

Open Interface



TOPCALL API

Feature Overview

Enhanced Connectivity

- Fax, Internet mail, Voice, SMS, Telex, X.400 and more

- WAP and CTI integration

- IVR applications

- E-Commerce ready

Connect to Anything

- Message-enabled applications
- Platform independent
- UNIX, NT, Mainframe

Superior Integration

- Easy development
- Customizable notifications & distribution
- Global support services
- TOPCALL Consulting offers developer support or design and implementation services

TOPCALL API presents customers with business-to-business communications. You have the business applications ... we have the integration with fax, Internet mail, voice, IVR, WAP and more.

Business Applications + *one* = E-Business success

One Business-to-Business Solutions

All business applications are connected to the *one* communication source. Whether the business sends or receives fax, e-mail from UNIX, automated voice calls or telex from an in-house application, *one* does it all. Communications are driven to and from the desktop, within any message-enabled application.

One Complete Connection

The *one* standard API interface makes sending and receiving messages to and from any application easy. Whether the business operates with different flavors of Unix, NT, or mainframes, all are communication-enabled with Communication Server *one*.

One Secured Transmission

one guarantees point-to-point delivery of records and messages. Confirmation notifications are customized. Send a fax from Unix and get the confirmation back in Lotus Notes. Or create an event to notify the administrator via SNMP.

One Enhanced Connectivity

one enhances connectivity to e-Commerce solutions and business applications. Integrate IVR (Interactive Voice Response) with business applications, WAP with your mobile commerce or Unified Messaging with your entire messaging infrastructure.

One Turnkey Setup

Our turnkey approach delivers value to the customer. TOPCALL takes complete end-to-end responsibility to guarantee business success. Our global support services set-up, customize and maintain your business and communication integration, or your development staff can perform the integration themselves.

Open Interface



TOPCALL API

General:

Attributes such as Subject, Priority, Cover-sheet, Date & Time for delayed sending, Notification (positive only, negative only, both or none), Cost Center.

Originator:

Full Name, Company Name, Department, Service of the sender.

Recipient (Mandatory):

Full Name, Company Name, Department, Service, Address of the Recipient(s). Multiple recipients supported, alternative addresses supported, mixed services supported.

Body Text:

Textual content of the message.

Attachment Pointers:

Location (Path) of one or more binary attachments. Handling of these attachments is dependent on the destination service.

The TOPCALL Open Message API is a simple, file based API. The transaction file contains information concerning the attributes that the message has, and may additionally include the body text component of the message itself. The file can be logically divided into two to five sections.

Examples of Outbound Messages :

Simplest Form

```
TO: SE=FAX, N=1-888-555-2222
TXT:
```

This is a simple text message that will be sent by the service "Fax" and to the address 1-888-555-2222.

Multiple Recipients Including Mixed Services

```
TO: NA=Gillian Wing, CO=TOPCALL Corporation, SE=FAX, N=1-888-555-2222
TO: SE=TELEX, N=846131, AB=TOPCALG
CC: SE=SMTP, N=info@topcall.com, NA=TC Sales Info
BCC: SE=X400, C=GB, A=BT, P=TC, O=TCUS, G=Mark, S=Reynolds
TXT:
```

This is a simple text message that will be sent to several destinations using different services such as fax, telex, X.400 and Internet mail.

Use of All 5 Logical Sections

```
SU=Annual Report, CC=TECH0645, D=991028, T=1800, NF=NEG
FROM: NA=Support Department, CO=TOPCALL Corporation,
SE=TOPCALL, N=SUPPORT
TO: NA=Bill Smith, CO=ACME, DE=CEO's Office, SE=FAX,
N=1-888-555-2222
TXT: Dear Bill, you should receive this fax on October 28. I
will only be notified if the transmission is unsuccessful. No
need to acknowledge receipt of this "Test Message"! Please
find the attached Annual Report Summary and Detailed
Accounting Information you asked for. Thank you.
:ATT: \\Document_Server\2002\Annual Report.DOC,
APPL=MSWORD.DOC
```

This is a simple text message with all elements of the transmission, including text, notification and attachments.