

Contact+ Deployment Methods

Deployment

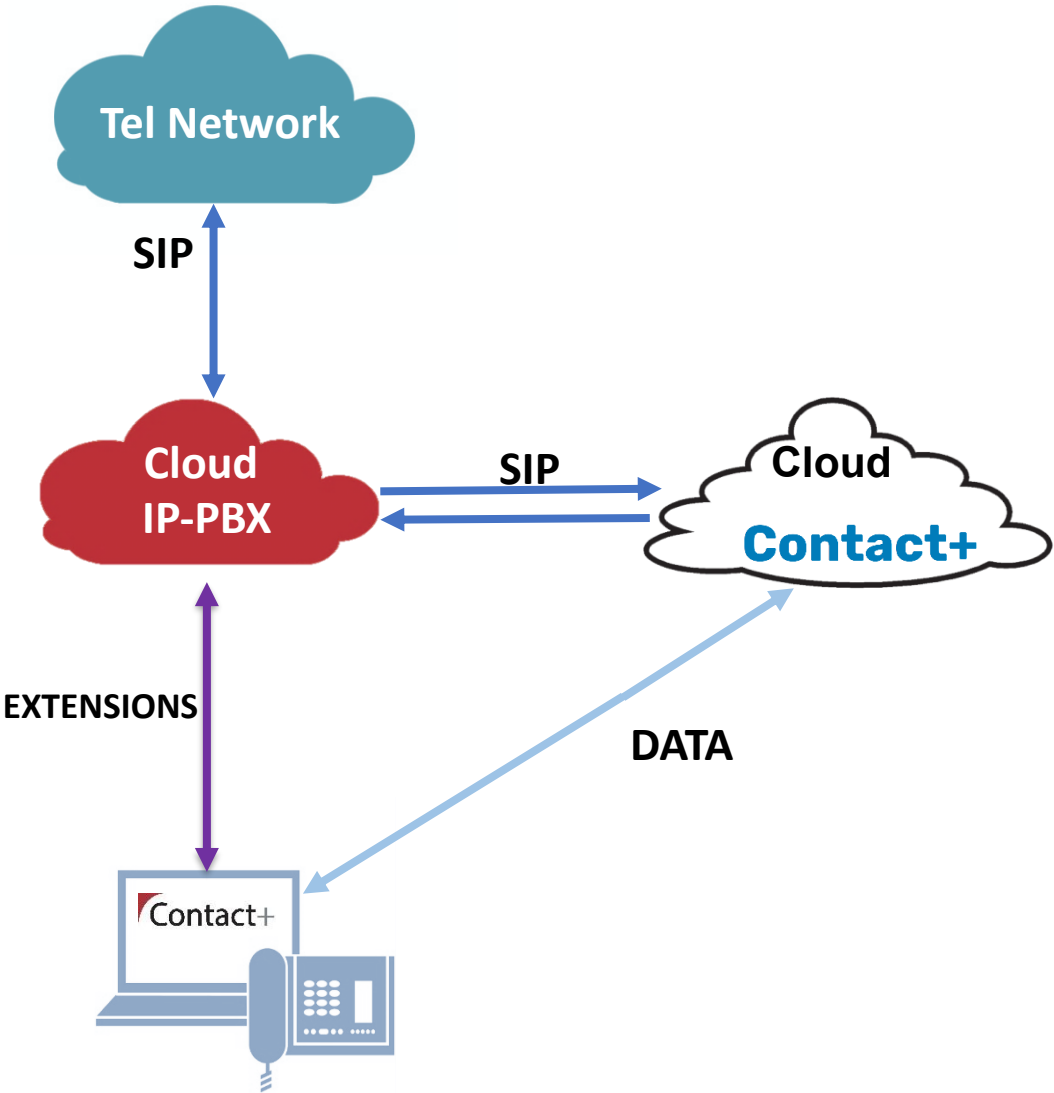
Contact+ can be deployed in the Cloud or On-Premise to suit any existing telephony infrastructure. The same version of Contact+ is used for Cloud as for On-Premise deployment.

The Cloud and On-Premise deployments are equivalent in the way connectivity is established between Contact+, the PBX, the PSTN and agent phones and desktops.

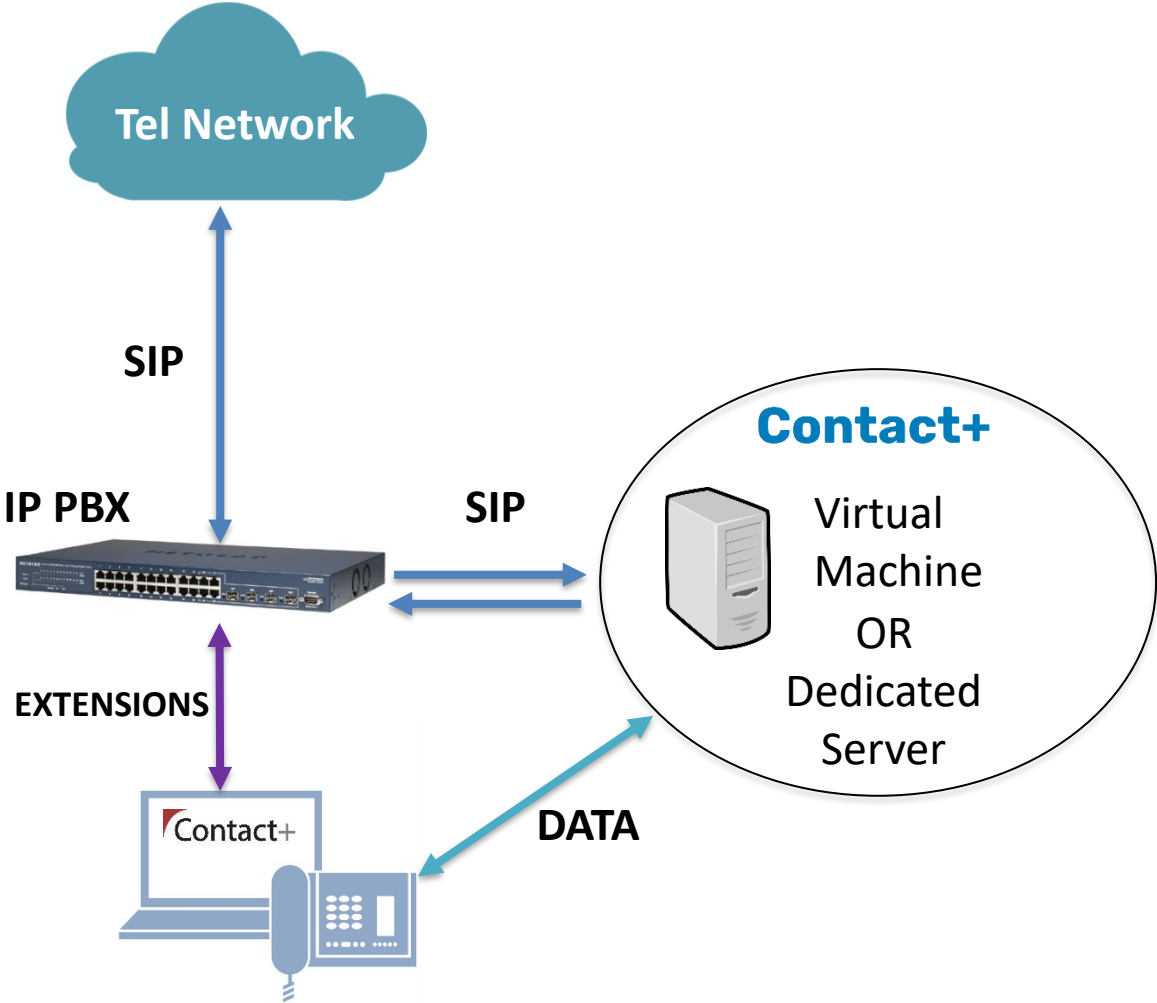
Contact+ deployment has been designed to work with existing telephony infrastructure without disturbing it. The key elements of Contact+ deployment are as follows:

- Contact+ connects to the PBX via SIP channels. Two channels are required to connect an agent to the PSTN via Contact+. One channel is used to provide Contact+ with PSTN access, and the other to connect Contact+ to an agent. This creates a trombone within Contact+.
- A third channel is required between the PBX and Contact+ for every call that is required to queue within Contact+. If it is assumed that a call will be queued for every agent, then at least 3 SIP channels should be reserved for every agent - two to handle a live call, and the third to handle a queued call. If the customer requires a different number of calls to be queued, then the number of SIP channels should be adjusted accordingly.
- Contact+ connects to an agent phone by dialling the agent's phone number through the switch. This could be an extension, a mobile number or any PSTN number, depending on where the agent is operating from.
- It doesn't matter to Contact+ what type of phone the agent is using. Contact+ treats the phone as a dumb terminal and doesn't use any functions that may be available on the phone for use in conjunction with the PBX.
- Contact+ connects to the agent desktop via a data link. Contact+ maintains a logical connection for each session that an agent is logged on between the agent phone number and the desktop IP address.
- The data and voice traffic can go over the same data link between Contact+ and the agent desktop, although it is recommended that QoS is applied to voice traffic to maintain its quality.

Cloud Deployment

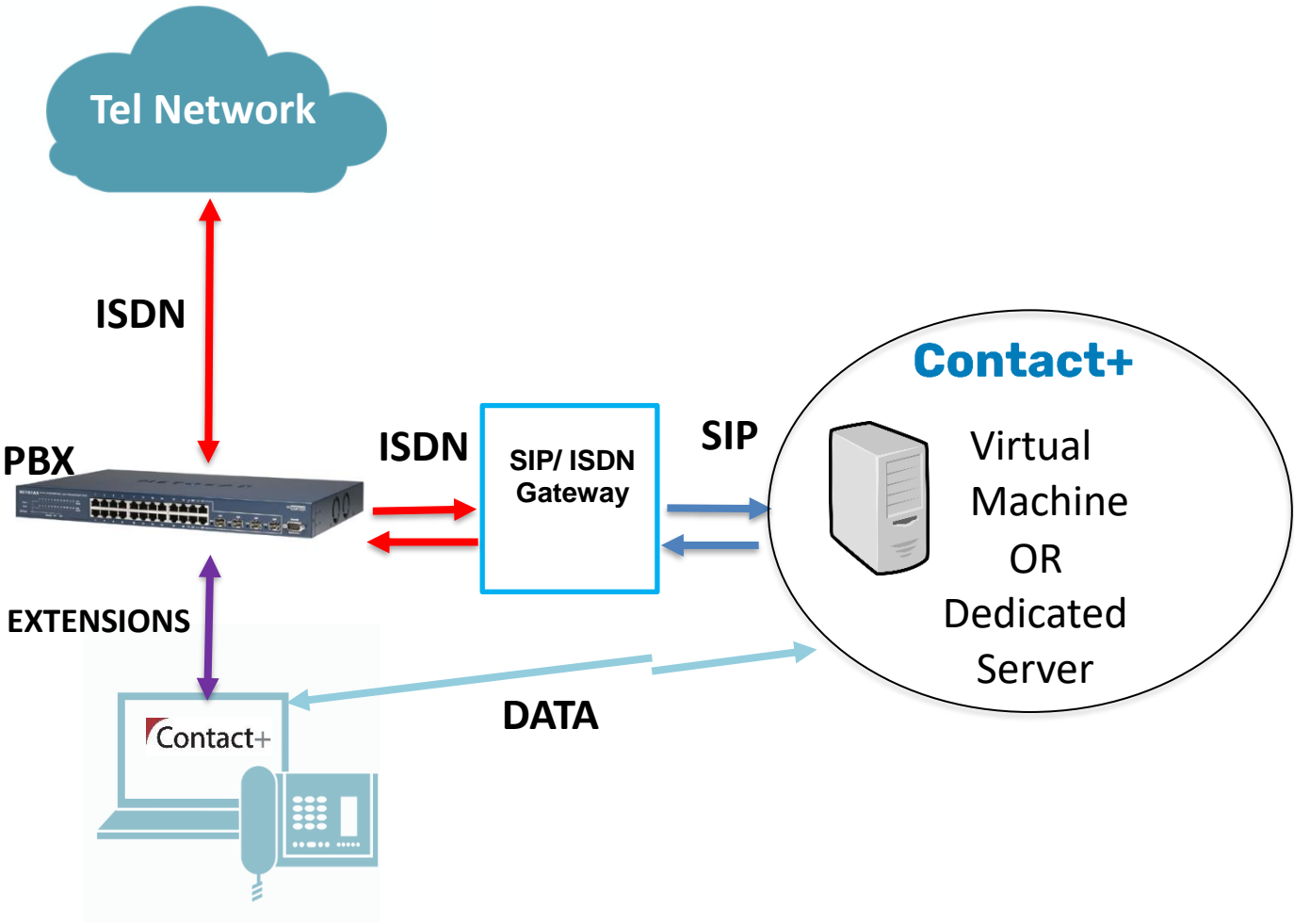


On-Premise Deployment SIP PBX



On-Premise Deployment ISDN PBX

Gateway required to connect the PBX to Contact+



Mixed Deployment On-Premise PBX Cloud Contact+

