

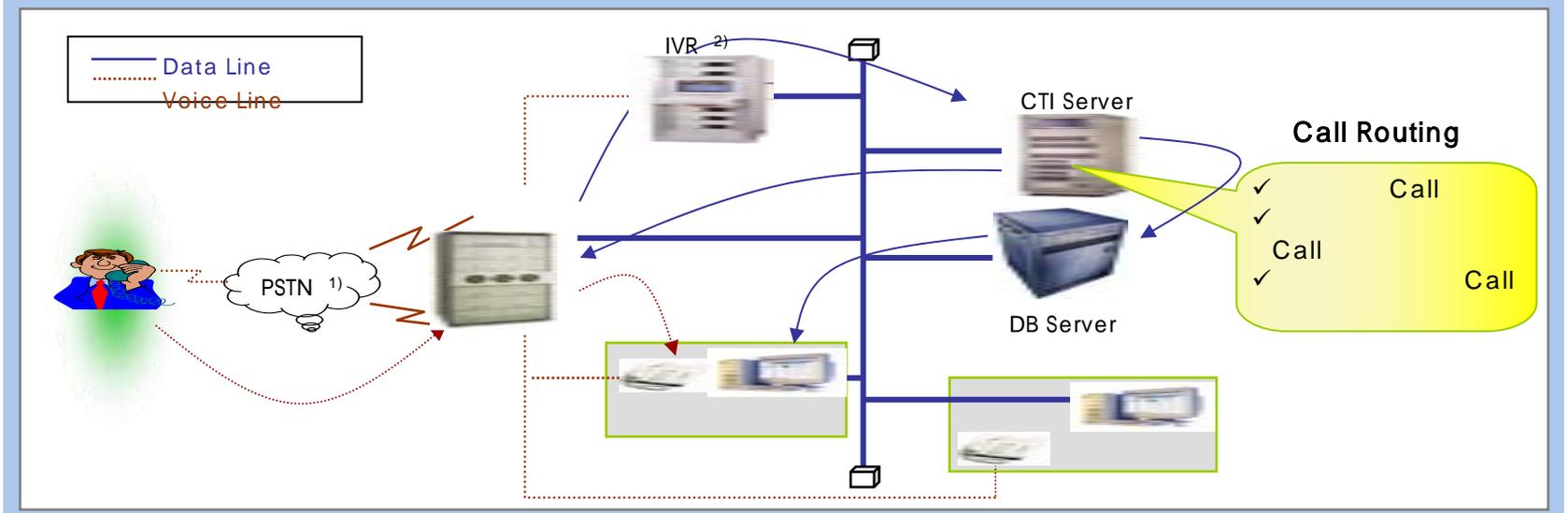
# CTI

## 가) Inbound Call

- ) ANI & Screen Pop Up
- ) Call & Screen Transfer (                    )
- ) Conference Call (3                    )
- ) Call Back (Call                    )
- ) Outbound
- ) Call
- )
- )
- ) FAX Service

# 가) Inbound Call

## Inbound Call



Call

IVR

CTI Server

DB Server

Group

Data

Call

가

, CTI

Rule

Call

Group

가

(Screen Pop - Up )

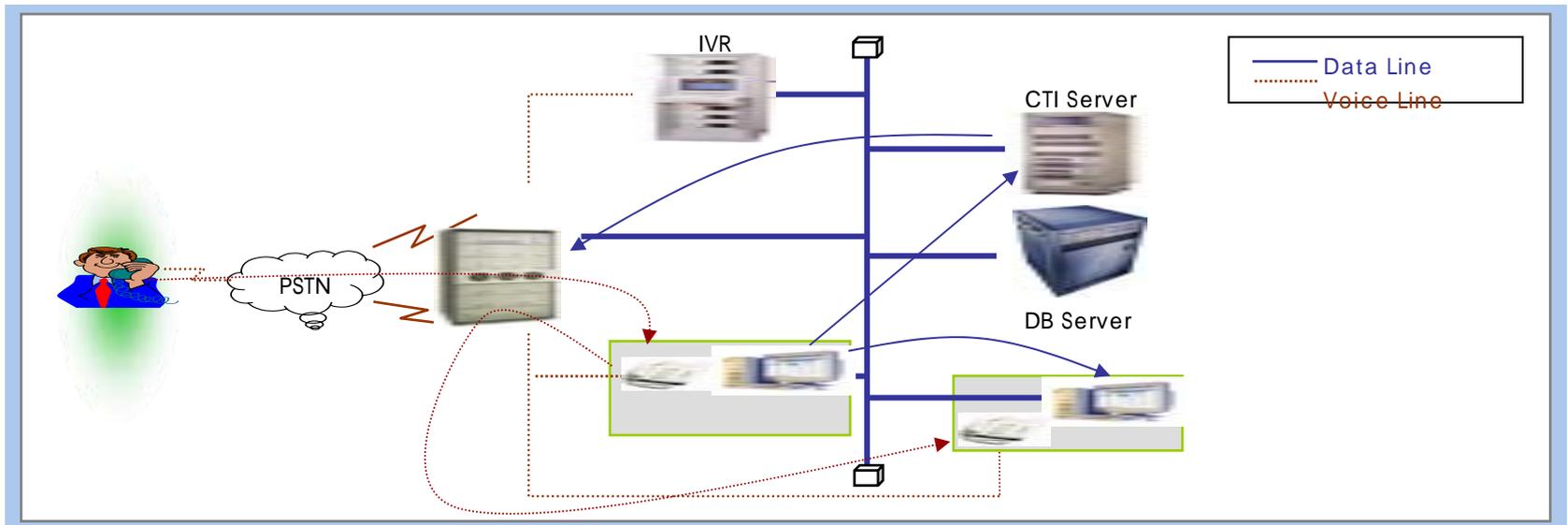


# ) Call & Screen Transfer ( )

Skill  
Call & Screen Transfer

Call Data

## Call & Screen Pop Up



CTI Server  
CTI Server  
Call

Call

Screen pop - up

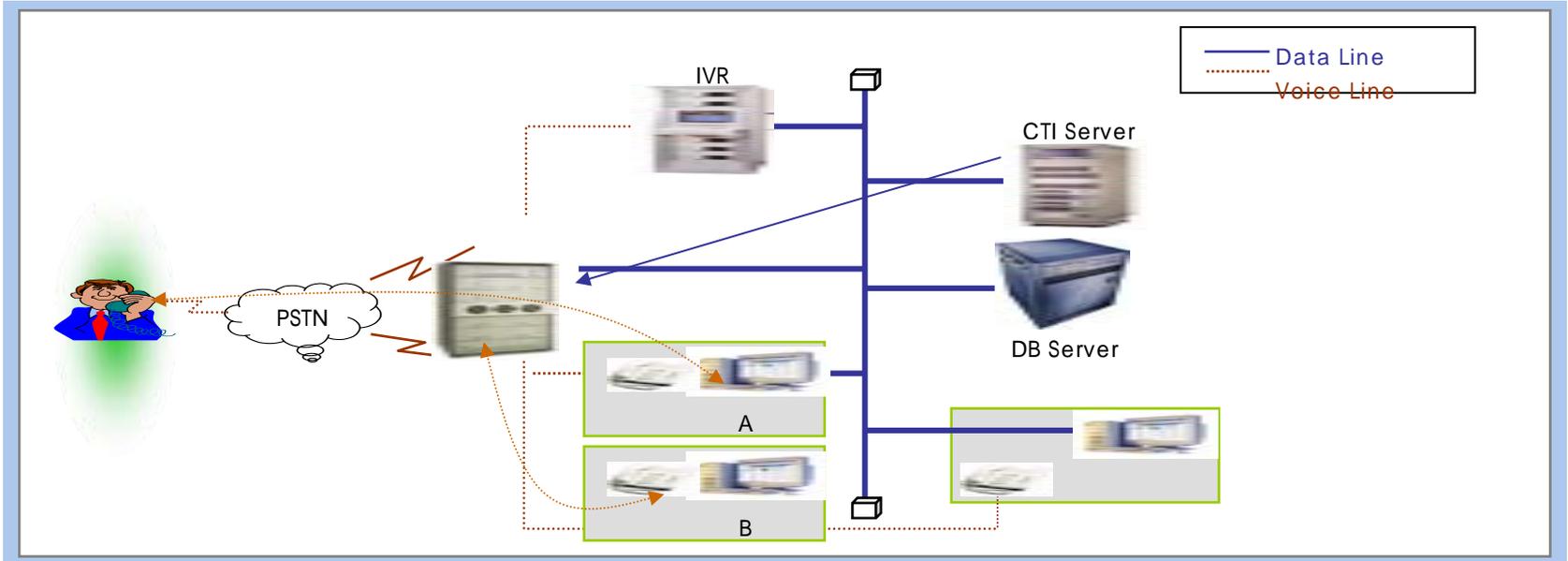
Historical Data

Transfer

# ) Conference Call (3 )

3

3



A A Skill 3 가 , CTI , A , B 3  
 B 3 가 , 가 B PC Display (Pop Up)

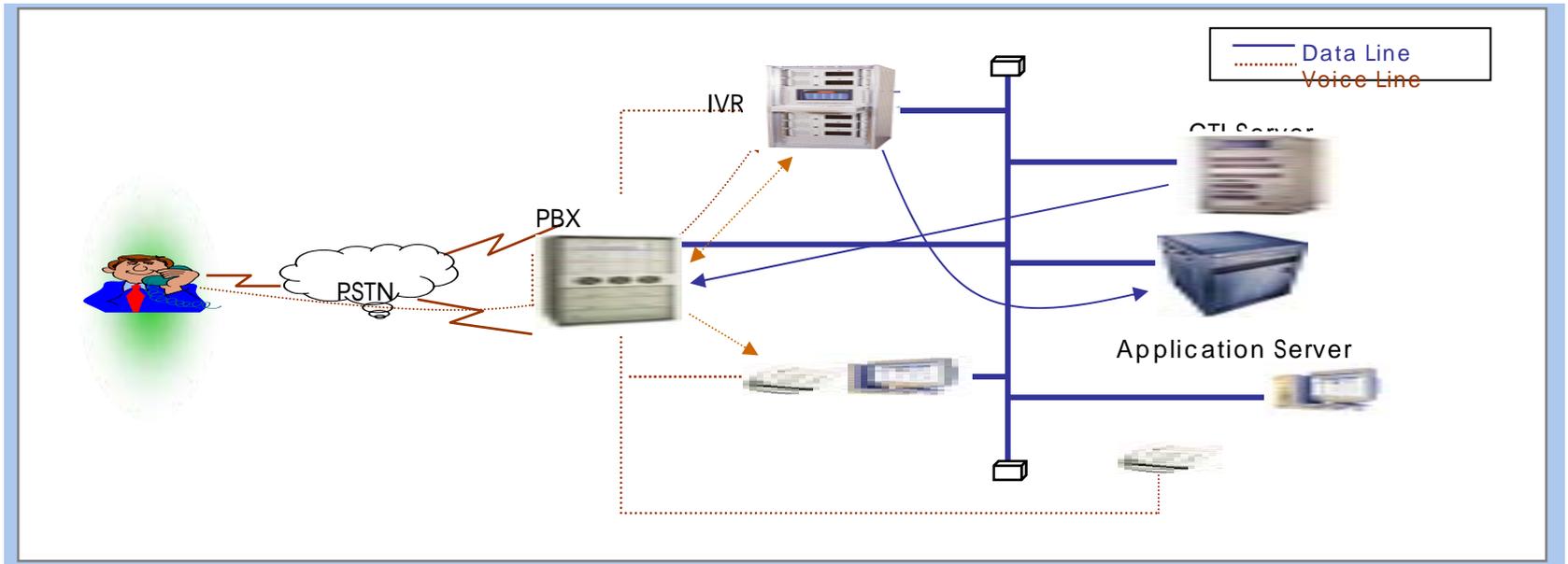
# ) Call Back (Call )

가 가

IVR

CTI 가

## Call Back



IVR

Call ACD Queue

Overflow

Callback SVC IVR

IVR DB

CTI 가

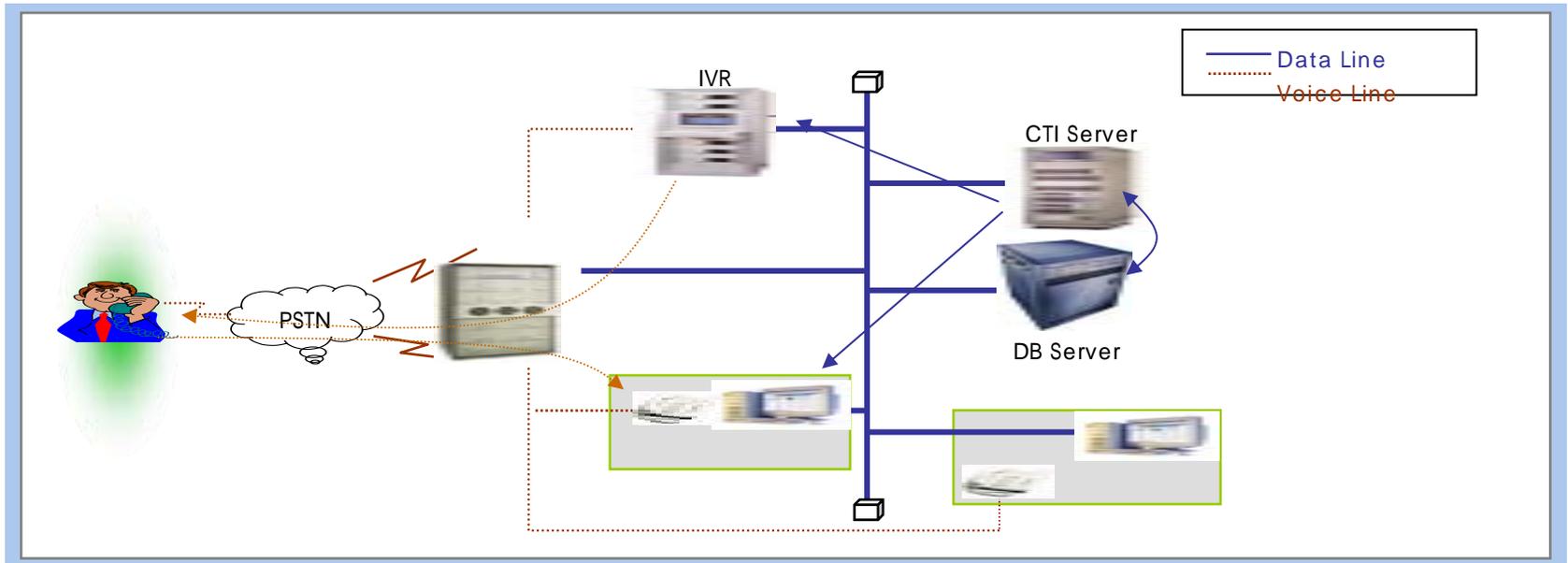
가 PBX

가

Call

# ) Outbound

## Outbound



Outbound

List

Outbound

List 가 CTI

1) IVR

FAX,

Detection

(CALL DETECTION )

1) Predictive Dialing 가  
PC

CTI 가 , CTI  
Screen Pop up

Call .

가

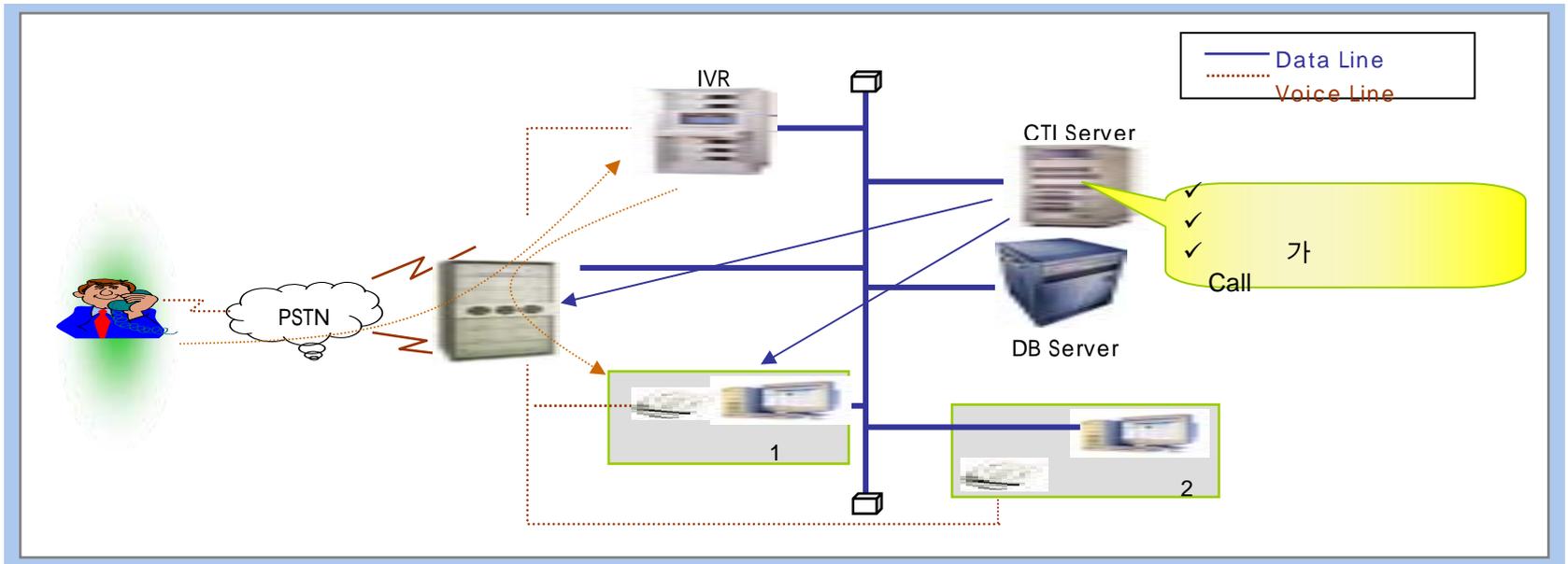
Call

# ) Call

CTI

Middleware

Call



Call

GUI

Call Center

가

)

, Traffic

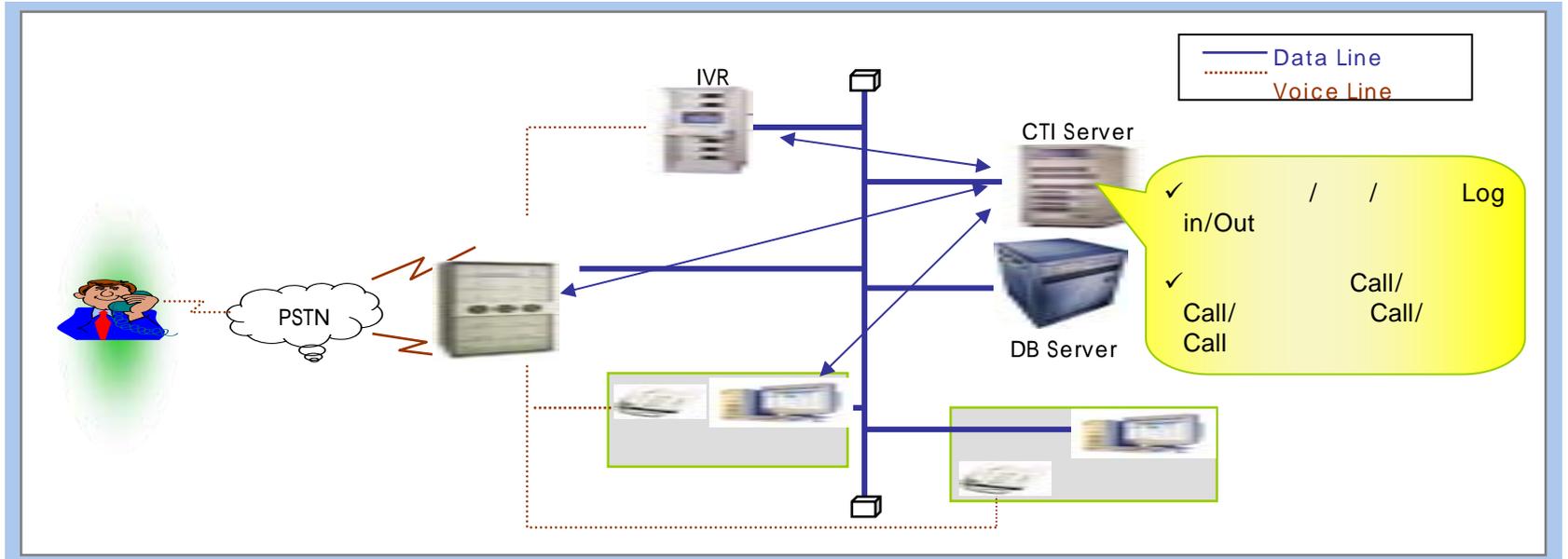
Call

(

Call Routing

)

가



Call CTI Server

/ 가

가

가

가

( ),

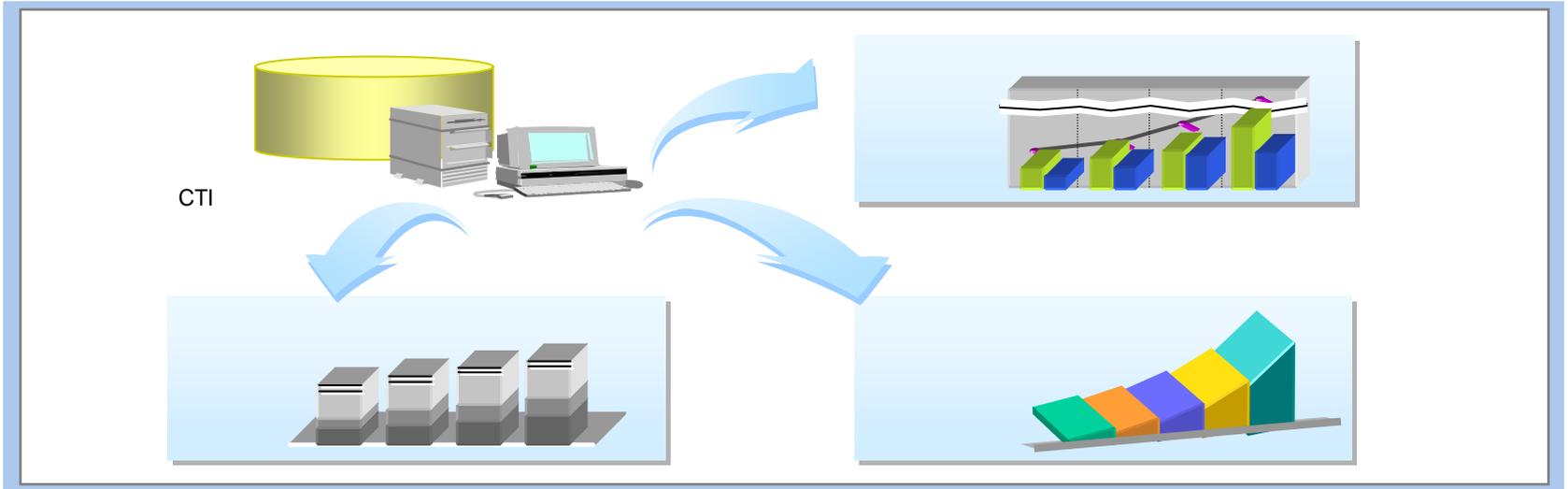
, (Queue),

(Routing Point)

)

CTI

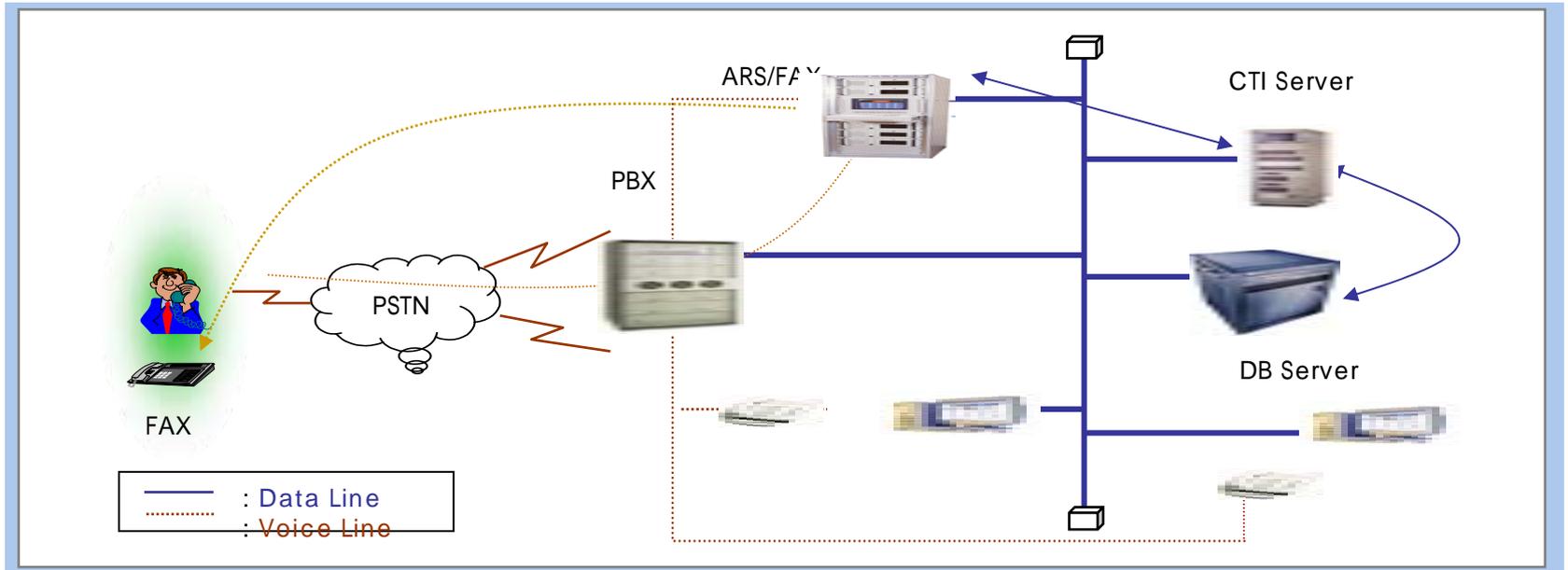
, 가



# ) FAX Service

FAX

FAX Service



( )

FAX

FAX

ARS

CTI

DB Server

FAX

FAX

FAX

PBX

FAX

FAX

\*

FAX

FAX(ARS)

\*

FAX