

Added Value for Cisco IP-Telephony



TOPCALL combines traditional telephony, Cisco's IPT and business applications

TOPCALL – The solution

- We offer standardized UM Middleware
- We enable simultaneous management of complex PABX environments
- We centralize administration in heterogeneous IT environments
- We offer a range of standardized interfaces for mail systems, business applications and ERP/CRM
- We offer a solution for companies with numerous branch offices. Our architecture supports several sites using a central system
- We have a very high availability rate (99.97%)
- We assist you in the migration from legacy PABX to VoIP
- We integrate existing corporate directories
- We offer standardized reporting tools
- We support you in the development of multi-channel strategies over IP
- We integrate with T.38 and/or VoIP

In the case of many VoIP projects, migration from a traditional telephone switchboard to IP-based telephony involves high requirements.

With the TOPCALL Communication Middleware, TOPCALL offers a platform that integrates the various media such as fax and voicemail and CTI with one legacy PABX and/or one Cisco CallManager. This enables companies that use two telephony environments during a migration phase or as part of their supplier strategy, to provide the users with unified tools. In addition, integration with business processes is required only once when the TOPCALL Middleware is used.

With this central use of the TOPCALL solution, the system and user administration can be simplified and only a few interfaces to the various business applications have to be maintained. Thanks to CTI integration with both telephony worlds features such as call distribution, call return - busy line and many more can be used.

