Software Product Description

PRODUCT NAME: DEC Computer Integrated Telephony Server for VMS,* Version 2.1 **SPD 29.91.03**

DESCRIPTION

DEC Computer Integrated Telephony (DEC CIT) Server is a software product which provides functional integration between Digital Equipment Corporation's computing environment and a CIT-compatible PBX.

DEC CIT for VMS software adds support for:

- Monitoring ACD groups
- Setting the status for ACD Agents
- Support of Calling Line ID (CLID), Automatic Number Identification (ANI), and Dialed Number Identification Service (DNIS) features

DEC CIT Server for VMS, Version 2.1 is also a maintenance release for DEC CIT Server Version 2.0. It continues support for:

- The HCI protocol on Mitel's SX2000™ PBX
- The Meridian Link™ (ISDN/AP) protocol on the Northern Telecom Meridian™ 1 PBX
- The ACL/H protocol on the Siemens' HICOM™ 300 series PBXs
- The HCI protocol on British Telecom's Regent 257 PBX available in the United Kingdom (UK)

DEC CIT Server for VMS also supports communication with one or more DECvoice DTC04 modules (North American version only).

DEC CIT Server for VMS, Version 2.1 is functionally compatible with DEC CIT Server, Version 2.0.

In the Digital computing environment, access to the CIT Server is through the DEC Computer Integrated Telephony Applications Interface (CIT Applications Interface) for VMS. These software products provide programmers with an applications interface comprised of a library of VMS routines. These routines allow the applications programmer to establish and control logical communications channels between a CIT client and a PBX. These channels can be used for basic call processing such as making and accepting telephone calls, and additional call processing such as transfer calls and conference calls.

The CIT Applications Interface routines also allow the programmer to establish communications channels with one or more DECvoice modules installed on a CIT server. Through the CIT interface, a DECvoice module provides a voice response unit that can be used for voice digitization (for example, recording messages over a telephone) and voice synthesis which converts text messages to speech.

The CIT Server software resides on a VAX host. For PBX functions, the VAX must be connected to a CIT-compatible PBX by means of a synchronous communications link. The CIT Server software communicates with the CIT-compatible PBX and the CIT Applications Interface client nodes. It acts as an intermediary, passing messages between the PBX and the CIT Applications Interfaces. For voice functions, one or more DECvoice DTC04 modules and Telephone Line Interface (TLI) assemblies must be installed on the CIT server node.

Documentation

The DEC CIT Server documentation includes:

- *DEC CIT Server for VMS—Installation*
- *DEC CIT Server for VMS—System Management*

Further information on CIT related software is available in the documentation describing the DEC CIT Applications Interface product. This documentation includes:

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

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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.

If one or more DECvoice modules are required, the modules should be installed before the CIT Server software. The DECvoice system should be installed either by experienced customers or by Digital's Installation Services.

In addition, if the link to a PBX is required and the customer is not experienced with installing a CIT-compatible PBX, they should consult their PBX distributor.

HARDWARE REQUIREMENTS

VAX, MicroVAX, VAXstation or VAXserver configuration as specified in the System Support Addendum (SSA 29.91.03-x).

For a link to a PBX, a customer must have a CIT-compatible PBX configured to support the particular PBX link protocol. Also, support of voice functions requires one or more DECvoice modules.

SOFTWARE REQUIREMENTS *

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

The DEC CIT Server software can support multiple CIT Application Interfaces over DECnet.

* Refer to the System Support Addendum for availability and required versions of prerequisite/optional software (SSA 29.91.03-x).

ORDERING INFORMATION

Software Licenses: QL-VGYA*-**
Software Media: QA-VGYAA-**
Software Documentation: QA-VGYAA-GZ
Software Product Services: QT-VGYA*-**

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

SOFTWARE LICENSING

This software is furnished under the licensing provisions of Digital Equipment Corporation's Standard Terms and Conditions. For more information about Digital's licensing terms and policies, contact your local Digital office.

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.

For more information about Digital's licensing terms and policies, contact your local Digital office.

SOFTWARE PRODUCT SERVICES

A variety of service options are available from Digital. For more information, contact your local Digital office.

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 Server (VAX CIT Server).

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