



Telecommunications (CCNT)

CCNT Computer-Telephone Integration (CTI) Essentials

The CTI Essentials course introduces the dynamics of connecting a computer to a telephone system for routing calls through switches. This program also teaches the technology of applications, architecture, and system development. This course can be delivered in several modalities for blended solutions: instructor-led training (ILT) 1-day, computer-based training (CBT) 4 hours, and Web-based training (WBT) 4 hours

Prerequisites: None

System requirements: Intel486, Windows 95, 98, NT 4.0 & Windows 2000, Microsoft PowerPoint 16 MB RAM, 30MB of free HD space, 2x CD-ROM, IE 5.0 or Netscape 4.06 or later, 28.8kbps modem, video card w/1MB memory, internet connection and browser for testing.

Related Courseware: Basic Data Communications, Basic Telecommunications, Local Area Networks (LANs), Broadband Technologies, Voiceover IP (VoIP) Essentials

What's in Computer-Telephone Integration (CTI) Essentials?

The CTI Essentials course introduces the dynamics of connecting a computer to a telephone system for routing calls through switches. This program also teaches the technology of applications, architecture, and system development.

CCNT validates and certifies that an individual has the core knowledge required to sell and support convergence services. CCNT is a broad, competency-based, introduction of baseline inter-disciplinary terms, concepts and skills of convergence technologies. The TIA sponsored CCNT certificate program was developed for sales, installation and support personnel of telcos and other network service providers supplying convergence services

Why do I need Computer-Telephone Integration (CTI) Essentials?

- CCNT certification satisfies basic industry knowledge and vocabulary requirements. A building block for advanced vendor specific technology.
- When combined with the remaining CCNT courses, it satisfies the CCNT certificate sponsored by the TIA. This program is recognized as one of the industry standards for network telecommunications.
- Enhances on-the-job training. Provides one of the core essentials for network telecommunication. Applied learning may improve employee job understanding and performance



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Topics

What is CTI?

- Computer-Telephone Integration (CTI)
- Interactive Voice Processing
- Fax Systems
- Simultaneous Voice-Data
- Videoconferencing

CTI Architecture

- Signal Processing Boards
- PBX and unPBX Systems
- Host-Based Systems
- Desktop Systems
- Client/Server
- Hardware
- Application Programming Interfaces (APIs)
- Standards

CTI Applications by Market

- Corporate and Government
- Distribution and Retail
- Electronic Media
- Transportation

Developing CTI Systems

- Choosing a Method
- Development Choices
- Planning the Application
- Building the Application
- Buying CTI Tools



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