is to use the existing power supply enterprise communications and computer networks, Suburb office locations away from the artificial urban seats and enjoy the same seats and the engine room functions. Distal seats technology can be rapidly expanded the scope of services without increasing the cost. By fully utilizing the existing network, construction and operation costs to an absolute minimum, the building cycle is significantly shortened.

**7) Through distal seats and intelligent queuing (ACD) technology to provide targeted services to localize**

i. Intelligent queuing system technology, customers can telephone numbers, families wait for information The phone will automatically transferred to the relevant county seats in the distal provide localization services. Due to the distant seats staff familiar with the situation on the ground, so that customers can feel more cordial service.

**8) Soft phone through the rich, raising the level of service seats**

i. Artificial seats service is one of the most important services. Soft-phone system with the functions of the computer screen to make seats for the sophisticated telephone operations, such as transfers, internal consulting, real-time exchange of information, assistance fronts, way calling, greatly increased the seating capacity and level of service.

**9) Through monitoring, recording and so on, so as to enhance the management level seats**

i. For general seats can be installed by a majority of the squad for online monitoring service, the inspection service quality, can be inserted when necessary for a strong operational promote the improvement of the overall quality of service.

ii. Systems have seats on behalf of the whole process of recording service functions can be retrieved squad, recording intervals seats for the service, By analyzing recordings, summed up the strengths and weaknesses of the service and improve the quality of services seats.

**10) Through a powerful statistical analysis functions, leading to the decision to provide data**

i. Statistical Analysis System has powerful functions for more than 40 statements, statements can also increase the dynamic types. comprehensive analysis of customer service system operations, providing detailed figures for the leadership and decision-making reference. Marketing support the policy adjustments.



## **5. Characteristic strengths**

- 1) CTI professional application development platform, a platform for a variety of integrated business applications, making the system seamless connection.

**These mainly include :**

- ◆ CTI Middleware
  - ◆ Artificial seats operational framework
  - ◆ IVR/IFR automatic voice / fax response system
  - ◆ Seats recording system
  - ◆ DialOutServer system
  - ◆ Call statistical analysis
- 2) Advanced distributed, modular, object-oriented software design. Access layer and the service layer support sustained expansion, flexible and easy capacity expansion plans.
  - 3) Powerful networking functions, support for a centralized, distributed network, and provide a variety of ways to achieve the distal seats.
  - 4) Access supports rich : Telephone, Fax, Email, Web, SMS, etc.
  - 5) The core of centralized control system : CTI and ACD Server Server .
  - 6) Flexible service forms : manual, automatic, proactive mail, short message. support call center operations and telecommunications value-added business development and application.
  - 7) Graphic powerful management tools and business development kits.
  - 8) Core service module supports multi-cluster machine, load balancing support.
  - 9) Module supports hot-key control system equipment, net double Double.
  - 10) System is self-monitoring and fault recovery system module function uninterrupted operation support system
  - 11) ZDGLOBECTI itself is a mature product, the development cycle for more than eight years and years of experience in actual operation .

henry zhang

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