



Computer Telephony Integration, Second Edition

Jr., William A. Yarberry

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Computer Telephony Integration, Second Edition

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Since the publication of the first edition, the CTI world has changed significantly. Where it was once focused on the integration of voice systems with computers, the focus is now on IP-based voice, or converged networks and services. Today, the telcos are upgrading their systems from circuit-switched to IP-based packet-switched networks. Companies like Cisco Systems and Dow Chemical have installed IP-based phones in their offices worldwide, saving millions of dollars in service fees.

Computer Telephony Integration, Second Edition has been updated to reflect these recent changes in the industry and will help managers make the right decisions for their communications infrastructure. It explains the business and economic significance of the major integrated data-voice technologies and highlights the pros and cons of each approach. The text covers convergence, telephony standards, new and powerful tools for call centers, IP telephony (VoIP), infrastructure management tools, and advanced business applications.

In addition to the latest developments in standard CTI technologies such as IVR, voicemail, speech recognition, and applications, this edition includes expanded chapters on security, cost management, call center technology, and IP telephony. Case studies provide a real world perspective on many of the newest CTI technologies. Bringing together the author's extensive experience in the field, Computer Telephony Integration, Second Edition will help communications and IT professionals make efficient, cost-effective decisions that will lead to improved customer service, increased productivity, reduced costs, and enhanced workflow automation.

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