Software Product Description

PRODUCT NAME: **DEC Computer Integrated Telephony Applications Interface for VMS,* Version 2.1** **SPD 29.92.03**

DESCRIPTION

DEC Computer Integrated Telephony (CIT) Applications Interface is a software product which provides programmers with an applications interface comprising a library of VMS routines. These routines allow the applications programmer to establish and control logical communications channels between a user process on a VAX and devices attached to a CIT-compatible PBX.

These channels can be used for the following:

- Basic call processing such as making and accepting telephone calls
- Additional call processing such as transfer calls and conference calls
- Monitoring the status of telephones

The CIT Applications Interface routines also allow the programmer to establish communications channels with one or more DECvoice modules installed on a MicroVAX II.

A DECvoice module provides a voice response unit that can be used for voice digitization. For example, messages are recorded over a telephone and the voice synthesis converts text messages to speech. Using CIT routines, the DECvoice module can also make, answer and hangup telephone calls and can generate and recognize tones on the telephone line.

Note: Support of the DECvoice features is available in North America only.

The CIT Applications Interface passes the application's requests to the DEC CIT Server software, which must be installed on a VAX system connected to a CIT-compatible PBX over a synchronous communications link. For more information, refer to the DEC CIT Server for VMS Software Product Description (SPD 29.91.xx).

DEC CIT Applications Interface Routines

DEC CIT Applications Interface routines can be grouped according to the following functions:

- Control of the Communication Channel
  - — Establishing and releasing logical communications channels
  - — Monitoring a channel which is assigned to a telephony device
- Basic Call Processing
  - — Making calls
  - — Hanging up calls
- Holding and retrieving calls
- Canceling calls and responding to incomplete calls
- Transferring and conferencing calls
- Answering calls
- Voice digitization (recording voice)
- Voice synthesis (text to speech)
- Voice message handling
- Generating and recognizing tones

Supported Routines

The following routines are supported for controlling the communications channels:

- Assign
- Deassign
- Set Device Attributes
  - — Set Monitor
  - — Set Call Forward
  - — Do-not-disturb
  - — Set or Cancel Message Waiting lamp/Indicator
  - — Set ACD agent status
- Get Device Attributes

- Get Channel Information
- Get Event

The Get Event routine returns call progress information which includes call states, events, and call party information.

Basic Call Processing functions set up calls, disconnect calls, and include the following routines:

- Make Call
- Go offhook (DECvoice specific)
- Hangup Call

Routines for holding and retrieving calls include:

- Suspend Call
- Resume Call
- Pickup Call
- Swap-with-Held
- Retrieve Held

Routines for canceling calls and responding to incomplete calls include:

- Cancel Call
- Respond to Inactive Call

For transferring and conferencing calls, the following routines are available:

- Initiate Transfer Call
- Transfer Call
- Initiate Conference Call
- Conference Call

For answering calls, the routine provided is:

- Answer Call

Although all of the above routines are available through the DEC CIT Applications Interface, not all PBXs support the full range of functions over their CIT-links. In addition, only some of the above telephony routines are available for use with a DECvoice module.

For recording voice messages (digitization), the following routines are available:

- Record
- Record End
- Record Pause
- Record Resume

For creating voice messages from text (voice synthesis) the following routines are available:

- Speak String
- Create text message

For playing text or digitized voice messages:

- Play
- Play End
- Play Pause
- Play Resume
- Position

The following voice message handling routines enable an application to control voice data on the client and server, identify voice messages, concatenate messages, and display information on the structure of a message:

- Create Context
- Get Context Information
- Get Message Information
- Free Context
- Free Message
- Load Data
- Unload Data

The following routines are available for generating and detecting tones:

- Make Tone
- Make DTMF
- Get DTMF Key

Documentation

DEC CIT Applications Interface documentation includes:

- *DEC CIT for VMS - Programming*
- *DEC CIT Applications Interface for VMS - Installation*

PTT Requirements

Although the PBX manufacturers are responsible for ensuring that the PBX software meets PTT regulations, some of those regulations may apply to application software. If in doubt, refer to the appropriate documentation supplied by the PTT authorities for specific details.

INSTALLATION

Only experienced customers should attempt installation of this product. Digital recommends that all other customers purchase Digital's Installation Services. These services provide for installation of the software product by an experienced Digital Software Specialist.

In addition, the installation requirements of the DEC CIT Server for VMS (SPD 29.91.xx) must be met before using the CIT Applications Interface.

HARDWARE REQUIREMENTS

VAX, MicroVAX, VAXstation or VAXserver configuration as specified in the System Support Addendum (SSA 29.92.03-x).

SOFTWARE REQUIREMENTS*

- VMS Operating System.
- DECnet-VAX (end-node or full-function node license) if more than one VAX is part of the configuration.
- DEC CIT Server for VMS (CITSR) software must be installed either on the same node as the CIT Applications Interface software, or on another node linked by DECnet to the CIT node with the Applications Interface software.

* Refer to the System Support Addendum for availability and required versions of prerequisite/optional software (SSA 29.92.03-x).

ORDERING INFORMATION

Software Licenses: QL-VGXA*-**
Software Media: QA-VGXA*-**
Software Documentation: QA-VGXAA-GZ
Software Product Services: QT-VGXA*-**

* Denotes variant fields. For additional information on available licenses, services, and media, refer to the appropriate price book.

SOFTWARE LICENSING

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LICENSE MANAGEMENT FACILITY

This layered product supports the VMS License Management Facility.

License units for this product are allocated on a CPU-capacity basis.

For more information on the License Management Facility, refer to the VMS Operating System Software Product Description (SPD 25.01.xx) or the *License Management Facility* manual of the VMS Operating System documentation set.

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SOFTWARE PRODUCT SERVICES

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SOFTWARE WARRANTY

Warranty for this software product is provided by Digital with the purchase of a license for the product as defined in the Software Warranty Addendum of this SPD.

* Formerly VAX Computer Integrated Telephony Applications Interface (VAX CIT Applications Interface).

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