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CTIServer

CTIServer 5.0.114 (c) Computel d.o.o.

AgentLogs		CallLogs		CTILogs		Maintenance	
EditAgents		EditGroups		EditWorkstations		EditIVRs	
AgentStatus		ConnectionStatus		QueueStatus		MonitorStatus	
AgentID	AgentName	GroupID	Extension	AgentStatus	TelephonyStatus	LogOnDateTime	
100	Vili Racki	440	0	Null	Idle		
101	Zlatko Riharec	440	0	Null	Idle		
102	Suzana Sinkovec	440	0	Null	Idle		
103	Romana Matjaz	440	0	Null	Idle		
104	Ljubica Pavlovic	440	0	Null	Idle		
105	Peter Antolovic	440	0	Null	Idle		
106	Dragica Cerkic	440	0	Null	Idle		
107	Irena Gril	440	0	Null	Idle		
108	Vojka Gregoric	440	0	Null	Idle		
109	Nekdo	440	0	Null	Idle		
110	Miran Kirm	440	0	Null	Idle		
111	Gregor Glusic	440	0	Null	Idle		
112	Bostjan Jevsovar	440	0	Null	Idle		
113	Damjan Antolic	440	0	Null	Idle		
114	Nina Kotar	440	0	Null	Idle		
115	Damjan Klemencic	440	100	Unavailable	Idle	22.1.2008 12:40:36	
116	Aleš Jelovšek	440	101	Working	Idle	22.1.2008 12:40:48	
117	Agent 117	440	0	Null	Idle		
118	Agent 118	440	0	Null	Idle		
119	Agent 119	440	0	Null	Idle		
120	zdravnik	441	0	Null	Idle		
121	Malic Stern	441	102	Ready	Idle	22.1.2008 12:41:00	

CTIServer is an application that takes care of call greeting and managing the call queues before the call is taken over by the operator. The CTIServer collects statistical data and manage current operator's states. The program receives all of this data through "CTI link" that is established with the telephone exchange. The CTIServer and the telephone exchange operate together as one system.

CTIServer program is a server application that runs non-stop on a computer server of the call center. The computer server can serve as a database server and a call recording server too. CTIServer takes care of suitable call control and saves all the data to an SQL database. User interface of the CTIServer program shows current states of the operators, calls, work stations and the greeting schema. All this data can be inspected by the [Call Center Manager](#) application. Operator's applications [CTIClient](#) connect to the CTIServer, exchange the data and present the relevant data to operators.

Advantages:

- direct telephone exchange connectivity gives quality data,
- centralized system, which gathers all the data from communication routes in the call center
- shows current states in the call center
- with incoming call centers the calls are distributed equally among the operators,
- in case of operator's unavailability, a call queue is formed,
- ability to arrange calls in a fair call queue or setting incoming call priorities,
- [CTIClient](#) program connection, which can be customized to suit the operator's needs.

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