

# DIALECT™ ACTIVECONNECT™ GETS YOUR PHONE TALKING – TO YOUR PC.

## Key Features

- Simplifies device control and management
- Uses standard COM interface
- Works with any system able to host ActiveX controls
- Takes care of most housekeeping tasks associated with CTI application development
- Offers non-threaded systems (such as Visual Basic) easy access to the CT-Connect API
- Adds CTI-functionality to base word processing, spreadsheet, and database applications
- Supports 32-bit Windows® platforms

### True Computer-Telephone Integration

Dialect™ ActiveConnect is an ActiveX® control created expressly for CTI environments. It works with Dialogic Corporation's CT-Connect software to integrate telephony applications and PBX systems, seamlessly.

It simplifies multi-threaded programming and device monitoring, and it speeds recovery after switch and network failures.

### Simplified Application Development

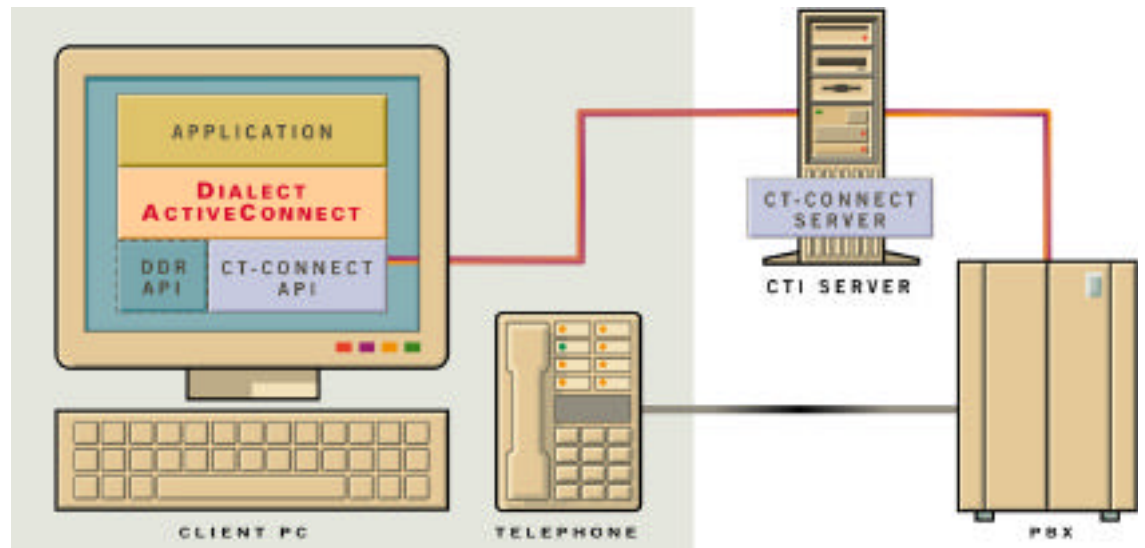
CT-Connect, operating on a Windows NT® server, facilitates

and place an outbound call can take as little time as 30 seconds.

### ActiveX Modules Facilitate Integration

ActiveX™ lets programmers use small, specialized modules – like ActiveConnect™ – to create powerful applications that

## DIALECT™ ACTIVECONNECT™



CTI applications on the desktop use ActiveConnect™ as an intermediary between the CT-Connect API and the PBX. ActiveConnect™ makes it easy for applications to control devices connected to a switch, exchange information about calls and agent availability and, with the optional Dialect™ Data Repository module, attach user data to calls.

Through ActiveConnect™ functions, applications can control devices connected to a switch and exchange information about calls and agent availability. ActiveConnect™ uses the Component Object Model (COM) to streamline the interface to Dialogic's DLL.

the exchange of data between applications and switches like the Nortel™ Meridian 1. It is possible to write client applications that communicate directly with CT-Connect, but this effort is typically complicated and time-consuming.

With ActiveConnect™, writing a simple Visual Basic application to take control of a telephone

exchange information easily. ActiveConnect™ simplifies the process even more by providing a rich set of methods and properties like MakeCall and AnswerCall that mimic the functionality of CT-Connect's API. ActiveConnect™ provides multi-threaded access to the CT-Connect API.

To attach user data to calls, ActiveConnect™ provides an optional interface to Williams' Dialect Data Repository.

Like any ActiveX™ control, ActiveConnect™ consists of three components:

- **Properties:** global parameters that guide the operation of the ActiveConnect™ interface
- **Events:** call handling incidents reported by the switch through CT-Connect
- **Methods:** instructions communicated to ActiveConnect™ or to the switch, through CT-Connect

#### First Choice for Williams

ActiveConnect's™ fast performance and ease of use make it the tool of choice for Williams Communications Solutions' own CTI developers. In fact, Williams' developers use ActiveConnect™ for all customers who require seamless Computer-Telephone Integration.

#### System Requirements

- A PC with a 486 or Pentium®-class microprocessor and at least 8 MB RAM (16 MB recommended).
- Microsoft Windows® 95 or Windows NT® 3.51 or 4.0.
- 5 MB of disk space.
- Dialogic® CT-Connect 2.0 API DLL.

## ABOUT WILLIAMS...

### Williams Delivers Total Data, Voice, and Video Solutions

*Williams offers customers end-to-end communications solutions with enterprise wide business applications. From corporate headquarters in Houston, TX and more than 120 sales and service locations throughout North America, Williams delivers fully integrated enterprise network services that include computer telephony call center solutions and network systems integration.*

### End-to-End Call Center Services from Williams

*Williams' highly skilled Call Center Applications Team (CCAT) specializes in the effective design and deployment of innovative call center solutions to help companies maximize existing resources and improve productivity. With end-to-end services that include design consultation, call center analysis, applications development, systems integration, and project management, Williams offers everything an organization needs to create or optimize a call center.*

*Utilizing full service and reliable IVR, call management, and client/server call center products from industry-leading manufacturers, the highly specialized call center solutions team at Williams partners with customers to discover how to most effectively deploy technology in support of their overall business objectives.*

*CCAT also deploys industry-leading software products from a robust portfolio developed by Williams' own CTI lab. The lab's highly skilled analysts, programmers, and engineers are dedicated to developing innovative CTI and IVR software products for programmers who want to use them for a specific application and to support the work of Williams' own call center solutions providers.*

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