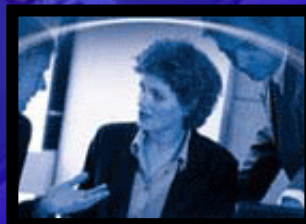Introduction to

Samsung CTI

Feb. 2004

OfficeServ

🔲 Contents

- # Samsung CTI Products
- # CTI Software Structure
- # OfficeServ Link
  - – Installation / Configuration
- # OfficeServ Call & Plus
  - – Preparation / Installation / Launching
- # OfficeServ Operator
  - – Installation / Launching
- # Open TSP
  - – Overview / Installation / Configuration / Test
- # How to Save Logs

OfficeServ

Samsung CTI Products

Product	Main Feature	Driver	Running OS	RLS
OfficeServ Call / Plus	Desktop Call Control / Caller Information Provider	SCTSP32	Win98/NT/2000/XP	V5.1.1
OfficeServ Operator	PC based Attendant Console	SCTSP32	Win98/NT/2000/XP	V1.2
OfficeServ News	Web Based News Server	X	Win98/NT/2000/XP	V2.3
EasySet	Web Based Phone Manager	X	Win 2000 / XP	V2.04
OfficeServ ACD	Internet Call Center Solution	SCTSP32	Server : Win 2000 Client : Win 98/2000/XP	V1.0
OfficeServ SoftPhone	Desktop IP Phone	X	Win NT/2000/XP	V1.0 ('04.03)
OpenTSP	TAPI Based Telephony Service Provider	-	Win 95/98/NT/2000/XP	V3.1
OfficeServ Link	K/P CTI MSG Distributor	X	Win98/NT/2000/XP	V2.1

OfficeServ

● **OfficeServ Call, News**

PSTN

CID

Customer

OfficeServ Call
- **Phone No. : 0164902303**
- **Name : Steve Chang**
- **Company : Samsung**
- **Team : Sales**

OfficeServ News
- **Stock : NASDAQ go up**
- **Weather : Clear 45F**
- **Information : Subway Union strike compromised**

LAN

Internet

OfficeServ Link/ Call Plus, News Serve

Contents Provider

● **OfficeServ Call : desktop call control, displays caller information on LCD screen and user's PC**

● **OfficeServ News : delivers useful information(Internet & internal) to all users through the LCD screen of phone**
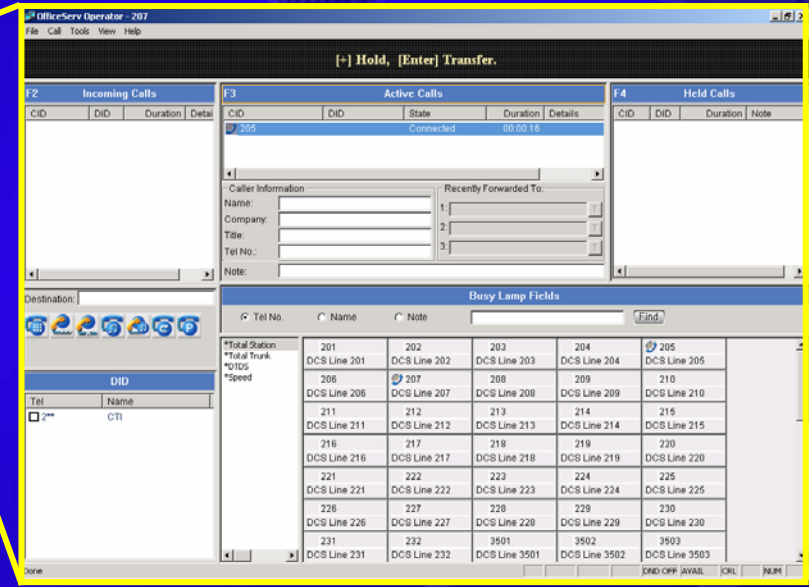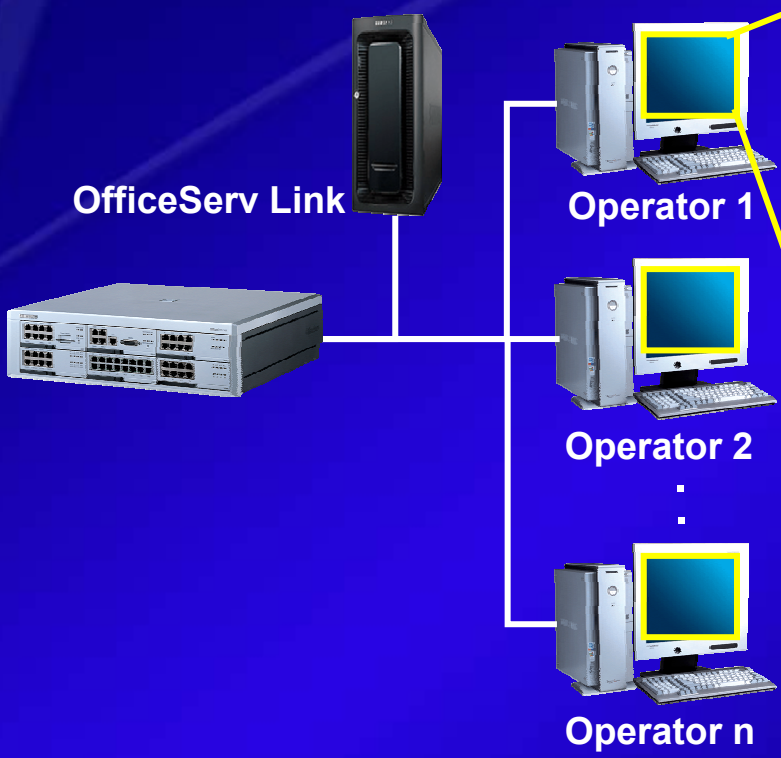
OfficeServ

● **OfficeServ EasySet**

Telephony Line

Digital Phone

PC

LAN

OfficeServ Link/ EasySet Server

IP Phone

PC

● **Personal phone manager : easy to establish personal phone(IP Phone & Digital Phone) functions through Web**

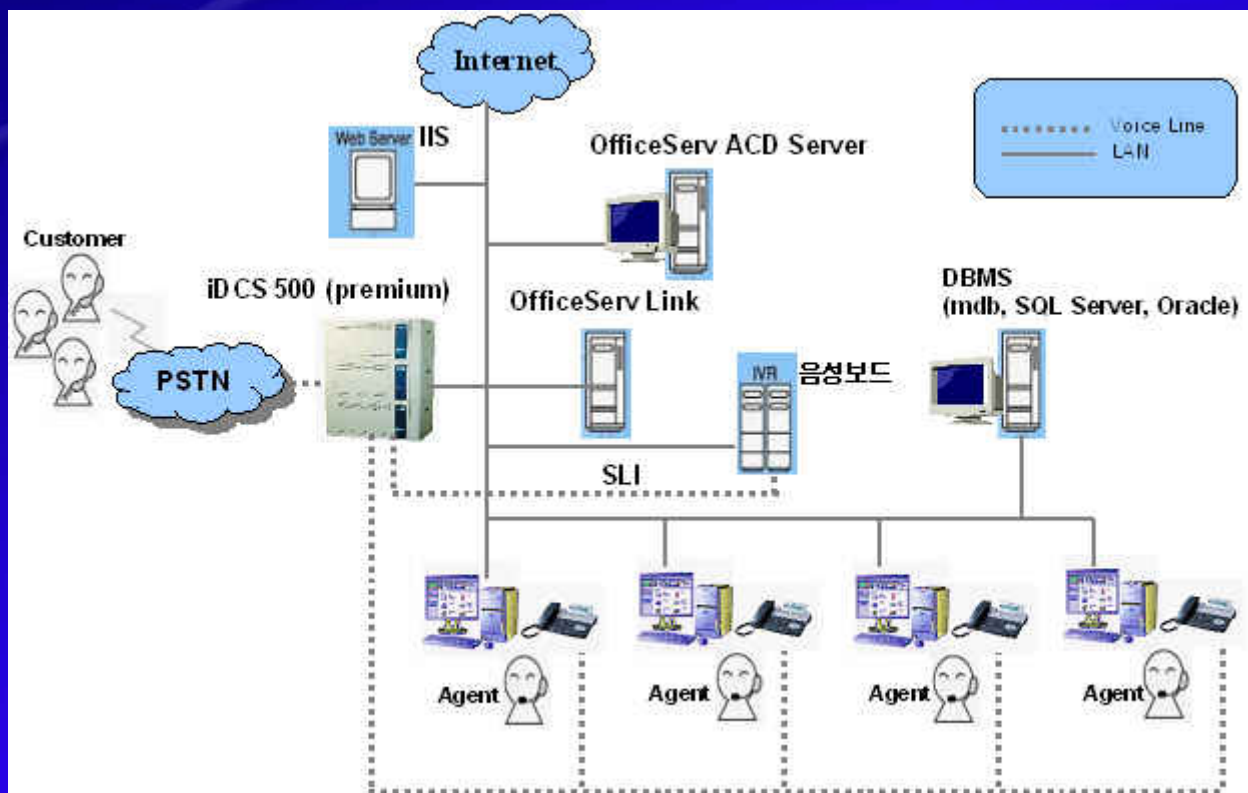● **Convenient short message service and executive status wallboard**

OfficeServ

- ## **OfficeServ Operator**

OfficeServ Link

Operator 1

Operator 2

Operator n

- **PC-based attendant console**
- **Convenient keyboard operation, simplicity of configuration**
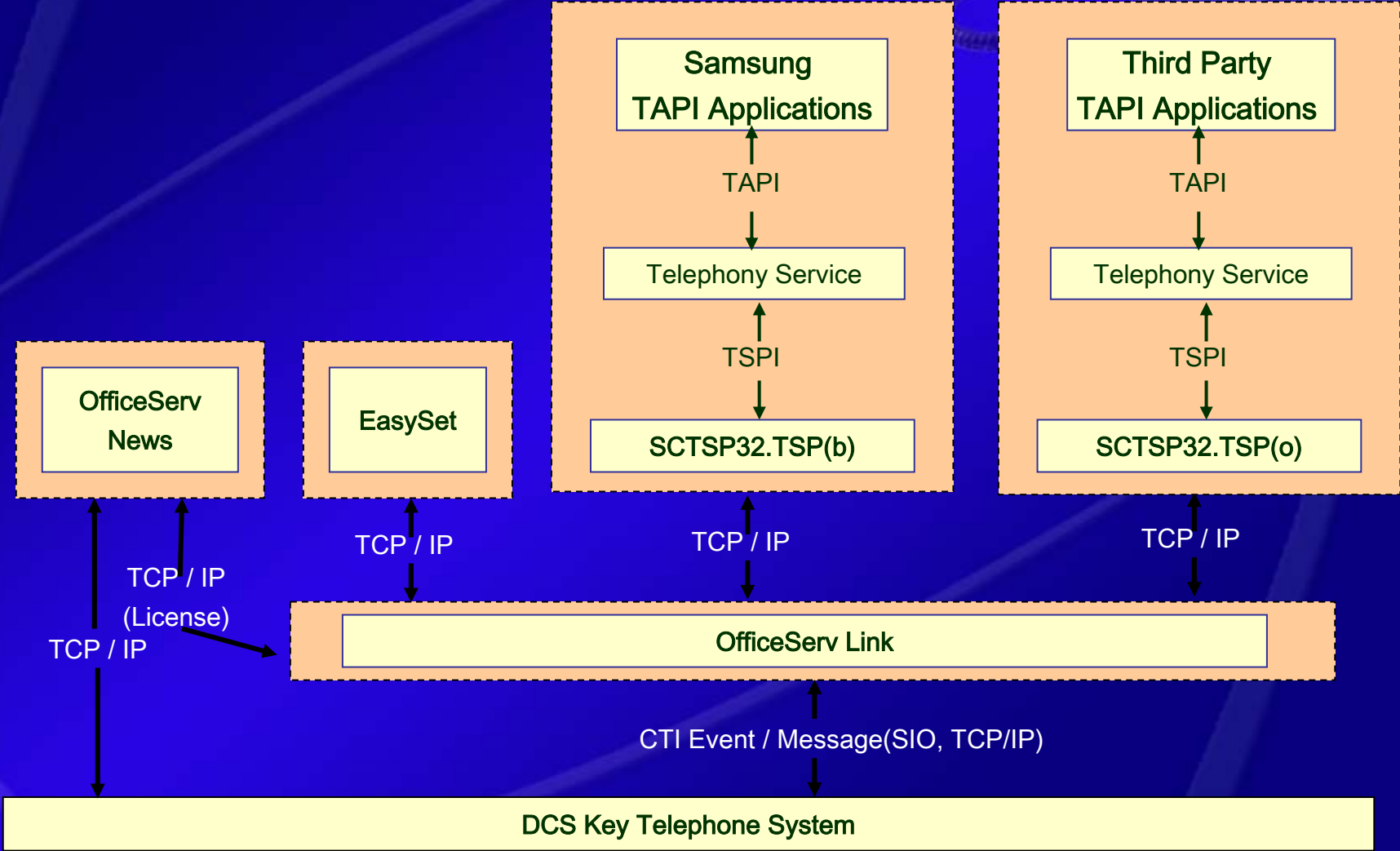
OfficeServ

● **OfficeServ ACD**

● **Services both PSTN Calls & Internet Requests**
  (VOIP, Text Chat, E-mail, Web Callback, Web Collaboration)

● **Real-time Monitoring, Statistics, Campaign Services, IVR Components**

OfficeServ

Software Structure

		Samsung TAPI Applications		Third Party TAPI Applications

$\uparrow\downarrow$ TAPI $\qquad$ $\uparrow\downarrow$ TAPI

OfficeServ News	EasySet	Telephony Service		Telephony Service

$\uparrow\downarrow$ TSPI $\qquad$ $\uparrow\downarrow$ TSPI

		SCTSP32.TSP(b)		SCTSP32.TSP(o)

TCP / IP   TCP / IP   TCP / IP

TCP / IP
(License)

TCP / IP

OfficeServ Link

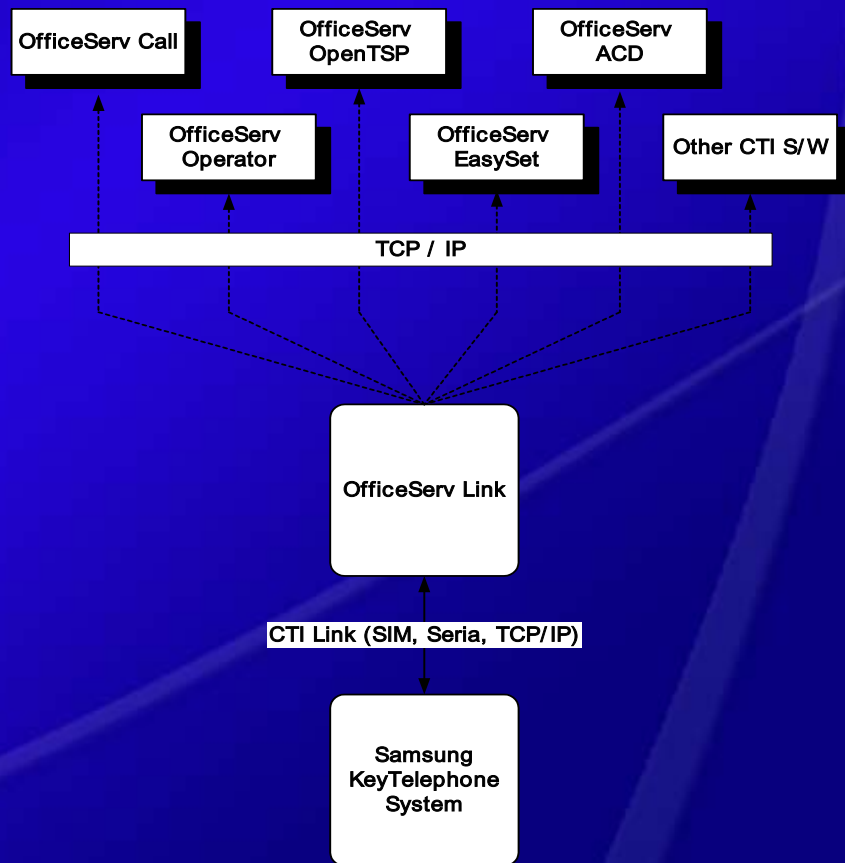CTI Event / Message(SIO, TCP/IP)

DCS Key Telephone System

OfficeServ

■ OfficeServ Link as a CTI Message I/O Server

- Works as a CTI message server for most of Samsung CTI applications.

- Before executing each CTI application, the OfficeServ Link should be running.

OfficeServ Call	OfficeServ OpenTSP	OfficeServ ACD

| | OfficeServ Operator | OfficeServ EasySet | Other CTI S/W |

TCP / IP

OfficeServ Link

CTI Link (SIM, Seria, TCP/IP)

Samsung KeyTelephone System

OfficeServ

■ OfficeServ Link as a License Server

- Each Samsung CTI application is protected by a license key (based on specific MAC addresses)
- Before using each application, you should install a valid license key on your OfficeServ Link
- Each application asks to OfficeServ Link if there's available license while initializing
- If there's no valid license, the application will be terminated

OfficeServ

■ What is TSP?

Telephony Service Provider

– One of TAPI Components

– A Middleware between TAPI Compatible Applications and a Real Switch.

– All Telephony Service Providers execute in the TAPISRV Process (Telephony Service)

– Implements Detailed Telephony Device Controls

OfficeServ

■ Purpose of TSP (by Microsoft)

- A telephony service provider (TSP) is a dynamic-link library (DLL) that supports communications device control through a set of exported service functions. A TAPI application uses standardized commands, TAPI passes information to the telephony service provider, and the TSP handles the specific commands that must be exchanged with the device.

- A TSP must conform to the Telephony Service Provider Interface (TSPI) to function as a service provider within the Microsoft Telephony environment. TSPI defines the external functions exposed by a telephony service provider supplied with communications equipment.

OfficeServ

■ OpenTSP Specification

- TAPI 2.x / TAPI 3.x Compatible

- Only Supports Line_XXXX Functions

- Supports All Windows OS Systems

  - Win98, Me, NT, 2000, XP, 2003 or later

- All TAPI Compatible Application Venders can use Samsung OpenTSP for their own purpose.

  - Samsung CTI Solutions (Call, Operator, ACD etc)
  - TAPI Compatible PIMs
  - 3rd Party Vender's CTI Solutions

- Set the Trace Level

- Run the DBGView.EXE

- Set the Timing Format Option as Clock-Time Mode

- Gather Logs

- Save Logs using "Save As" Option

Thank you