

# Computer Telephony Integration, Second Edition

Von Jr., William A. Yarberry

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# Computer Telephony Integration

Second Edition



William A. Yarberry, Jr.

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**Von Jr., William A. Yarberry : Computer Telephony Integration, Second Edition** before purchasing it in order to gauge whether or not it would be worth my time, and all praised Computer Telephony Integration, Second Edition:

Kundenrezensionen Hilfreichste Kundenrezensionen 0 von 0 Kunden fanden die folgende Rezension hilfreich.  
Telephony 101 Von Ein Kunde A re-organization in our company placed telecom services under the Administration Department. Not having a technical background, I was a bit concerned about my new operational and technical responsibilities. The world of Communications always seemed so complicated. I found this book to be right on target.

The concepts of CTI, Unified Messaging and especially implementation of telephony systems were clearly explained and logical. An unexpected chapter on cost management was extremely valuable in Operations. This is not a programming book but a very helpful resource to an individual making decisions on CTI/Telephony systems. There are plenty of examples and illustrations from real systems. The best part is that it was written in plain, easy-to-understand English. I tried to read telecommunications books many times but they were so technical they proved to be a great cure for insomnia. This book covers traditional Telephony basics, security, management tools and even has an outline for an RFP for PBX and Voice Mail systems. It gives a view of tomorrow's technology providing negatives as well as the positives of new technology such as Voice over IP. The only negative is that I wish the book were a little longer. 0 von 0 Kunden fanden die folgende Rezension hilfreich. Telephony Resources Von Ein Kunde I found this book to be practical and well written. It had a strong section on IVR, including a good discussion on application generators. CTI was covered, as well as standards and typical business uses. The call center reporting chapter was a little weak but the other chapters on VoIP, telephony implementation, call accounting and security overcame this limitation. Also, I like the author's writing style. He stays focused on the topic and makes good use of the book real estate.

**Kurzbeschreibung** 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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**Synopsis** In this real-world guide for telephony decision makers, the author presents practical techniques for selecting, implementing, and managing voice communications systems including voice over IP. It enables buyers to focus on telephony systems that fit their organization's needs. It provides a wealth of new ideas that will enable them to provide new services, existing services at a lower cost, and "zero downtime" service levels. It helps them to quickly articulate a telephony strategy that encompasses large and small offices, domestic and international locations, and a heterogeneous hardware/software environment.