axis diplomat 2024 Modules

Telephony Interface: FAQs

What is CTI?

Computer Telephony Integration (CTI) is a general term used to describe interaction of phone systems with IT systems. The **axis diplomat** Telephony Interface module utilises the phone system's CTI capabilities to deliver its functionality.

Which telephone system(s) does the telephony interface module support?

The module supports the following systems:

- Avaya IP Office (on premise)

- Kumulus Voice (cloud)

- NEC Univerge (on premise)

What about other systems?

There are many different telephony systems on the market all with varying software interfaces. Developing comprehensive integration with a system and then testing and supporting the interface is an expensive and time consuming exercise however support for other systems which have the required level of functionality may be introduced in the future.

If you are interested in commissioning integration work with an alternative system then please discuss your requirements with us. It may however prove more pragmatic (and significantly less expensive) to consider deploying a supported system.

Does the functionality work over remote links, for example with home workers?

Where a user is connected from a remote site then, providing that they are connected as a terminal services remote desktop (RDP) client, the telephony integration module will function in the same way as if they were working locally to the **axis diplomat** system.

Home workers can therefore be an extension onto the 'phone system and share the same benefits from the telephony integration module as their office based colleagues.

How is the telephony interface licensed?

Any **axis diplomat** system within mainstream support can have the telephony interface added. You'll need the telephony interface module license and a telephony client license for each of your licensed **axis diplomat** users.

Can I license just some of my AXIS Diplomat users for the telephony interface?

No. The number of telephony integration client licenses must match the number of licensed users on your **axis diplomat** system.

What versions of Microsoft Windows are supported?

The versions of Windows desktop or Windows Server required to support the telephony module match those required for the version of **axis diplomat** you are running.

Does the telephony interface work with thin clients (Windows terminals)?

Yes. The module was specifically designed and tested to work with Windows Remote Desktop (Windows Terminal Services/Remote Desktop Services).

Depending on the phone sytsem you are integrating with, you may however require additional licensing from the phone system provider in order to enable the required functionality.

For example, Avaya IP Office requires the third party TAPI (CTI Pro) driver software license which is a chargeable addition to the Avaya IP Office system.

How does axisfirst provide support for the telephony interface module?

The telephony module is simply added to the list of licensed modules on your **axis diplomat** software support contract. The support contract provides unlimited helpdesk telephone support as well as access via email and web to assist in using the functionality the module provides.

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