CTI for CRM-NOW – Fixed-line / PSTN telephony with *Protocol functions* and *desktop or mobile workstations*

BFE

CRM - NOW

SSL coding

BFE

Data bank server

Format adaptation to **PBX** type

Internet

SSL coding

Internet

Customers

Service call center

LAN

LAN -

CTI clients with desktop phones or mobiles

Super-visor

Phone sales Customer service

CTI server box + IP **PBX**

PSTN