For original equipment manufacturers (OEMs), independent software vendors (ISVs), application developers, and integrators looking to expand their reach into the call center/contact center market segment, Intel® NetMerge™ Call Processing Software V6.0 provides the ability to:

- add telephony features to their customer's existing business applications
- expand their businesses by providing current — and new — customers with ways to enhance their existing contact centers

**Intel® NetMerge™ Call Processing Software** lets business applications manage, monitor, and control calls in a variety of communication environments. The software supports the leading PBX/ACDs and IP communication environments.

### Features and Benefits

- **Standards-based call processing server**
  - Supports industry standard hardware, operating systems, network services, and programming interfaces, allowing application developers to quickly and easily integrate intelligent call control features into their existing business applications

- **Support for some of the most popular telephone systems**
  - Easily integrates into existing telephone system environments

- **Third-party call control for H.323 telephony environments using Network Call Control Software (NCCS) (separately licensed)**
  - Gives developers the flexibility to support both circuit switched and packet switched communication environments

- **Intel® NetMerge™ Call Processing Software** runs under Windows NT®, Windows® 2000, and Windows XP® operating systems
  - Lets developers choose the server platform that best fits their application requirements

- **Multiple client platforms**
  - Offers greater flexibility in selecting platforms for developing business applications

- **Industry-standard network environments**
  - Reduce costs by using current networking environment interfaces

- **A choice of multiple application programming interfaces (APIs) that match popular development environments**
  - Helps shorten development time

- **Expert consulting services, training, and support**
  - Lowers overall cost of ownership

### Applications

- Customer relationship management (CRM)/e-CRM
- Call recording and quality monitoring (QM)
- Contact center workforce management applications
- Contact center
- Help desk
- Interactive voice response (IVR)
- Screen pop

For original equipment manufacturers (OEMs), independent software vendors (ISVs), application developers, and integrators looking to expand their reach into the call center/contact center market segment, Intel® NetMerge™ Call Processing Software V6.0 provides the ability to:

- add telephony features to their customer's existing business applications
- expand their businesses by providing current — and new — customers with ways to enhance their existing contact centers
integrate new features and functionality into legacy systems while maintaining their customer's investment in existing equipment and infrastructure.

- Support new communication environments such as IP, with minimal changes to the application.

Intel® NetMerge™ Call Processing Software V6.0 is computer telephony (CT) call control server software capable of connecting a wide range of telephone switches to a variety of data processing environments. The software's client/server technology supports industry-standard hardware, operating systems, network services, and call control programming interfaces such as C, C++, Java, TAPI, and ActiveX*, letting application developers easily integrate more intelligent call control features into their existing business applications.

Version 6.0 provides the following:

- Support for Computer Supported Telecommunications Application (CSTA) Phase III protocol
- Enhanced security — client applications are restricted to monitoring and controlling only those devices that they have permission to access.
- Version 6.0 also offers the ability to access Intel NetMerge Call Processing Software through a company's firewall.
- Enhancements to distributed server — applications can now push the application data from one server to another, reducing the time lag for application data to arrive at the remote switch.
- Enhanced management interface — Version 6.0 provides a graphical user interface (GUI) for more user-friendly configuration and management support.

- Server enhancements — automatic re-establishment of link associations after server/switch link reconnect
- Support for USB HASP keys as well as continued support for parallel port HASP keys

The server component of the software runs under Microsoft® Windows NT, Windows 2000, or Windows XP operating system environments and supports comprehensive call control and monitoring through links to many popular telephone switches. The server software implements the necessary communication protocols to work with each switch’s computer telephone integration (CTI) link, providing maximum call control and monitoring functionality to business applications.

- maps the differing protocols and messages to a common CSTA-based call and information model, letting application developers deal with a standard set of call control functions.
- manages the flow of telephony service requests and status messages between the server and multiple concurrent application systems.
- provides performance and stability.

The software also includes client application programming interfaces (APIs) for Microsoft Windows 95, Windows 98, Windows 2000, Windows NT, Windows XP, Sun Solaris, Hewlett-Packard HP-UX*, and Compaq Tru64 UNIX and OpenVMS* operating systems. Client API software modules can be used in any combination, on any number of network nodes, with a single Intel NetMerge Call Processing Software server.

<table>
<thead>
<tr>
<th>Call Processing Applications</th>
<th>Call Processing APIs</th>
<th>Data Networks</th>
<th>Intel NetMerge Call Processing Software (Windows NT, Windows 2000 or Windows XP)</th>
<th>Telephone Switching Environments</th>
</tr>
</thead>
</table>

Intel NetMerge Call Processing Software Architecture
Intel NetMerge Call Processing Software Configurations

The Intel NetMerge Call Processing Software includes server software and a set of client programming API modules that provide programming interfaces to applications. The server software operates under industry-standard Intel® Architecture (IA) processor platforms. For the latest details on supported operating system versions and hardware platforms, consult the Intel NetMerge Call Processing Software product description at http://www.intel.com/network/csp/products/ctconnt/doclist.htm#Tech.

Intel NetMerge Call Processing Software is available in six license options.
1. A full license supporting an unlimited number of telephony devices
2. A mid-range license supporting up to 75 monitored telephony devices
3. A low-end license supporting up to 32 monitored telephony devices
4. An enterprise license supporting an unlimited number of telephony devices and allowing business applications to manage, monitor, and control calls across multiple switches/locations by using server-to-server communications
5. A monitor-only license allowing applications to monitor telephone resources and receive information about calls. The monitor-only license does not provide call control functions.
6. An evaluation license for the Windows NT and Windows 2000 operating systems with a two-hour execution limit each time the software server is started. This configuration can be downloaded from the Intel Web site

Some Intel NetMerge Call Processing Software licenses enforce a limit on concurrently monitored devices. In order for an application to receive event messages or exercise functional control over a telephone device, it must “ask” the software server to create an association between itself and that device. The device is then considered “assigned” to that application or applications. A single device can be assigned to multiple applications simultaneously — these are counted as a single assigned device within the server. For example, a desktop application assigned to one telephone extension would count as one association. If there were twenty such desktops in concurrent operation, each monitoring all twenty extensions, there would be a total of twenty associations active in the server. If, at the same time, a call logging application needed to monitor the same twenty extensions, these would not count as additional associations; the total devices assigned would still be twenty. A call routing application that needed to monitor one or more route points or ACD queues would require additional device assigns.

Intel NetMerge Call Processing Software has no usage-based license charges and all client modules are included with each software program at no additional charge.

Telephone System Configurations

The standard version of Intel NetMerge Call Processing Software V6.0 supports telephone systems with European Computer Manufacturer’s Association (ECMA) CSTA-compliant CTI links as well as two popular telephone systems whose CTI links are similar to the CSTA call model: Nortel Network’s Meridian 1* (with Meridian Link, Symposium Call Center Server*, or Symposium Express*) and Avaya DEFINITY G3* with CallVisor ASAI. Intel NetMerge Call Processing Software V6.0 supports CSTA Phase 1, Phase II, and Phase III protocol specifications. A single software server can operate Phase 1, II and Phase III CSTA links as well as Meridian Link and CallVisor ASAI links simultaneously.

Intel also offers special software versions and link modules, each of which supports the proprietary CTI link protocol, call model, and special call handling features of a particular non-CSTA-compliant telephone switch. Corresponding client modules are available for each of these special versions. The native Intel NetMerge Call Processing Software APIs are similar but not identical to the client modules for the standard software, and not all features of the standard software are available in each special version. In addition to automatically handling standard CSTA data elements, the native software API permits applications to send and receive non-standard (“private”) data elements used
by specific CSTA-compliant switches. The telephone systems currently known to interoperate with the software standard and special versions are shown in Table A. Since this list is subject to change, consult the Intel NetMerge Call Processing Software area of the Intel Web site at [http://www.intel.com/network/csp/products/ctconnct/](http://www.intel.com/network/csp/products/ctconnct/) for the most current list and associated versions of Intel NetMerge Call Processing Software. Configuration options and environment requirements are listed in the Intel NetMerge Call Processing Software Product description at [http://www.intel.com/network/csp/products/ctconnct/doclist.htm#Tech](http://www.intel.com/network/csp/products/ctconnct/doclist.htm#Tech) available on the Intel Web site or from your local Intel sales office. Read this current version of the product description to ensure that your planned configuration is supported.

### Table A: Telephone Systems Interoperating with Intel NetMerge Call Processing Software

<table>
<thead>
<tr>
<th>Switch/ACD*</th>
<th>Switch Interface/Protocol</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alcatel 4200 and 4400</td>
<td>CSTA</td>
</tr>
<tr>
<td>Avaya DEFINITY</td>
<td>CallVisor ASAI G3 V4 or higher</td>
</tr>
<tr>
<td>Avaya INDeX (formerly SDX)</td>
<td>CT Integrator (CSTA)</td>
</tr>
<tr>
<td>Bosch Telecom Integral 33x/33xe</td>
<td>CSTA</td>
</tr>
<tr>
<td>Comdial DXP/DXP Plus</td>
<td>Enterprise for CT Connect</td>
</tr>
<tr>
<td>Coral ISBX</td>
<td>CSTA</td>
</tr>
<tr>
<td>CS Telecom Sigphone ACD.N</td>
<td>CSTA</td>
</tr>
<tr>
<td>Datavoice DHARMA 1000</td>
<td>Dharmalink - CSTA</td>
</tr>
<tr>
<td>DELCO ACD</td>
<td>CSTA</td>
</tr>
<tr>
<td>Deutsche Telecom Octopus E300/800</td>
<td>CSTA</td>
</tr>
<tr>
<td>Ericsson ACP1000</td>
<td>CSTA</td>
</tr>
<tr>
<td>Ericsson MD110, BC8, BC9 &amp; BC10</td>
<td>Application Link</td>
</tr>
<tr>
<td>ICR SCS-NORA</td>
<td>CSTA</td>
</tr>
<tr>
<td>Inter – Tel Axxess</td>
<td>CSTA Translator</td>
</tr>
<tr>
<td>Inter – Tel Eclipse</td>
<td>CSTA Translator</td>
</tr>
<tr>
<td>MATRA MC 6500</td>
<td>CSTA</td>
</tr>
<tr>
<td>Mitel SX-2000 Lite</td>
<td>Talk To CT Connect* (CSTA)</td>
</tr>
<tr>
<td>NEC NEAX 2400 IMS Series</td>
<td>OAI Version J 0, issue 04.87 or higher</td>
</tr>
<tr>
<td>Nortel Meridian 1 (X11 release 19 to 25)</td>
<td>Meridian Link Rel 5</td>
</tr>
<tr>
<td>Nortel Meridian Link Services R 3.0</td>
<td>Nortel Symposium Call Center Server R 3.0</td>
</tr>
<tr>
<td>Philips SOPHO iS3000</td>
<td>CSTA</td>
</tr>
<tr>
<td>Rockwell Spectrum R7.1 or higher</td>
<td>Rockwell CSTA gateway V1.2</td>
</tr>
<tr>
<td>Rockwell Transcend</td>
<td>CSTA</td>
</tr>
<tr>
<td>Siemens HICOM 300E (European)</td>
<td>CallBridge version 3.0 or later</td>
</tr>
<tr>
<td>Siemens HICOM 300E (North America)</td>
<td>CallBridge for Workgroups V2.1</td>
</tr>
<tr>
<td>Siemens HiPath 4000 Version 1.0</td>
<td>CallBridge for Workgroups V3.0 and later</td>
</tr>
<tr>
<td>Siemens HiPath 5000</td>
<td>CAP (Common Application Platform/CSTA)</td>
</tr>
<tr>
<td>Siemens HICOM 150E</td>
<td>CSTA</td>
</tr>
</tbody>
</table>

**Special Intel NetMerge Call Processing Software Versions†**

| Nortel Networks DMS Series | CompuCALL* or ICM (Intelligent Call Management) Link |

†Check the Intel Web site for specific versions available for these switches
When using Intel NetMerge Call Processing Software (with proper attention to the feature differences between telephone systems), an application developer can design an application that operates across a range of PBXs. More extensive design changes may be required to modify an application to support non-CSTA-compatible telephone systems, such as some ACDs, because of their unique features.

Most Intel NetMerge Call Processing Software API modules can be connected to the Intel NetMerge Call Processing Software server through any network operating system that provides standard OSF Distributed Computing Environment (DCE) remote procedure call services. The Intel NetMerge Call Processing Software API for Java connects through any network operating system that provides a Remote Method Invocation (RMI) services-compliant interface to a Java Virtual Machine (JVM). As a result, Intel NetMerge Call Processing Software can fit almost any computing environment, from mainframe to client/server to small PC/LAN.

**Application Programming Interfaces**

Intel NetMerge Call Processing Software is distinctive in the range of APIs it offers. All of the APIs described below are available for the standard version of the software. All client modules provide a consistent CSTA-based programming interface (CTC API) for use by developers of advanced call center applications

- **Native C-based API**
- **A platform-independent API for Java for creating a single portable application.** This API simplifies integration with any desktop- or server-based application supporting the Java 2 Runtime Environment (JRE).
- **Version 2.1 of the Microsoft Telephony API (TAPI) on the Windows operating systems, supporting desktop telephony applications through Intel NetMerge Call Processing Software and eliminating the need for individual desktop telephone interface devices**

- **ActiveX controls on the Windows operating systems that model a single Intel NetMerge Call Processing Software telephone device, simplifying integration with many ActiveX-compatible desktop applications.** ActiveX controls support a subset of the API Intel NetMerge Call Processing Software call controls.

- **An open management API on all supported client systems for creating management and monitoring applications.** This API provides an interface enabling the monitoring and management of the software server and retrieval of server-related statistical information.

Intel NetMerge Call Processing Software supports multiple applications using all of these APIs interchangeably and concurrently. Subsets of these APIs are available for the special versions. Contact Intel for the latest information on available APIs and commercial application software packages that are compatible with the software.


**Intel NetMerge Call Processing Software Additional Licensing Options**

- **Intel NetMerge Call Processing Software Enterprise Server License** — a separately licensed version of Intel NetMerge Call Processing Software with an advanced set of call control features that lets a single application manage calls across an enterprise with multiple locations.

- **Network Call Control Software (NCCS) Version 1.1** — separately licensed and used in conjunction with Intel NetMerge Call Processing Software, the Network Call Control Software kit includes two enhanced software building block components, the CSTA Gatekeeper and the Software ACD framework, to enable new or existing applications to monitor and control calls in new H.323 communications environments.
Intel NetMerge Call Processing Software Family of Components

In addition to Intel NetMerge Call Processing Software, Intel offers several software components that can assist you in developing or CTI-enabling business applications. Each of the following Intel NetMerge Call Processing Software components provides complex functions from which CTI applications can be built. In many cases, these components can be used to provide CTI capabilities in an existing business application without having to CTI-enable the application.

- **Intel NetMerge Enhanced SDK** — provides an intuitive higher-level telephony programming interface that shields developers from many of the variations of different telephone switches.
- **Intel NetMerge Call Information Manager (CIM)** — manages call-related data as the call is routed through the enterprise.
- **Intel NetMerge Call Monitoring Manager (CMM)** — brings real-time call monitoring functionality to your applications. The Call Monitoring Manager simplifies call monitoring for large numbers of telephony devices, easily integrating with business applications.
- **Intel NetMerge Call Routing Manager** — handles the technical aspects of call routing applications — just add the business logic.

For More Information

Like other Intel communications products, Intel NetMerge Call Processing Software components represent a foundation technology, not an end-user solution. The value of computer telephony becomes apparent when CTI technology is integrated with other systems and applications. Intel can provide many of the base technologies for building CT applications that address specific business requirements. Intel has also identified and collected a number of solution sets that combine various Intel communications products to address specific customer needs. In addition, Intel relies on a network of application developers, VARs, and OEMs to incorporate its technology into solutions customized for specific end-customer businesses.

Intel offers specialized computer-telephone consulting, design, and implementation services through Intel Net Services. Intel NetMerge Call Processing Software application developers and integrators can call upon Intel consultants for assistance with any phase of a CTI project. For a fast-paced, accelerated start to a development project, Intel Jumpstart services are available. Intel Net Services also offers several popular courses in CTI technology and integration strategies at locations worldwide. The expertise of Intel Net Services is available to business partners as well as to end users to help them design, implement and maintain computer-telephone systems.

To learn more, visit our site on the World Wide Web at www.intel.com

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