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## **Chrysalis Announces CTI Integration with Avaya Contact Centers**

December 17, 2004 - Chrysalis Software, Inc. ([www.chrysalis.net](http://www.chrysalis.net)) announced today the availability of Sonata Computer Telephony Integration (CTI) Solution software capable of providing screen pops with Avaya contact centers. The Sonata CTI Solution's ability to integrate with Avaya builds upon Chrysalis' established flagship product to deliver enterprise wide information to the agent's desktop with high-end functionality at a price point that offers immediate value. Avaya customers can now use Chrysalis' industry-leading CTI solution, resulting in a lower total cost of ownership, streamlined operations and improved customer satisfaction. Key benefits of the Sonata CTI Solution include:

- Sonata CTI Solution is a thin, high transaction CTI software product that can reside on an IVR (no need for additional hardware platforms) or on a server provided by the customer.
- Sonata CTI Solution can operate in both a fat client and in a thin client environment and supports both Windows and UNIX operating systems.
- Chrysalis offers an uncomplicated per seat license scheme for Sonata Server. No additional fees for getting visibility on DNIS, ANI, or CLID. No additional license fees for IVR port usage.
- Sonata CTI Solution interfaces natively with Avaya's ASAI or Nortel's Meridian Link Services (Symposium Link). Sonata Server is able to take advantage of the full message set within these interfaces to provide high end functionality on the desktop with out complex translation of message sets.
- When the Sonata CTI Solution software resides on the IVR, it minimizes impact on the customer's LAN by isolating communications between the IVR application and the CTI server (this process runs on the IVR).
- Sonata CTI Solution supports a number of interfaces on the desktop and a SDK is available if the customer wishes to develop their own desktop interface.
- Sonata CTI Solution can be easily and rapidly implemented and does not require on site presence for the installation of the CTI software.
- The Sonata CTI Solution can be implemented by customers or through Chrysalis' professional services organization known for their responsive, thorough, and timely implementations.

Chrysalis Software, Inc. is a leading provider of Professional Services and Contact Center Solutions. For more information on Chrysalis Software, Inc. and this and other software products please visit our website at [www.chrysalis.net](http://www.chrysalis.net).