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Rob Walters

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This revised edition provides in-depth coverage of all of CTI, including technology, standards, applications, system engineering, industry structure, the market, and future developments. The book features expanded coverage of CTI and a wealth of new information on media processing, automation and messaging. It also encompasses network merging, particularly voice over the Internet protocol, as well as TAPI, TSAPI and JTAPI. Plus, new case studies show where and how computer telephone integration is used. The reader gets a detailed overview, including: the history of CTI and its rapid evolution during the 1990s; the underlying technologies of the CTI world; the ways telephony and computing can be linked; the abundance of integration applications; and all aspects of convergence - at the desktop, server and network levels.

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