CTI integration with PegaCALL

Computer telephony integration (CTI) is a common name for any technology that allows for the integration and coordination of interactions on a telephone and a computer.

There are two types of CTI integration:

- Local
- Remote

Local CTI link

A local CTI link connects a Pega 7 server to a CTI Server directly, and provides CTI services to users on that Pega 7 server. Configuring CTI locally is also known as a collocated CTI deployment.

A collocated CTI deployment is most appropriately used in situations where the network latency between the Pega 7 servers and the CTI platform is not significant.

Remote CTI link

A remote CTI link connects a Pega 7 server (or cluster) to another Pega 7 server that accesses CTI services. Configuring CTI remotely is also known as a distributed CTI deployment.

A distributed deployment is used in environments that are more complex, because it separates CTI and application-specific processing. For example, CTI capabilities could be located on servers close to the ACD/PBX, while application-specific processing could be located in centralized data centers.

Supported CTI environments

PegaCALL supports the following CTI environments:

- Avaya Aura Application Enablement Services (AES) for use with Avaya Aura Communications Manager (ACM)
- Avaya Aura Contact Center (AACC) when used with Avaya Aura
- Cisco Unified Intelligent Contact Management (ICM) platform, including Unified Contact Center Enterprise (UCCE)
- Enghouse Interactive CT Connect
- Genesys Customer Interaction Management (CIM) platform