



NetWare Telephony Services 2.21: Product Details

NetWare Telephony Services™ 2.21 is a local area network (LAN)-based computer telephony integration (CTI) solution that enables communications between networked computers and telephones. Using a hardware link between a NetWare® server and a private branch exchange (PBX), in addition to the services of several NetWare Loadable Modules (NLMs), NetWare Telephony Services lets users intelligently place, receive, conference, and transfer calls using existing networked computers and information.

NetWare Telephony Services is an ideal solution for organizations of all sizes that handle a significant number of incoming or outgoing telephone calls. It can help reduce operational costs and improve productivity by providing users with the tools and information they need to handle calls efficiently.

Features

- Offers a nonproprietary, affordable CTI solution
- Integrates with NetWare services
- Provides a turnkey solution for non-NetWare environments
- Uses an open architecture
- Centralizes administration and management
- Uses network bandwidth sparingly
- Complies with the Computer Supported Telephony Applications (CSTA) standard
- Enjoys broad industry support

Nonproprietary, Affordable CTI Solution

In the past, the cost of CTI was prohibitive for all but large call centers because integrating computer and telephone networks required proprietary hardware and software that was expensive to develop, deploy, and maintain. NetWare Telephony Services 2.21 eliminates the need for costly hardware additions by using NLMs and a single hardware link from the server to the PBX to enable communications between PCs and telephones. NetWare Telephony Services requires no new equipment at the desktop. And, because it integrates with any telephone set connected to the PBX, you don't need an individual interface for each telephone protocol.

Because Novell uses a standards-based interface called the Telephony Services Application Programming Interface (TSAPI), third-party developers can easily create applications that run on the NetWare Telephony Services platform. A variety of affordable, off-the-shelf telephony applications—from simple desktop dialing systems to sophisticated call center packages—are available to provide end-users with the CTI services they need. High-level integration tools are also available, allowing existing business applications to perform call control without modifying the applications.

NetWare Services Integration

Third-party applications created to run on NetWare Telephony Services 2.21 can use all of NetWare's features, including authentication, multiprotocol routing, host access, remote access, directory services, and common administration. Telephony applications can access and share network databases for intelligent call routing, information coordination, and third-party call control (in which one user controls other users' telephones).

Turnkey Solution for Non-NetWare Environments

NetWare Telephony Services 2.21 includes a copy of NetWare Runtime™ 4.11 so that you can integrate it into almost any network as a turnkey solution. It delivers network telephony benefits to most network operating system environments, without any special hardware or software.

Open, Flexible Architecture

Because both the Telephony Services NLM™ on the server and the TSAPI library on the client are standards based, telephony applications need not communicate through a particular protocol or use the proprietary language of the PBX. Telephony applications—whether client or server based—simply make standard function calls to the TSAPI library, which sends the requests to the telephony server, where the requests are translated into a language the PBX can interpret.

This open architecture gives you flexibility in the PBX you choose, the end-user telephony applications you develop or purchase, the computer network switching system you use or plan to migrate to (Asynchronous Transfer Mode, frame relay, Fast Ethernet, and so on), and the operating systems you support. (TSAPI supports Windows, UnixWare, OS/2, and Mac OS clients.)

Simple, Centralized Administration and Management

Rather than physically connecting each PC on your network to a telephone by a modem or an Integrated Services Digital Network board and analog line, NetWare Telephony Services 2.21 establishes a logical link between PCs and telephones through a hardware connection between the server and the PBX. This logical, server-based link decreases the cost and effort of implementing and maintaining CTI services.

Through an integrated management interface, NetWare Telephony Services enables centralized administration of switch drivers, access controls, and other system components of your computer-telephone environment. It also enables you to generate statistics and reports for all calls administered by the PBX.

Sparing Use of Bandwidth

With NetWare Telephony Services 2.21, voice traffic travels only between the PBX and the telephones, not between the PBX and the telephony server. Because the PBX—not the LAN—manages telephone conversations, NetWare Telephony Services uses very little network bandwidth.

Standards Based for Interoperability

NetWare Telephony Services 2.21 is based on Novell's TSAPI, the only network telephony API based on the de facto international call processing standard, CSTA. NetWare Telephony Services is the only network telephony product that delivers APIs that provide access to all CSTA features. Applications based on TSAPI are interoperable, so you can use solutions from a variety of vendors.

To ensure interoperability of application and telephony systems as promised by the CSTA standard, Novell provides normalized call-flow scenarios and an interoperability laboratory.

Broad Industry Support

As a direct result of standards support, NetWare Telephony Services 2.21 is supported by more than 25 PBX manufacturers and more than 100 independent software vendors worldwide. Currently, more than 40 applications and 16 switch drivers are available.

Hardware Requirements

Server

- 386-based PC or above
- 4MB of RAM
- 5MB of free disk space

Client

Windows

- 386-based PC or above
- 3MB of free disk space

UnixWare

- 386-based PC or above
- 716KB of RAM
- 300KB of free disk space

OS/2

- 386-based PC or above
- 3MB of free disk space

Mac OS

- 68020-based Macintosh or above, or 601-based Power Macintosh
- 300KB of RAM
- 450KB of free disk space

Software Requirements

Server

- NetWare 3.12 NOS or above
- A TSAPI-compatible PBX driver

Client

Windows

- Windows 3.1 enhanced mode

UnixWare

- UnixWare 2.0

OS/2

- OS/2 2.1 or above

Mac OS

- Mac OS System 7.0 or above with QuickTime extensions, or Mac OS System 7.1 or above without QuickTime

Implementation

NetWare Telephony Services 2.21 works together with two additional components to provide a total CTI solution: a PBX driver and a CTI application. These components are available from a number of vendors.

PBX Drivers

PBX drivers are available from your PBX supplier. A list of PBX vendors and switch models that currently offer drivers for NetWare Telephony Services is available on Novell's World Wide Web site at <http://www.novell.com/telephony> and from the Novell FaxBack service. To obtain this information, call 1-801-861-7944 and follow the prompts to the FaxBack server. Or, in the United States and Canada, call 1-800-RED-WORD (1-800-733-9673) and follow the prompts to the FaxBack server.

CTI Applications

You can choose from a wide variety of CTI applications—ranging from enabling tools that add telephony capabilities to existing business applications, to shrink-wrapped applications that can be modified to fit a general business need, to completely customized applications designed to serve a specific business need. These applications vary in functionality from simple power-dialing applications to sophisticated call-routing and reporting applications. A list of applications that currently work with NetWare Telephony Services is available on Novell's World Wide Web site at <http://www.novell.com/telephony> and from the Novell® FaxBack service. To obtain this list, call 1-801-861-7944 and follow the prompts to the FaxBack server. Or, in the United States and Canada, call 1-800-RED-WORD (1-800-733-9673) and follow the prompts to the FaxBack server.

Specifications

NetWare Telephony Services 2.21 is available in 5-, 10-, 25-, 50-, 100-, and 250-user packages.

Ordering Information

You can order NetWare Telephony Services 2.21 from any Novell Authorized, Gold, or Platinum Partner. For more information, contact your local Novell office or call the Novell Customer Response Center at 1-801-228-4CRC (1-801-228-4272). Or, in the United States and Canada, call toll free 1-888-321-4CRC (1-888-321-4272). You may also visit Novell's World Wide Web site at <http://www.novell.com> or use Novell's Product Information FaxBack system at 1-801-861-3030. Or, in the United States and Canada, call 1-800-209-3500.

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