

CTI

Voice Mail

Fax Server

Electronic Mail Reader

Call Center

Telemarketing

UnPBX

Networked PBX

Audiotex

FOD(Fax on Demand)

IVR(Interactive Voice Response)

Voice Mail

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Fax Server

LAN

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Electronic Mail Reader

Email

TTS(Text-to-Speech)

Email

Email

Call Center

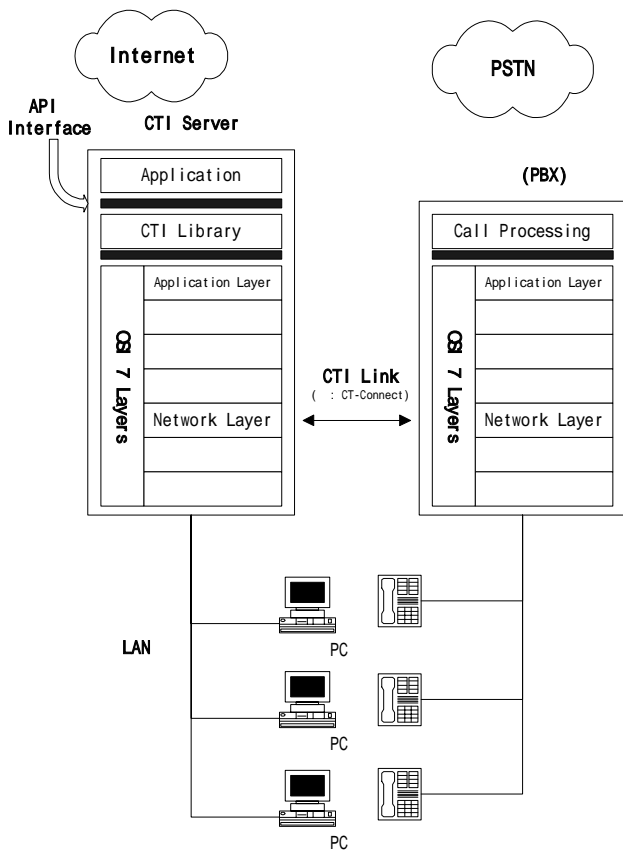
CTI 가

98

CTI ,

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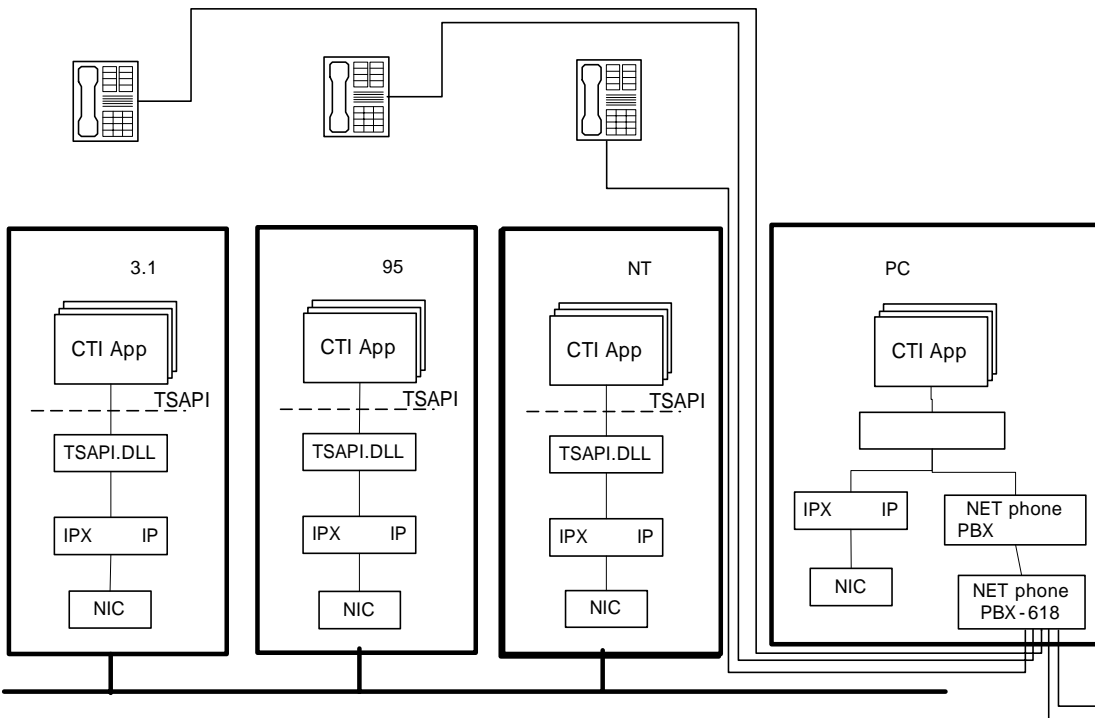
Telemarketing

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un-PBX

PC PBX, PBX
PBX가 PC (
PBX+IVR+Internet)
PBX 가 가
Communication Server
SOHO



LAN(IP) Telephony

IP(Internet Protocol)

IP Telephony

LAN Telephony 가

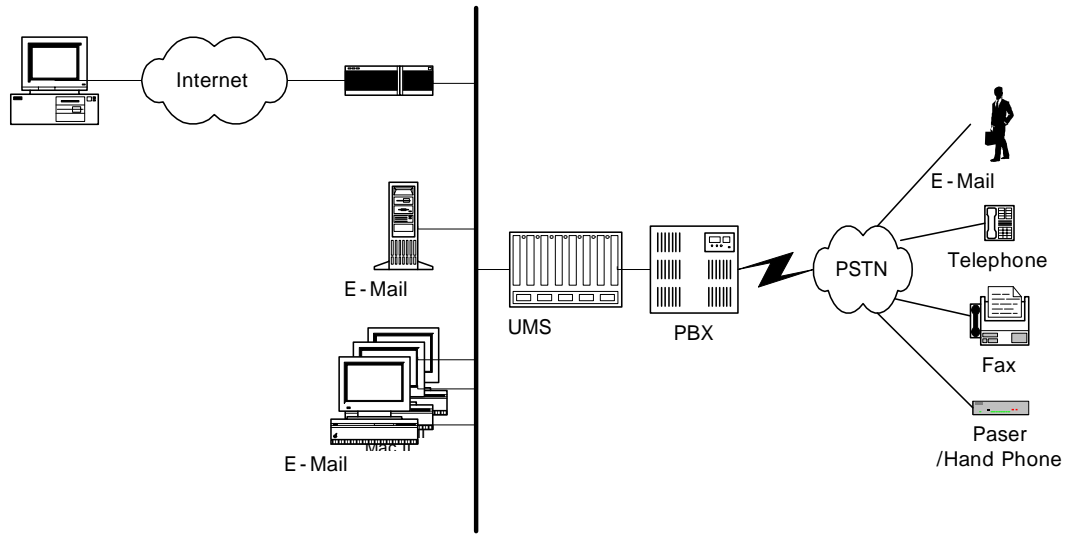
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LAN Telephony 가

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UMS

- , ,
VMS, , E-Mail
- 가 , Terminal
- ,
- 가 가
- UMS PSTN , ,
H/W
- , , Pager, PCS
- Text-to-Fax, Text-to-Speech
- , ,



Desktop CTI

UMS, CTI , PC-to-

CTI

가
가

99

CTI

2002

CTI

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(Ovum)

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