



# CTI-Enable Your Symposium Call Center Server with Chrysalis Sonata

Call centers equipped with Symposium Call Center Server and Meridian Mail or Call Pilot can now offer self-service applications to their customers – and screen-popping capabilities to their agents – without the expense of an IVR or a dedicated CTI server.

productivity, reduced operating costs and increased revenues.

## Self-Service Applications

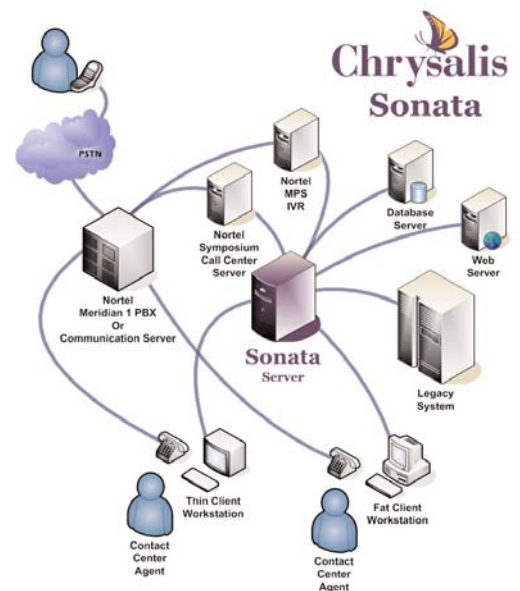
Sonata enhances the Symposium Call Center Server by allowing simple voice response applications. Anytime of the day or night, callers can retrieve data from enterprise databases, such as account balances, order status, or any other data normally retrieved by an IVR. As a result, the organization enjoys the tremendous productivity benefits of IVR without the associated expense of hardware, application development, and ongoing maintenance.



**Leveraging the strengths of its Developer Partners and their Compatible Products, the Developer Program has become a key contributor in the success of Nortel by broadening its reach and responsiveness in meeting the needs of its channels and customers. Each Nortel Compatible Product has met established requirements for integration, functionality and stability, further reducing total cost of ownership.**

Reduced operating costs, improved agent productivity, better customer service, and lower agent turnover - issues at the top of every call center manager's list of challenges. Computer Telephony Integration (CTI) and self-service applications such as Interactive Voice Response (IVR) are two call center technologies that address all of these concerns. In fact, studies have demonstrated that IVR and CTI applications produce more benefits per dollar of spending than almost any other contact center technology -- typically generating a return on the initial investment in less than one year.

Chrysalis' Sonata solution allows call centers equipped with Nortel Symposium Call Center Server to deliver the functionality of IVR and CTI without investing in an IVR or in a dedicated CTI server. As a result, the solution produces unparalleled financial returns. Call centers can generate payback on their Sonata investment in just a few months through improved customer relationships, higher agent



## Screen-pops

During business hours, Sonata exploits Symposium's skills-based routing to send the call and its attached data, such as an account number, to the agent best equipped to handle the call. When the call arrives at the agent's phone, the agent's desktop application populates with caller-specific information. Throughout the call, the agent can update account information and, if necessary, transfer the caller and the screen to another agent or supervisor. Callers need not identify themselves to subsequent agents and agents are armed with all the information they need to best serve the customer as quickly as possible. The Sonata soft phone also provides agents with most of the features of their telephone right on the desktop.

## Easy Integration

Sonata's open interfaces allow integration to virtually any host and desktop application. This means that Sonata can enable screen-pops of important customer information from legacy applications and from applications provided by many of the leading CRM vendors.

## Scalability

Sonata is a thin, high transaction CTI solution capable of supporting Nortel call centers of almost any size.

## Efficient

Because Sonata uses minimal processing resources, it does not require a dedicated server.

## Trouble-free implementation and support

Sonata is a robust and easy to install software package that many Chrysalis customers have implemented themselves. But you can also use Chrysalis world class professional services for trouble free implementations. And our products are backed by our warranty and knowledgeable customer support.

## Flexibility

The Sonata suite of CTI tools includes modular components that can be used individually to solve unique call center issues:

- The Sonata Server is a Meridian Link Services client that facilitates call control and ACD set feature notification. A thin, high transaction CTI server, the Sonata Server can operate in both fat- and thin-client environments. Sonata allows caller data to be associated with each call passing through the call center and ensures that the data remains attached to the call as the call is transferred from agent to agent.
- The Sonata Client is a suite of development tools that works in conjunction with the Sonata Server to provide CTI functionality, including screen-pop and third party control of a phone set. The Sonata Server uses the Sonata Client to transfer caller data to the agent's desktop applications. This suite of tools is full featured yet flexible in allowing an application programmer to customize the CTI solution to seamlessly work with the contact centers operations. Integration can be as simple as several lines of VBScript. The application developer also has the option of imbedding an ActiveX control into their application for a seamless integration. The tool set comes with a full featured soft phone that provides call control from the agent's desktop.

- The Sonata HDX Client interfaces with the Symposium Call Center Server's Host Data Exchange (HDX) and provides data exchange functionality to the Symposium scripting environment. This driver allows easy integration to most relational database and legacy systems for pre-routing, caller verification, and retrieval of customer information.
- The Sonata IVR Client allows virtually any IVR platform to communicate with the Sonata Server. This allows the IVR to attach data to a call, receive ANI/DNIS and other call information, and perform fast digital transfers.

## Company Information

Company Name:  
Chrysalis Software, Inc.

URL: [www.chrysalis.net](http://www.chrysalis.net)

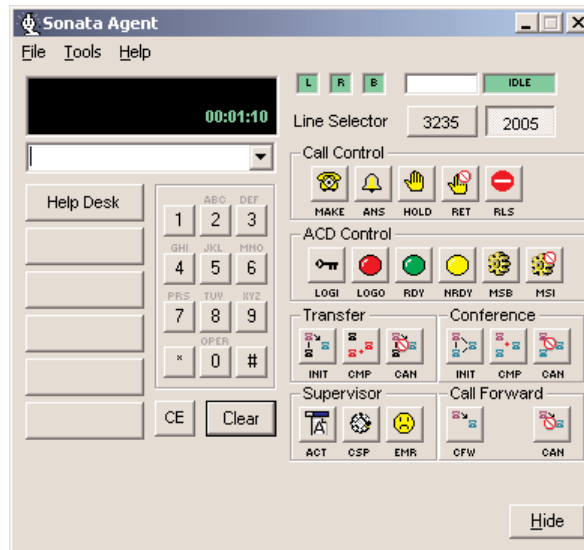
Sales Contact Name:  
Steve Hoffman

Sales Contact phone:  
415-339-8837

Sales Contact email:  
[sales@chrysalis.net](mailto:sales@chrysalis.net)

Regional Testing Office:  
North America

For all inquiries on this product,  
please provide the following  
reference code: 007



**Sonata Soft Phone**

### Compatibility Information:

Sonata CTI Solution release 2.0 was verified as compatible in a controlled laboratory environment. For complete compatibility details, including specific Nortel platforms and releases, please refer to the Certificates of Compatibility at:

[www.nortel.com/prd/dpp/product/prodpages/z5697.html](http://www.nortel.com/prd/dpp/product/prodpages/z5697.html)



### [www.nortel.com/compatible](http://www.nortel.com/compatible)

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