## Contact Center

	Traditional	Hybrid	AII - IP/Pure IP
	- 100	- 100%	
	500 가	Traditional	Traditional
		· IP	
	Application		가 .
	•	- TDM	・Network IPT 가 Vendor
			· VoIP Protocol
			Vendor
	Middleware가		
	· Middleware Vendor		<ul> <li>Contact</li> <li>Center</li> <li>Infrastructure</li> </ul>
	CRM		· CRM Vendor
	Solution ,		Add- on .

		· TDM	· Application
	Multi		
		IP Base	,
	가 ,	Dase	
		· Hybrid Device	
	•	- TDM	· Application 가 ,
			, 가
	· Reference Site	IP Enabled	- 99.999%
	Solution		
			,
	・S/W 가		
		•	