

AgentView® Enterprise List of Available Interfaces

Apropos
Aspect CallCenter via RTB (Release 5.x - 8)
Aspect TCS (Release 4.4 – 6.1)
AVAYA BCMS
AVAYA CMS R3 - StarServer or SparcStation
AVAYA PDS v 12 and Mosaix
Concerto Ensemble, EnsemblePro
Concerto Unison (Release 4.x – 7.x)
Cisco - ICM
Cisco - IPCC
External Databases - via ODBC/SQL interface
Genesys G6, G7
Harris DTS / INP ACD
Hitachi ACD
HP OpenView (via GenODBC)
Interactive Intelligence EIC/CIC System
eShare Predictive Dialer
NEC 2400 – Navigator
Nice (via GenODBC)
Nortel Meridian Max 4, 5, 6, 7, CDN
Nortel Meridian ACD/C1, C2
Nortel DMS100/CCMIS
Nortel 'LongestCallWaiting' (via MCK Telebridge)
Nortel Symposium CC 6 and backward
Periphonics
Remedy Help Desk
RightForce Technology
RightNow Technology
Rockwell Call Center Commander System (via GenODBC)
Rockwell Spectrum & Galaxy
Siemens/Rolm 9751/9004
Siemens/Rolm 9751/9005
Siemens/Rolm 9751/9006i - via Open RealTime Link
Talisma
TELNET (TCP/IP LAN/WAN) Support for Terminal Interfaces
Siemens/Rolm

Additional interfaces are planned; please check with development team for each new interface request. It may be in progress. Note: where version numbers are not listed, please verify with Centergistic Solutions development team.