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The Management Magazine of
Computer-Telephony Integration



1996 / 1997
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About CTI For Management[™]

CTI For Management[™] is a bimonthly publication dedicated to serving the information needs of MIS directors, Telecom managers, and systems integrators — the people ultimately responsible for making CTI work in any given implementation. Our editorial, which includes tutorial pieces, application stories, reviews, and product and service information, is designed to facilitate the work of these professionals and to further the development, acquisition, implementation, and use of CTI technology.

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Feedback

In your review of VOS, you incorrectly stated that the product lacked functions for speaking dates, times, etc. The functions are named `spk_xxx` and can be found in the online help or on page 390 of the Users' Guide.

Bob Edgar
Parity Software

CTI: We replied to Bob Edgar by agreeing we did miss page 390. We tried looking up "speak" functions (date, time, denomination, etc.), but these were either missing from the index, or the index listing lacked a reference to the page in question. We added that we called Parity Software and asked whether there were built-in speak functions. We were told "no." When we did look at page 390, we found a reference to a VSLIB library. We asked Bob Edgar about the VSLIB package, and invited him to bring up any additional issues discussed in the review.

VSLIB is included with all VOS licenses at no additional charge. I am surprised and disappointed that a Parity person would make the error of telling you that these functions were not included. I would be more than happy to be your contact person for fact checking in the future.

Since you mentioned we do not include installation instructions for Dialogic boards, we should note that we offer our customers the option (at no charge) of getting the Dialogic hardware and driver installation manuals. It is not realistic for the VOS manual to include board installation instructions. The Dialogic manuals themselves fill several shelves and change regularly.

Dialogic announces several new technologies per year, and in almost all cases we release VOS enhancements with support for these new technologies at the same time Dialogic ships. This makes it very hard to keep up with printed manuals. Our online reference, which we consider our primary documentation, is updated weekly and is available for download via our Web page and BBS.

You suggest that we support voice boards from other vendors than Dialogic. This same restriction applies to all members of the Dialogic Toolkit program. It would be reasonable to make this same comment about their products.

On the issue of sample programs, I agree we should have more. I have hired a new engineer and started him on this project. A practical problem is that we

need many sample programs to cover even a small fraction of the types of applications our customers are creating.

Bob Edgar
Parity Software

CTI: We'd like to emphasize the point about voice board support. Most of the app-gen vendors said that support for hardware from multiple vendors was "in the works." Our Parity Software contact said that Parity had no plans to support other voice boards besides those from Dialogic. It remains to be seen whether any of the app-gen vendors will soon support hardware from multiple board vendors.

The first issue looks terrific. It fills a real need — many other trade books don't get into a lot of nitty gritty on CTI. Good luck with the launch.

David Strom
David Strom, Inc.

Congratulations. Great premier issue. Nice mix of reviews and articles. Intelligently presented without a lot of hype and attention-grabbing fluff. Keep it up! We'll be sending in our subscription.

Jocelyn Clayards
Product Specialist,
Speech Technology Research, Ltd.

I received the premier issue of your publication and was thoroughly impressed. The rich presentation and solid content is clearly focused at supplying managers the kind of up-to-date information needed in their CTI decision making.

Mike Ross
President, Aculab USA, Inc.

UPDATES/CORRECTIONS TO THE PREMIER ISSUE

• We reviewed the Show N Tel application generator and referred to Technically Speaking as the vendor. At the time of publication, Technically Speaking had already been acquired by Brooktrout Technologies. In the future, we will refer to Brooktrout as the vendor responsible for Show N Tel. • In the application generator review, the caption under Figure 13 belonged under Figure 14 and vice versa. • We incorrectly listed the phone number for Pronexus (in Figure 1 of the application generator review). It should have read 613-839-0033. • There are several revisions with respect to information about APEX's OmniVox (as given in Figure 1 in the review): The 24-line version is now priced at \$6,400. OmniVox supports SCSA and PEB, as well as E1 and ISDN. Technical support hours are between 7:30 am and 6:00 pm PST. Send e-mail to sales@apexvoice.com. The Web site is www.apexvoice.com.



SIEMEN'S ROLM 4/C

SIEMEN'S ROLM 4/C

INTERVOICE 4/C

INTERVOICE 4/C

contents

VOLUME 1, NUMBER 2 — JULY/AUGUST 1996

PUBLISHER'S OUTLOOK

The Persistence Of Fax	8
<i>By Rich Tehrani, Publisher, CTI For Management</i>	

REVIEWS

Parity Software's <i>CallSuite/VoiceBox</i>	22
VocalTec's <i>Internet Phone</i>	28
Brooktrout's <i>IP/FaxRouter</i>	32

ARTICLES

Building Custom CTI Solutions To Meet Business Objectives: The Unique Role Of Developers And Integrators.....	36
<i>By Denis Luber, Enterprises Computing Services, Inc. and Mike Sherwood, Contact Point Technologies, Inc.</i>	

PC Or Server? Selecting The Platform To Stand On.....	42
<i>By Don Panek, DAX Systems, Inc.</i>	

Open Communication Systems — Beyond CTI	46
<i>By Robert P. Talty, NEC America Corporate Networks Group</i>	

Software Rules! How A Call Center Can Get Full Value From Its CTI Investment.....	50
<i>By Jeanne Bayless, AnswerSoft, Inc.</i>	

CTI FOR MANAGEMENT BUYER'S GUIDE

Index Of Product/Service Numbers	55
Alphabetical Listings	56
Summary Of Product/Service Listings.....	97
Product/Service Listings	98

36



42



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DEPARTMENTS

CTI News	10
Advertising Index	136

COREL 4/C

THE PERSISTENCE OF FAX

Many people have predicted the death of the fax. But fax machines are still here, with all their inefficiencies. Now, if you doubt whether fax machine technology is inefficient, consider this sequence of events:



- A sheet of paper is scanned to produce a digital signal.
- The digital signal is converted to an analog signal (accompanied by screeching sounds as the fax machine or modem answers a call).
- The analog signal is sent to the telephone carrier, which converts this analog signal to digital for transmission over the network.
- This signal is converted to analog so it can be received by the other fax machine.
- Finally, the analog signal is then con-

verted into digital signal, which allows the fax machine to print the document.

E-mail could have been the fax killer, but wasn't. Text e-mail is quick and easy as long as both the sender and receiver have e-mail accounts. However, any fonts or graphics require file attachments. Attaching files to e-mail is an imperfect process at the moment. The MIME standard is pretty well established, but not all people have access to e-mail that can handle MIME. In addition, both the sender and receiver must use the same application.

Working out these issues will take some time. Until there is more consistency in how e-mail is used, fax will remain the more widespread delivery mechanism.

FAX WITHOUT FAX MACHINES

Sending a fax doesn't require a fax machine. Indeed, faxing from your computer has been possible for years, and many of us now take it for granted. Basically, you use a printer driver to convert your page to a faxable file format. A separate print spooler program takes the file and faxes to the appropriate fax number. Network faxing works similarly, with the faxing process taking place on a network server.

Another way to fax without a fax machine is to use the Internet. The Internet is already renowned as a medium for sending e-mail, but it is well suited for other kinds of communication. Although sending voice over the Internet raises some quality issues, we can't deny that fax transmissions, which don't need to be sent in real-time, and which suffer no loss in quality from being broken into packets, are well suited for Internet transmission. In addition to being technologically efficient, faxing via the Internet can save a lot of money.

FAXSAV

At the last PC Expo in New York, I ran into FaxSAV, a company that uses the Internet to send faxes. Their Web site, at www.faxsav.com, allows you to download a fax-launcher program that gets loaded as a printer driver on your Windows-based computer.

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Our Buyer's Guide

We have done our best to make sure that any company related to the computer-telephony field is represented in our first buyer's guide. Over 800 companies are listed in the alphabetical section. The product/service section, which lists companies by type, includes well over 100 categories. To our knowledge, ours is the only directory that provides this much detail, and does it in such a way that alphabetical and product/service listings are cross-referenced. We recommend that you keep the buyer's guide within easy reach until we present our next annual buyer's guide. You never know

when it may come in handy.

We want to thank all the companies that helped make the CTI Buyer's Guide such an invaluable resource. (We know reading all the small type on the form wasn't easy!) When you use the guide to contact a company, please acknowledge that company's participation in this directory by telling them you saw their name here.

With all the companies included in our buyer's guide, and all the detailed information we've made available, we had to reduce the number of articles. We will, however, increase the number of articles in subsequent issues.

NORTEL 4/C

Natural MicroSystems Purchases TEKnique

Natural MicroSystems Corporation announced the purchase of privately held TEKnique, Inc. and its affiliated company, PSR Systems, Inc. Under terms of the agreement, TEKnique will become the Intelligent Network and Data Communications subsidiary of Natural MicroSystems (NMS).

TEKnique develops and distributes software and hardware products for the intelligent network (IN) and data communications markets. TEKnique's products are in the areas of Signaling System 7 (SS7) and data communications technologies, including X.25 and TCP/IP routing.

SS7 is a communications network protocol that enables telecommunications infrastructure and service provider platforms to manage a wide range of services, including caller and call set-up information, mobility management, and 800 services. It is being deployed in personal communications services (PCS) systems, personal communications networks (PCNs), and cellular networks. IN applications include voice messaging, AIN service testing, interactive voice response, fax messaging, text/graphics services, and video services.

TEKnique's SS7 product family is designed to provide functionality at the physical, data link, and network levels, including Message Transfer Parts 1 through 3, as well as functionality at the transport, session and presentation levels, including SCCP (Signaling Control Connection Part) and ISUP (Integrated Services Digital Network User Part).

Herb Pavey, president and chief executive officer of TEKnique, said, "The combination of NMS's trunking, programmable switching, and voice encoding/decoding technology with TEKnique's SS7 products offers developers an excellent solution as they build systems for the IN and wireless networks. Additionally, customers developing applications that combine voice, fax, and switching with data communications networks such as the Internet now have one supplier for many of their key technology requirements."

By supporting packet switching
Continued...



Plug-And-Play Digital Wall Interface

Konexx (Unlimited Systems Corporation, Inc.) announced the introduction of the Konexx DWInt, a plug-and-play digital wall interface that connects computer fax modems, fax machines, and other analog devices directly through Northern Telecom (Nortel) phone systems. The DWInt is compatible with V.34 applications and transfers data at speeds up to 33.6 Kbps. The product does not require any reprogramming or alterations to switch settings in the PBX or the computer.

The DWInt enables data connections

through any Nortel phone system. The device allows employees with computers to log onto the Internet, use e-mail, send and receive faxes from the desktop, and utilize the autodial feature on contact management and personal information management software. By allowing communication through the existing Nortel phone system, the DWInt eliminates the need for additional analog phone lines and expensive analog adapters. For more information, contact Konexx at 619-622-1400.

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Capturing Faxes The First Time

Copia announced that its FaxFacts product line now includes Never Busy Fax, which is designed to guarantee fax delivery on the first try and eliminate missed faxes. Implemented by FaxFacts service bureaus and other DID (direct inward dial) users, Never Busy Fax captures fax overflow and then delivers one copy of each fax to the intended fax machine when the line is free. When Never Busy Fax forwards overflow faxes, it recognizes "retries." If they fail again, it doesn't re-store them.

Never Busy Fax's Stop Mail feature uses CSID (customer station identifier) recognition to eliminate repetitive faxes. If the customer's fax machine is still busy when the service bureau attempts to forward the fax, Stop Mail recognizes the CSID as its own, identifies the fax as a retry, and does not create a second (or third) duplicate fax when it is returned to the bureau's mailbox. Stop Mail can also be used to refuse faxes from specific CSIDs, like junk fax sources. For more information, contact Dorothy Gaden at 708-682-8898.

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Windows 95 Drivers With Full MVIP Switching

PIKA Technologies, Inc. announces the release of 32-bit Windows 95 drivers for all of its CTI platforms. The PIKA driver is designed to fully support the Windows 95 resource allocation model and allow developers to exploit Windows 95's multithreading and multitasking capabilities.

The driver takes advantage of PIKA's AllOnBoard portfolio of DSP firmware applications. Windows 95-based developers now have access to basic voice card features, plus caller ID, pulse recognition, voice conferencing, speech recognition, and fax. Real-time recording and playback of WAV files on the Inline and V-12 hardware platform will be supported. Conversion DLLs from ADPCM to WAVE will be provided to developers who need them.

The driver supports the full MVIP switching API, simplifying integration with other MVIP resources. "By making MVIP switching available within the device driver, software developers can quickly implement complex systems quickly," says Peter Karneef, president of PIKA. For more information, contact Rahul Virmani at 613-591-1555.

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PARITY 4/C

technologies, TEKnique's products enable applications to pass high-bandwidth telephony data over the Multi-Vendor Integration Protocol (MVIP) bus to packet-switched networks such as the Internet, LANs, and WANs. Integrating TEKnique's data products with NMS call processing and switching technologies will enable NMS to target the growing media-over-the-Internet market by providing a platform which will offer vocoding (real-time compression/decompression), fax, modems, T1/E1, and IP routing technology. This platform is designed to enable Interexchange Carriers and Internet service providers to provide voice-over-the-Internet services. For more information, contact Patrick Fetterman at 508-650-1372.

Voice Control Systems And Voice Processing Corporation Execute Definitive Merger Agreement

Voice Control Systems, Inc. (VCS) and Voice Processing Corporation (VPC) have executed a definitive merger agreement. The merger will create one of the world's leading providers of speech recognition and related technologies in telecommunications.

"Execution of the definitive merger agreement is a key step in the merger," stated Peter J. Foster, president of VCS. "With this step behind us, management will now focus on the operational plans to combine the companies. We are also able to take measures to enhance each company's products by using joint resources. For example, VCS and VPC have cross-licensed speech databases, thereby expanding the available market areas for each company's technology. Access to new databases provides immediate benefits to the companies and our customers."

The merger agreement is welcomed by several companies in the industry. For example, Jim Szyperki, president of Intellivoice, Inc., said, "Over the years, we have called on both companies to deliver

Continued...

Mitel Demonstrates Voice Communications Over The Universal Serial Bus

Mitel Corporation demonstrated voice communication between a telephone and a PC over the Universal Serial Bus (USB) at the Windows Hardware Engineering Conference. This follows Mitel's demonstration of a USB telephone at the USB Developers Conference.

Other USB initiatives by Mitel include:

- USB support within Microsoft's Windows 95 operating system.
- A peripheral device driver built upon Microsoft's Win32 Driver Model (WDM).

The Mitel demonstration utilized Mitel's USB Telephone together with Mitel's TAPI-compliant telephony application, Microsoft Exchange, and Microsoft's Windows 95 operating system with soon-to-be released USB and WDM support. The demonstration involved the recording, retrieval, and playback of a voice message on a PC with USB capability. The voice message was input from Mitel's USB Telephone via the USB and was stored on the PC within the Microsoft Exchange universal message in-box, using Mitel's telephony application. It was subsequently retrieved and played back on the PC.

Up until now voice applications on the PC, like voicemail, could only be



accomplished by using plug-in card solutions. USB technology allows PC telephony peripherals, like Mitel's USB Telephone, to enable voice applications on the PC using a simple "plug-and-play" interconnection between the peripheral device and the PC, eliminating the need to open the PC enclosure.

The Universal Serial Bus is a new connection standard that may eventually replace most existing peripheral interface ports on the PC. The features of this 12-Mbit/sec serial bus include self-configuring external PC peripheral installation with hot attachment capability. The result is an interface that is ideally suited to act as an integrating technology between the telephone and computer. For more information, contact Mitel at 613-592-2122.

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Cabletron Introduces Line Of Remote-Access SOHO Products

Cabletron Systems announced a new line of remote-access ISDN products aimed at the small and home office (SOHO) market. The CyberSwitch 100 family of personal ISDN routers is designed to provide telecommuters, remote offices, and individual Web surfers high-speed, dial-up access to corporate Intranets and the Internet.

The CyberSwitch family uses industry-standard security features, protocols, and network management tools. Security with PAP and CHAP (PPP) user authentication as well as firewall building and bridging filters helps prevent unauthorized or inadvertent access to critical corporate or user resources.



CyberSwitch products interoperate with other vendors' compliant products. In addition, every CyberSwitch product comes with Cabletron's QuickSet installation product on CD. Quickset's graphical user interface for Windows 95 or NT helps simplify setup. For more information, contact Rich Teplitsky at 603-337-1356.

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PARITY 4/C

network-based voice recognition technology to support our voice-activated services products for cellular and PCS telecommunications companies. As a single company, we expect the new VCS organization to have the focus, the resources, and the vision to accelerate the delivery of the technology we need to meet the challenges of the emerging market for wireless voice-activated services.”

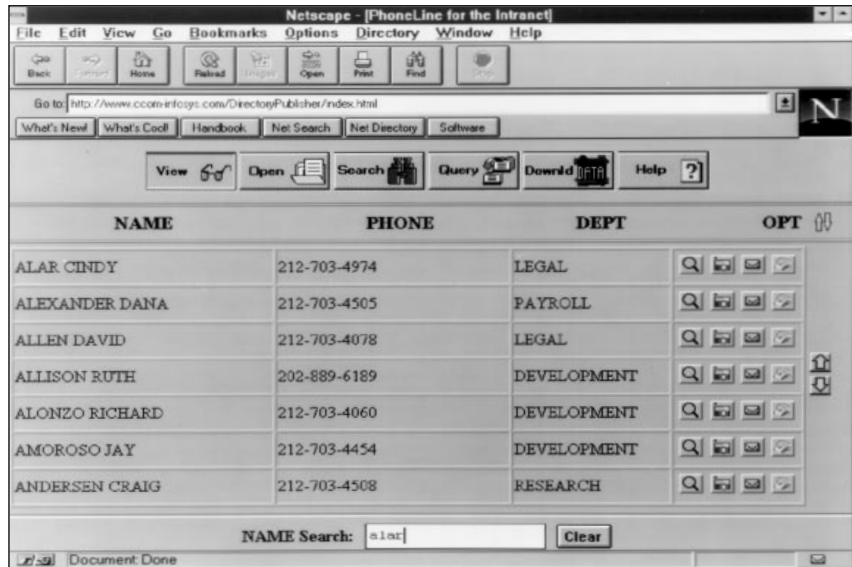
Russ Pillar, president and CEO of Precision Systems, Inc., noted, “We look forward to the combined strengths of VCS and VPC bringing new technologies to the market quickly and affordably so we can integrate them into the voice-driven solutions we provide to our global clientele.”

Bob Schechter, President and CEO of Natural MicroSystems, said, “The merger is a significant event for our industry, as it creates a stronger company with increased resources and talent for future product development in the emerging market of voice recognition. We have an ongoing business relationship with VPC, and we believe that the merger enhances our opportunity to establish a similar relationship with VCS products.” For more information, contact Kim Terry (VCS) at 214-726-1200.

US WEST Signs Agreement with Octel to Connect Voice Mail Systems Using OcteLink Technology

US WEST Communications Group and Octel Communications Corporation have jointly announced an agreement under which US WEST will use the OcteLink voice messaging “post office” service, which is designed to allow voice mail users to message each other anytime, anyplace. The program will permit voice messaging both within and outside the US WEST area, a key step toward creating a global voice messaging network.

Although voice messaging is commonplace within large corporations, *Continued...*



CCOM's Intranet-Based Corporate Directory Manager

Two new tools for publishing and accessing corporate directories over Intranets have been added to PhoneLine, a CTI-enabled, enterprise-wide directory solution from CCOM Information Systems. The new products, Intranet DirectoryPublisher (iDP) and PhoneLine for the Intranet, are designed to let organizations capitalize on their investment in an Intranet infrastructure by providing a professional, off-the-shelf Intranet directory solution that can be accessed by standard Web browsers. The new CCOM products eliminate costs associated with developing and maintaining custom in-house directory applications.

iDP works in conjunction with CCOM's MasterDirectory data manager, which is designed to collect and synchronize data from a wide variety of corporate directory sources (such as human resource databases, PBXs,

e-mail and LAN directories, and other corporate databases) to form a comprehensive data set.

PhoneLine for the Intranet provides the end-user interface to Intranet corporate directory information, which is accessed using standard Web browsers. The user is provided with search and query capabilities, CTI support, e-mail integration and image display, as well as the ability to modify selected fields and view multiple directories.

CTI capabilities for PhoneLine for the Intranet are provided by connecting to a telephony server. This allows end users to dial any directory entry without additional hardware required at the desktop. E-mail integration capabilities let users send mail to any directory entry from the browser. For more information, contact CCOM Information Systems at 908-603-7750. **Circle No. 505 on Reader Service Card**

Rockwell Announces CTI And Multimedia Tools, Merged With A PC-Based ACD Console

Rockwell's Switching Systems Division announced a new customer service representative (CSR) capability with the introduction of Convergence call center solutions. Features include CTI capability, expert scripting, personal announcements, call recording, multi-language capability, anywhere usage, and the PC-based functionality of Rockwell's Spectra View Console. When Convergence works with ANI or

DNIS with the industry-standard DDE command set, host computer screens can be automatically displayed for each caller. Additional CTI capabilities integrate easily with Convergence through a provided TAPI interface. Convergence doesn't require a server and may be purchased one position at a time. For more information, contact Tom Mikol at 708-960-8047. **Circle No. 506 on Reader Service Card**

Internet Fax Server For Windows 95 And NT

Black Ice Software, Inc. announced the availability of the Internet Fax Server for the Microsoft Windows NT operating system. The Internet Fax Server is designed to allow users to send or receive faxes through the Internet. The product's main components are the Internet Fax Server and SendFax client software for Microsoft Windows 3.1x, 95, and NT. In addition, a metering billing module is available separately where users can be charged back for local phone calls

The Internet Fax Server is scalable and can be interconnected for up to 999 servers and expanded from 100 users to an unlimited number of users. The product is targeted at corporations with distributed offices around the country or the world. It can use up to 255 ports with any Class 1, Class 2, or Class 2.0 fax modems, or with multi-channel modems from Brooktrout or GammaLink. In addition, it is integrated with Microsoft Internet Server, Microsoft Exchange, and SMTP POP3 mail server.

With SendFAX, the user prints to the SendFAX Driver. The user can then route the fax by selecting the des-

Dialogic Software Development Kits

Dialogic announced it is offering its software development kits (SDKs) free of charge. SDKs are available with the purchase of a Dialogic ProLine/2V or GammaFax Cpi/100. Dialogic is offering free SDKs for all of its operating systems.

"Dialogic's new software licensing policy allows developers to capitalize on a lucrative market as it brings down the cost of development. For end users it means having quicker access to applications which are now more affordable," stated Jonathan Shapiro, president, Alliance Systems.

The free SDKs are available immediately — first copy only with distribution rights. Additional copies are \$95 for CD-ROM Media and \$195 for a complete set of hard copy manuals and the diskette media. These voice and fax processing software SDKs are available by calling Dialogic sales at 1-800-755-4444. For more information, call 201-993-3000 or visit the Dialogic Web site www.dialogic.com.
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mination fax number from the phone book. The fax will then be routed through an e-mail connection to the fax server like any other fax. The status will be reported back the same way as any other PC-based fax software. For more information, contact Carolyn Doherty at 603-673-1019.
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BICOM 4/C

messaging between companies, their customers, or residences has been very difficult. OcteLink is designed to overcome this barrier by enabling voice messages to be sent between different systems, much in the same way the Internet facilitates e-mail communication between different computing systems. To send a voice message, a user records a message, addresses it using the recipient's telephone number, and sends it to the OcteLink "post office." OcteLink then forwards the message to the correct recipient regardless of the recipient's location. For more information, contact Octel at 408-321-2000.

Aurora Systems Provides Middleware To Lucent Technologies

Lucent Technologies, formerly the Business Communications Systems division of AT&T, has selected Aurora Systems as its supplier of CTI middleware products. FastCall 2.0, a middleware solution designed to make call-routing, conference calling, and call transferring easier and more efficient for the user, has just been released by Lucent for the Definity enterprise communications server.

FastCall allows the user to define up to 100 rules for intelligent call processing and handling. For instance, the FastCall user can set up rules to divert or accept calls based on any combination of time of day, calling number, or called number. In addition, a screen-pop can be brought to user's screen based on a pre-defined rule.

The product's conference room GUI creates a box to depict each of the one to six callers participating in a call. Any of the conference call participants can be selectively dropped at any time. With traditional telephone conference calling, only the last caller added can be dropped.

FastCall's User-to-User Information (UUI) allows a call center agent to add information to a call before it is transferred to the appropriate department or agent. For

Continued...

Dash Enhances Its Open Phone System

Dash, Inc. has enhanced the capabilities of its Open Phone System. Enhancements provided by version 2.5 of the software include T1 support, visual park, and dial-by-name. Version 2.6, currently under development, will include a CTI station option, an enhanced service provider, quick conference, blind hold, and additional automated attendants.

The Open Phone System is designed to connect to a Novell file server by adding a network card to the computer switching unit of the PBX. Dash's network connectivity allows the system to automatically reconnect to the network with no user intervention if the file server goes down. In addition, the network connectivity allows SMDR information to be directed to a network file for real-time



access. SMDR information is stored in a comma-delimited ASCII format. For more information, contact Dash at 913-888-7936.

Circle No. 509 on Reader Service Card

GammaLink's Windows NT Computer-Based Fax Solution

GammaLink, a division of Dialogic Corporation, announced the shipment of its developer's kit for Microsoft Windows NT. Designated the GDK NT, this kit has already been adopted by nine of the leading network fax software developers and provides NT application developers and network administrators software tools to employ GammaLink's completely scalable fax boards in their NT-based fax applications. GammaLink's fax boards are scalable from 1 to 12 ports on digital, T-1, and direct inbound dialing (DID) interfaces

The fax application software developers that have adopted GDK NT are Alcom; Fenestrae; Global Village Communication, Inc.; Ibex Technologies; INTERSTAR; Omtool; Optus Software; Right FAX, Inc.; and Traffic Software USA. Magnus Bergsson, president of Traffic Software, noted, "Since we began development with GammaLink's GDK, it has allowed us to seamlessly deploy our Object-Fax Server in the NT environment. More important, it provides the security, robustness, and high throughput that Fortune 500 companies are looking for in their NT fax server solution."

"GammaLink's GDK NT allows Fax Sr. For Windows NT to operate seamlessly with the industry's highest-density fax boards," said Craig Randall, vice president of marketing at Omtool. "This integrated support allows Omtool to deliver the highest quality and highest performance NT-based fax solution to our customers."

By leveraging the security features of Windows NT, GammaLink's GDK NT allows application developers to build robust fax applications with NT architecture features such as system services, automatic board detection, and automatic SCbus configuration. With automatic SCbus configuration and PEB support, GammaLink's NT developers can integrate SCbus hardware from GammaLink and Dialogic's full suite of SCbus-compatible products, including network interface, voice, fax, and text-to-speech cards. Additionally, the GDK NT features automatic board detection, which helps ease installation and configuration by allowing users to pinpoint and correct installation errors. For more information, contact GammaLink at 408-744-1400.

Circle No. 510 on Reader Service Card

Dialogic Offers Free Software Utility For PBX Integration

Dialogic Corporation announced the availability of PBXpert, a new software utility designed to help Dialogic developers integrate their telephony applications with many PBX and key systems. PBXpert comes with a pre-programmed list of manufacturer's switches and allows developers to automatically learn new models without having to recompile their application software.

Using PBXpert, application developers can now edit and download call progress tone characteristics without spending time recompiling their soft-

ware. The tool "listens" and "learns" all five call progress tones (dial tone, ring back, busy, reorder, and disconnect) in one session, without the need to disconnect phone lines or take telephones off-hook.

PBXpert's expandable database of PBX tones provides the flexibility to save call progress information from many PBXs, using them over and over again without the need to redefine frequency or cadence characteristics. The tool also permits tone characteristics from 10 unique sources to be applied to an individual voice-processing board, giving it the capability to integrate simultaneously with 10 telephone switches or international central office tone environments.

PBXpert's graphical user interface and context-sensitive help menus further streamline the tone characterization process. The utility currently runs on MS DOS, and the call progress tone data files that PBXpert produces

can be applied to Dialogic boards running applications under DOS, Windows 95, and Windows NT. PBXpert supports a broad hardware platform including the Proline/2V, DIALOG/4, D/21D, D/41D, D/41E series, D/42 series, VFX/40 series, and the D/160SC-LS.

"PBXpert greatly simplifies one of the biggest challenges in CT installations, namely, interfacing with the wide variety of phone systems in use today," said Chris Bajorek, president of Telephone Response Technologies, Inc. "Our VP Express development group was impressed not only with the automatic learning utility, but also with the superb call progress performance."

PBXpert is free and can be downloaded from the Dialogic Web site. For more information, contact Dialogic at 201-993-3000 or visit the Dialogic Web site www.dialogic.com.
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Nortel Brings Novell-Standard CTI To Centrex Customers

Northern Telecom (Nortel) announced it is introducing Novell-standard DMS CTI. Nortel notes that it is the first central-office switch vendor to deliver Novell-standard TSAPI CTI to its Centrex customers and the first to support Novell TSAPI across its Centrex, PBX, and key-system platforms. With DMS CTI, Meridian Digital Centrex customers served by the DMS SuperNode central office can use off-the-shelf CTI applications for Novell local area networks (LANs).

Nortel's DMS CTI interacts with Novell's Telephony Services to integrate the telephone and LAN-based computing resources to display database information based on caller ID, to respond to incoming call traffic, and to initiate outbound calls. DMS CTI consists of a DMS CTI Driver and a DMS CTI Link from the service provider. For more information, contact Peter Polishuk at 919-992-4295.
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DIANTEL

instance, if a customer calls regarding special order number 3489, the call center agent can insert the order number in the UUI field before transferring the call to the special order department. The information about the order will pop onto the appropriate call center agent's screen in the UUI field. For more information, contact Ryerson Schwark (Lucent Technologies) at 908-953-7528.

Unimax Develops Configuration Management Product For Octel Voice Mail Systems

Unimax Systems Corporation announced that it is developing a new configuration management product for Octel voice messaging systems. This offering is designed to provide administrators with a single-point-of-entry tool for Octel's Aria and Serenade voice messaging systems. The product is based on Unimax's 2nd Nature technology and has a graphical user interface.

Unimax is working with several large Octel end users who will have input into the product's design by providing feature usability and product functionality testing. Unimax plans to support single-point-of-entry use with Nortel Meridian 1 PBXs, Intecom PBXs, and Siemens ROLM CBXs in the first quarter of 1997. A standalone version should also be available at that time. Additional support for Lucent PBXs is scheduled for late 1997. For more information, call Jan Carron at 612-341-0946.

Unimax Systems And Impact Technologies Sign New MAC-Ez Plus Agreements

Unimax Systems Corporation and Impact Technologies announced the signing of long-term licensing and distribution agreements for MAC-Ez Plus. MAC-Ez Plus, which is based on Unimax's 2nd Nature Technology, is a graphical user interface.

Continued...

Mitel And Dialogic Announce CTI Link

Mitel Corporation and Dialogic Corporation announced a computer-telephone link between the SX-2000 Light, Mitel's modular architecture PBX, and CT-Connect, Dialogic's open CTI server. Talk To CT-Connect software runs on Mitel's Applications Gateway and provides connectivity between Dialogic's CT-Connect server and Mitel's SX-2000 Light platform.

Talk To CT-Connect communicates using the standard CSTA (Computer-Supported Telephony Application) protocol operating over a TCP/IP network interface. "The CSTA protocol is gaining momentum as the accepted method for linking computers and telephone systems," said Carl Strathmeyer, marketing director for Dialogic's Computer-Telephone Division. "Previous approaches required a different CTI server for each programming interface. Customers will be pleased that Mitel and Dialogic have chosen the CSTA standard to interconnect our products."

With Talk To CT-Connect, Mitel

customers can now connect applications which use various telephony APIs, operating systems, and network environments to a common SX-2000 Light platform. Telephony information generated by the SX-2000 Light is exported to the Applications Gateway running the Talk To CT-Connect software, and is presented by Dialogic's CT-Connect server via several alternative APIs to application clients in different operating system environments.

Third-party developers working with CT-Connect can develop applications for Mitel's SX-2000 Light PBX platforms ranging from simple desktop dialing solutions to more sophisticated CTI applications for the enterprise, thus broadening the scope and choice of available CTI applications for Mitel customers. Talk To CT-Connect toolkits are available now through Mitel's Developer Program. For more information, contact Steve Pequegnat (Mitel) at 613-592-2122.

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Rockwell and Dialogic Announce Open CTI Link for Call Center Connectivity

Rockwell Switching Systems Division and Dialogic Corporation announced Access2, a CTI link for the Rockwell Spectrum ACD based on the CSTA protocol. Access2 is designed to be compatible with Dialogic's CT-Connect CTI gateway, enabling software developers on many different platforms to integrate their applications with the Spectrum ACD. Access2 is being developed by Dialogic and will be marketed by Rockwell.

The Access 2 software runs under the Microsoft Windows NT operating system, and can be installed on the same computer system as CT-Connect. Compatibility with Dialogic's CT-Connect software allows Access2 to interoperate with a wide range of application software. Access2 customers can select from both TAPI and TSAPI-based telephony applications, as well as the huge library of applications software and development tools which support the Microsoft Dynamic Data Exchange

(DDE) interface. CT-Connect includes an advanced CSTA-based programming interface for those applications requiring still more capabilities.

Via Access2 and CT-Connect, CT applications are designed to run on the entire Windows family of operating systems, several versions of UNIX, IBM OS/2, and Digital Open VMS connected through many data network hardware and protocol environments. Applications in all of these configurations can run concurrently, sharing access to Spectrum call processing features.

"Through our joint work, Rockwell Switching Systems and Dialogic have enabled the call center customer to easily link the Spectrum's advanced call handling capabilities with the intelligence and data resources of the LAN environment," said Carl Strathmeyer, marketing director for Dialogic's Computer-Telephone Division. For more information, contact Tom Mikol (Rockwell) at 708-960-8047.

Circle No. 514 on Reader Service Card

Rhetorex Announces TAPI SPI For Microsoft Windows 3.1, 95, and NT

Rhetorex, Inc. has announced TAPI support for its line of multi-channel computer-telephony, ISA bus-compatible platforms. Because Rhetorex has implemented Microsoft TAPI Service Provider Interfaces (SPIs) for its Windows 3.1 and Windows 95 drivers, and plans to implement a Windows NT TAPI SPI, applications will be portable across all three Rhetorex operating system platforms.

Rhetorex's TAPI SPI supports mul-

tichannel voice-processing applications such as voice mail, automated attendant, interactive voice response, audiotext, and predictive dialing. It is compatible with all Rhetorex RDSP- and Vantage DSP-based platforms. Rhetorex's Prelude series supports TAPI for Windows 3.1.

The Rhetorex TAPI SPI supports the telephony and call handling functions of the Rhetorex voice boards. It is paired with .WAV support for the audio capabilities of the boards, including on-the-fly conversion between .WAV and other voice compression formats. .WAV drivers for the Rhetorex voice compression formats are supplied with the TAPI SPI. For more information, contact the Rhetorex marketing and sales department at (408)370-0881.

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DAX Systems Goes Online With CTI "Assembler"

DAX Systems, Inc. announced that visitors to the DAX Web site may now obtain an immediate cost quotation of the specific computer-telephony system of their choice. The "DAX Telephony System Assembler" is at <http://www.daxsystems.com>. To use it, the visitor scrolls through choices of organized components (chassis, computer, RAM, backplane, power supply, voice platform, etc.) and makes selections by clicking. Products from DAX and those from other vendors are listed, and the screens allow even a near-novice to "assemble" and price out a system. When the form is completed, the DAX program immediately serves up a complete list of the specific components selected, a picture of the system, and a cost quotation on the whole. For more information, contact DAX at 201-227-8111.

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Aspect Integrates The Web Into The Call Center

Aspect Telecommunications introduced Aspect Interactive Web, a solution that integrates the World Wide Web with call center transactions to deliver a new level of customer service. Aspect Interactive Web is featured in a new release of Agility, Aspect's interactive response system, which delivers automated customer service solutions in a call center environment.

Aspect Interactive Web is designed to allow call center customers to use a wide range of communication methods: telephone, fax, e-mail over the Internet, pager, and the World Wide Web. Aspect asserts that consumers can gain more personalized and efficient access to corporate information, streamlining the search-and-discovery process. For example, Aspect Interactive Web can present product catalog pages organized to suit the customer's purchase preferences. Similarly, it can provide help desk information geared to an end user's system and perform automatic notification, for example, to advise a customer of a change in account status.

Aspect Interactive Web's capabilities include personalized Web page creation; callback for live link to an agent; simultaneous page viewing; screen synchronization over the Intranet; automatic customer notification; interoperability with leading LANs, databases, and hosts; consolidated reporting; and an object-oriented development environment.

In addition to the interactive Web features, Agility 2.0 offers speech recognition and text-to-speech capabilities.

For more information, contact Aspect at 408-325-2200.

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BELL SOUTH

interface configuration management tool for Siemens ROLM CBX and Siemens ROLM PhoneMail systems.

"Impact has been pivotal in the successful implementation of MAC-Ez Plus at hundreds of Siemens ROLM sites" stated Unimax CEO, Fred Sweeny. "We are working on some exciting enhancements to MAC-Ez Plus" states Unimax Chief Technology Officer, Andrew Hunkins. "Our development plans include additional multi-vendor voice mail support and integration with leading call accounting and directory products." For more information, contact Jan Carron (Unimax Systems) at 800-886-0309 or Dan Blakeley (Impact Technologies) at 314-576-2661.

Global TeleMedia International To Use IEX Technology In Nationwide Switching Network

Global TeleMedia International (GTMI) announced today that it has entered into an agreement with IEX Corporation to purchase an IEX-enhanced services platform. GTMI, a provider of telecommunications services, will be purchasing a Nexus SCP, several Telestar Network Switching Systems, and associated interactive voice response units. The companies assert the IEX platform will allow GTMI to offer a broad menu of enhanced services, including calling card, debit card, 800 routing, international callback, dealer locator, follow-me, and international 800.

GTMI plans to roll out its new enhanced network services in the fourth quarter to the company's carrier sales division and to agent networks. Initially, GTMI will deploy Telestar tandem switches in Atlanta, New York, and Los Angeles. Future plans call for GTMI to place additional Telestar tandem switches in Chicago, Miami, and Seattle within the next 12 months. For more information, contact Greg Catinella (Global TeleMedia International, Inc.) at 770-667-6088 or Stan Jasinski (IEX Corporation) at 214-301-1300.

Client/Server Solution Brings CTI To Traditional Mainframe Call Centers

Aristacom International, Inc. announced the availability of DynaRep, a client/server CTI solution which links the telephone switch to both TCP/IP LAN-based Windows desktops and applications on the mainframe computer system. The solution is designed to give call center representatives seamless access to the appropriate customer information databases, while allowing them to use existing mainframe applications.

DynaRep provides a set of high-level APIs which facilitates the integration of applications with the telephone switch. CTI features include screen pops, intelligent transfer and conference, call routing based on company-determined criteria, integration of voice response systems with the CTI applications, aban-

doned call tracking, easy call returning, automatic outdialing with customer information at hand, and tools for analyzing call center activity.

"DynaRep brings a new dimension to client/server call center applications," said Jack Iacobucci, president & CEO of Aristacom. "Unlike existing LAN-based client/server solutions, DynaRep enables businesses to very easily integrate call center functions with legacy applications and data running on the mainframe. An added benefit is the support of 3270 terminals which allows a company to implement client/server at a pace which is in synch with the needs of the business." For more information, call Debra DeBondt at 510-748-1500. **Circle No. 518 on Reader Service Card**

Aculab Announces Speech Processing Products

Aculab announced that it has entered the speech processing market with a range of products based on floating-point SHARC DSP technology. Using floating-point DSP, rather than the more primitive and less costly fixed-point types, means that either a very high-channel-count basic speech processing, or more complex functions such as speech recognition, or simultaneous mixtures of both, can be hosted on the same DSP hardware platform.

Aculab's hardware platforms include an ISA bus card that will host one or two DSPs on the base board (with an option of one or two further DSPs that may be added as a module) and a single DSP module that mounts onto an Aculab basic rate ISDN (BRI) card, keeping an extra slot free. The ISA card can provide up to 120 channels of basic speech processing in a single slot, or 60

channels, conserving DSP resources for additional higher-level functions.

According to Alan Pound, CEO of Aculab plc, "Cheap, fixed-point DSPs are invariably used for basic speech processing, but floating-point units are required for advanced features such as speech recognition, text to speech, etc. It is our belief that the way forward is to build the entire range of functionality, basic and advanced, on a single common hardware platform. This allows the system builder to partition the functionality of his DSP resources as he sees fit, rather than as dictated by the DSP capacity of each type of board in the board set he is using. It also allows provision of consistent APIs across the product range." For more information, contact Jim Stead at 44-1908-273800.

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Brooktrout's International Approvals

Brooktrout Technology, Inc., announced that its TR114 multichannel fax board received approvals in Spain, Italy, Norway, and Malaysia. The board meets usage requirements in 20 countries.

The TR114 2- and 4-channel boards recently approved are members of Brooktrout's TR114 Series family of universal port (fax and voice) products. TR114 Series products are also avail-

able in 2-, 4-, and 8-channel versions with MVIP or PEB digital interfaces. Brooktrout also recently announced development of the ISDN-ready TR114+I2B and TR114+I4B 2- and 4-channel TR114 universal port boards, further expanding its support for European LAN fax application developers. For more information, contact Heather Magliozzi at 617-449-4100.

Visual Telephony Developer's Kit For Rhetorex Computer-Telephony Components

Rhetorex, Inc. has announced the Visual Telephony Developer's Kit (VTDK) for Windows 95. The new kit includes an RDSP/432 4-line voice board, the Rhetorex TAPI-compliant Windows 95 Software Suite, sample versions of Visual toolkits and application generators for computer telephony, a line simulator, documentation, a library of pre-recorded voice prompts, and a telephone.

The VTDK is designed to facilitate the development of a wide range of

computer-telephony applications, including voice mail, integrated messaging, fax servers, and interactive voice response. The Windows 95 driver included in the kit is a native Windows 95 VxD that takes full advantage of the operating system's 32-bit addressing capabilities and includes asynchronous as well as synchronous routines. The driver is fully TAPI-compliant, allowing plug-and-play operation with other TAPI-complaint devices and software. The Windows 95 driver also includes full support for the Multi-Vendor Integration Protocol (MVIP) bus, which allows switching and intercommunication between other MVIP-compatible devices, as well as the Analog Bus Connector. For more information, contact the Rhetorex marketing and sales department at 408-370-0881. Circle No. 520 on Reader Service Card



Comdial Ships Wideopen.office/Wideopen.call

Comdial has announced the release of wideopen.office/wideopen.call, a solution designed to move the CTI platform from the file server to the client and eliminate the need for a trained engineer upon installation. Wideopen.office is TCP/IP and NetBios compatible, and meshes with a variety of PC operating systems, including OS/2, Windows NT, and Windows 95. Wideopen.office works with popular LAN environments, allowing a user to access communications systems such as pagers, e-mail, and voice mail at the stroke of a single computer key. Wideopen.call is a computer-telephony tool designed to allow the user to control incoming and outbound calls as well as PIM integration. For more information, contact Michael Gough at 804-978-2200. Circle No. 521 on Reader Service Card

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101	131	161	191	221	251	281	311	341	371	401	431	461	491	521	551	581
102	132	162	192	222	252	282	312	342	372	402	432	462	492	522	552	582
103	133	163	193	223	253	283	313	343	373	403	433	463	493	523	553	583
104	134	164	194	224	254	284	314	344	374	404	434	464	494	524	554	584
105	135	165	195	225	255	285	315	345	375	405	435	465	495	525	555	585
106	136	166	196	226	256	286	316	346	376	406	436	466	496	526	556	586
107	137	167	197	227	257	287	317	347	377	407	437	467	497	527	557	587
108	138	168	198	228	258	288	318	348	378	408	438	468	498	528	558	588
109	139	169	199	229	259	289	319	349	379	409	439	469	499	529	559	589
110	140	170	200	230	260	290	320	350	380	410	440	470	500	530	560	590
111	141	171	201	231	261	291	321	351	381	411	441	471	501	531	561	591
112	142	172	202	232	262	292	322	352	382	412	442	472	502	532	562	592
113	143	173	203	233	263	293	323	353	383	413	443	473	503	533	563	593
114	144	174	204	234	264	294	324	354	384	414	444	474	504	534	564	594
115	145	175	205	235	265	295	325	355	385	415	445	475	505	535	565	595
116	146	176	206	236	266	296	326	356	386	416	446	476	506	536	566	596
117	147	177	207	237	267	297	327	357	387	417	447	477	507	537	567	597
118	148	178	208	238	268	298	328	358	388	418	448	478	508	538	568	598
119	149	179	209	239	269	299	329	359	389	419	449	479	509	539	569	599
120	150	180	210	240	270	300	330	360	390	420	450	480	510	540	570	600
121	151	181	211	241	271	301	331	361	391	421	451	481	511	541	571	601
122	152	182	212	242	272	302	332	362	392	422	452	482	512	542	572	602
123	153	183	213	243	273	303	333	363	393	423	453	483	513	543	573	603
124	154	184	214	244	274	304	334	364	394	424	454	484	514	544	574	604
125	155	185	215	245	275	305	335	365	395	425	455	485	515	545	575	605
126	156	186	216	246	276	306	336	366	396	426	456	486	516	546	576	606
127	157	187	217	247	277	307	337	367	397	427	457	487	517	547	577	607
128	158	188	218	248	278	308	338	368	398	428	458	488	518	548	578	608
129	159	189	219	249	279	309	339	369	399	429	459	489	519	549	579	609
130	160	190	220	250	280	310	340	370	400	430	460	490	520	550	580	610



Test Drive

CallSuite/VoiceBocx

Parity Software

One Harbor Drive, Suite 110
Sausalito, CA 94965
Ph: 415-332-5656; Fx: 415-332-5657
E-mail: sales@paritysw.com
Web site: www.paritysw.com

VoiceBocx version 3.1, the heart of Parity Software's visual programming CallSuite, is a custom-control OCX that allows developers to write code in Visual Basic, Visual C++, Delphi, Powerbuilder, and other Active X/VBX-compliant programming languages for computer-telephony applications. With VoiceBocx, application developers can control the Dialogic line of call-processing boards.

When you develop CT applications with VoiceBocx, you can write code entirely by hand (by using the VoiceBocx custom control), or you can use Parity's CallSuite Wizard, a tool that will generate much of the code automatically after some user-input into a GUI/menu-type system. Developers will find that CallSuite Wizard's user-friendly interface is a great help in setting properties and defining methods and actions. Also, the CallSuite Wizard uses the VoiceBocx control in the code that is generated.

DOCUMENTATION

The pre-release CallSuite Wizard documentation we received was more of a brief summary than a detailed manual. However, it was still good overall. A selection of screenshots explaining the function of each of the menu icons was particularly helpful. In addition, we found that whatever was missing was available via the excellent online help service. Nonetheless, we would have liked to have seen some examples, and perhaps one complete tutorial. Also, the installation instructions were sketchy.

The VoiceBocx documentation was very good. It included hardware troubleshooting for voice-processing boards, tracking down interrupt conflicts, memory management, and other helpful hints. The index was fairly

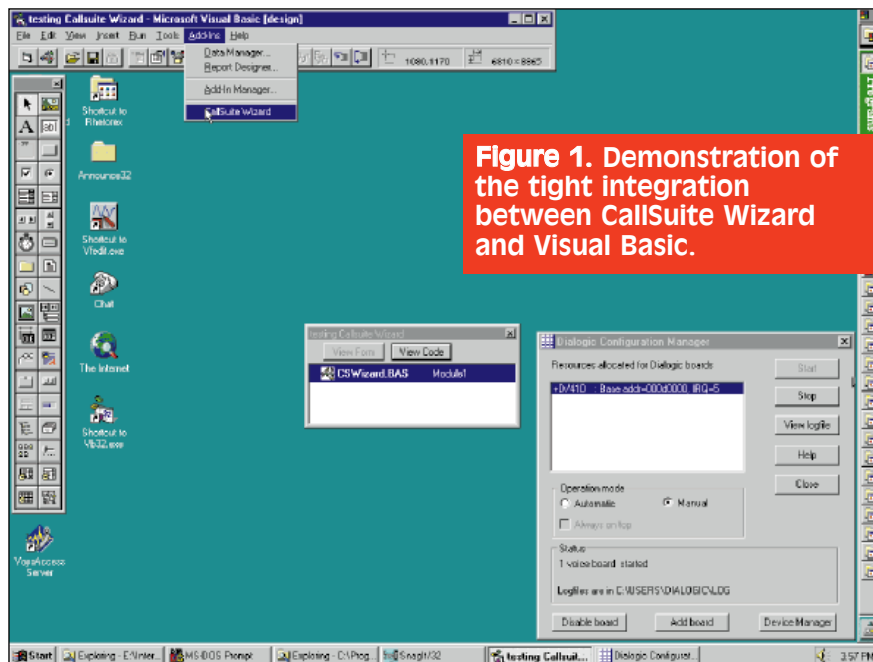


Figure 1. Demonstration of the tight integration between CallSuite Wizard and Visual Basic.

complete, as was the compilation of functions (which included information on the uses of each function). The documentation also included a Getting Started section and some sample code.

Overall, the documentation packages for VoiceBocx and the CallSuite Wizard earned a 4 rating. The score would have been higher had the Wizard material offered more detail.

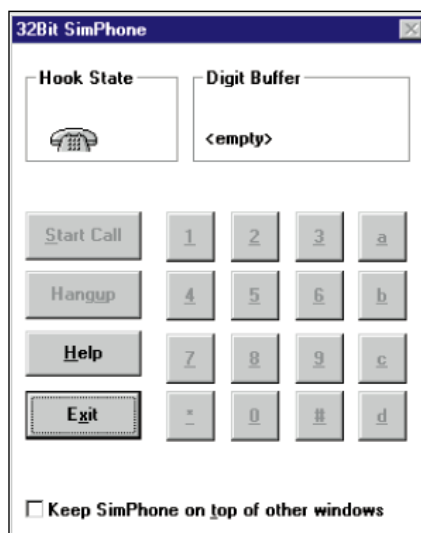


Figure 2. Using Parity's 32-bit software phone simulator to test computer-telephony applications.

INSTALLATION

Although the documentation doesn't tell you this, we found that you need to install VoiceBocx and all the visual programming languages you plan to use before installing the CallSuite Wizard. This is to allow the CallSuite Wizard to "detect" all of your programming tools and then add links to these programs for better connectivity.

Fortunately for us, both Visual Basic 4.0 and VoiceBocx had already been installed on our test machine. This allowed CallSuite to properly add itself to the Visual Basic add-in menu. This tight integration as a Visual Basic add-in as well as a Visual C++ tool represents an industry first (Figure 1). We particularly liked this feature, which we will discuss in more detail in the Operational Testing section later in this review.

FEATURES

Software Phone Simulator

SimPhone, the aptly named software phone simulator included with VoiceBocx, provides a full simulation of a Dialogic call-processing board or TAPI board using a WAVE device for play and record of messages and a graphical interface (GUI buttons) for touch-tone input (Figure 2). This feature allows you to create, develop, and test CT applications without a Dialogic or

Table 1. Parity Software's VoiceBox and Wizard

	Product Attributes	Featured Specifications (continued)	Product Attributes
List Price: (low-end)	\$1,495 - 4 lines	Foreign language support possible with user-defined code/development	Y
(mid-range)	\$3,385 - 24 lines	Allows touch-tone interruption of IVR, audiotext, etc.	Y
(high-end)	(call)	Has a voice editor that comes with software	N
Hardware Requirements		Sells a voice editor separately	Y
Recommended memory + processor	16M, 484-66	Automatic silence removal included with bundled voice editor***	N (Yes with version you can buy)
Supported cards	Dialogic, TAPI, NEW! ISDN Dialogic for WIN NT	Has a virtual phone feature to use with sound card	Y
Telecom bus standards	SCSA, PEB, AEB	MAPI-compliant	Y
Networks supported	all	Supports DDE, OLE	Y,Y
Sentinel security device (dongle) required	N	Caller ID, ANI, DID, DNIS	Y,Y,Y,Y
Software Requirements		Handles multiple scenarios simultaneously	Y
Operating systems supported (WIN 3.x,* WIN 95, WIN NT, OS/2, UNIX)	WIN 95, WIN NT, WIN 3.x with 16-bit version	One application/executable code can handle multiple lines	N
Visual Basic 3.0 or 4.0	Y	Built-in voice mail system (base product)	Y
Can run by using one of the following		Optional add-on/separate product to add/enhance voice mail capability	N
Delphi, Visual C++, Powerbuilder, or FoxPro	Y	Built-in integration with faxing (base product)	N
Other programming languages supported	C,C++	Optional add-on/separate product to add faxing capability	Y
Type of Interface		Query expression builder for user-friendly access to databases	N
GUI app-gen/GUI drag-and-drop interface	N	Databases allowed	all major databases
Non-GUI app-gen/Has a workbench GUI to create applications**	Y (Wizard)	Third party add-ons	Y
Visual Basic code	Y	Maximum number of lines supported	96 (WIN NT version)
C/C++ code	Y	T1, E1, ISDN digital support	Y,Y,Y
Script code, not Visual Basic or C	N	Applications that can be built without optional add-ons	
Ratings (1-poor, 3-average, 5-excellent)		Auto-attendant	Y
Installation	4	Voice mail	Y
Documentation	4	Fax-on-demand	N
Tutorials/sample applications	3	Interactive voice response	Y
Quick development time	4	Order status	Y
Manipulation/creation of voice prompts & strings	5	Order entry	Y
Built-in vocabulary of dates, denominations, etc.	5	Technical Support	
User-friendliness	3.5	Phone number	415-332-5656
Featured Specifications		Hours	24-hr support available free
Can set the number of rings to pick up	Y	Free phone support time-frame from purchase	90 days
Debugger for testing	Y	Fax number	415-332-5657
Log to file/screen for testing/monitoring	Y	E-mail	tech@paritysw.com
Built-in foreign language support (requires only minimal coding)	Y	Web page	www.paritysw.com
		Compuserve forum	N/A

*The Win 3.x version may require a 16-bit version of the product.

**Although many app-gens aren't strict GUI-type interfaces, most app-gens provide a "workbench" that is very user-friendly. It prompts you step-by-step to give you the ability to "get touch-tone digits," "create a voice phrase," and know what to do when certain keys are pressed. You then click on a certain option, and it will generate the Visual Basic, C, C++, or script code for you.

***Automatic silence removal could be considered a separate issue from the actual application generator since you can buy voice-editing software that will do this, but it's nice if this feature comes bundled with the app-gen you purchase.

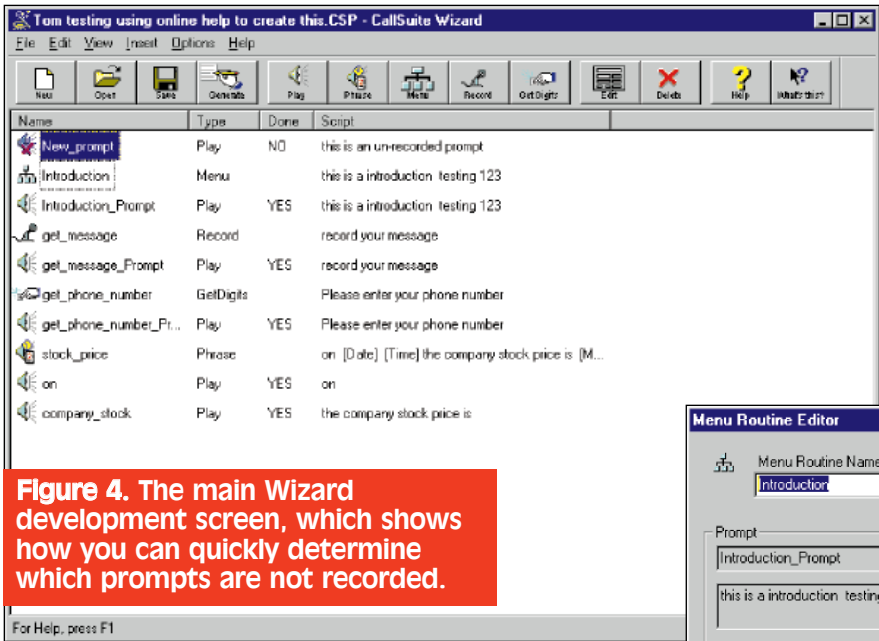


Figure 4. The main Wizard development screen, which shows how you can quickly determine which prompts are not recorded.

TAPI board. Thus, it saves you from having to acquire an extra board, and helps you keep a slot open on your motherboard. If you have multiple staff developing CT applications for your corporation, you certainly don't want to purchase a \$2,000 board for each developer's computer just for development purposes. With SimPhone, CT applications can even be developed on a laptop, allowing developers to create CT applications anywhere — on an airplane, on a subway or bus, or (dare we say it?) at home. (Just make sure the boss doesn't read this!)

Handling Caller Hang-Ups

VoiceBocx features a HangupDetected property that is set to True when a hang-up is detected, and that may be tested and used to exit a procedure after a caller has disconnected. VoiceBocx can also generate a run-time error when a hang-up is detected. Your code can use the Visual Basic On Error Goto mechanism, Visual C++ exception handling, or other error-trapping mechanisms provided by your development tool. Also, since your code may be executing an important operation at the moment the user hangs-up, such as updating a database, VoicBocx has a HangupDefer property, which, if set to True, will wait to generate a hang-up error until HangupDefer is set back to False.

Error Handling And Debugging

VoiceBocx has several features for error handling and debugging. These

include the standard debugging tools that come with your programming development tool, whether it is Visual Basic, C++, or whatever. Any debugging tools, watch-points, breakpoints, and step-by-step execution capabilities your programming tool has, you can use with VoiceBocx. In addition, VoiceBocx provides a log file which contains a record of actions, Dialogic API calls, and events. Also, there is an option to display a dialog box on the screen when a run-time error is generated by VoiceBocx, such as an attempt to play a sound file that doesn't exist.

Other types of error handling include built-in verification routines and prompts. For instance, the routine used to create menus has a default error message (which appears when the user enters an invalid key) as well as a default time-out message (Figure 3). Several of the other Wizard routines also have built-in error-checking devices, such as seconds to time-out, retry count, re-enter (tones), maximum silence, maximum seconds, and setting certain tones to accept or rerecord a message. Other default routines, though not necessarily capable of error checking, include reviewing (replaying) of messages and setting stop tones to interrupt a message.

Overall, the error handling of Wizard was excellent and very easy to use. In fact, it exceeded our expectations.

Execution Issues

Similar to Stylus's Visual Voice, VoiceBocx uses multiple EXEs, with each executable dedicated to one phone line. In the cooperative multitasking environment of Windows 3.1 and Windows for Workgroups, careful design is necessary. While an action is in progress, other Windows programs can execute, allowing

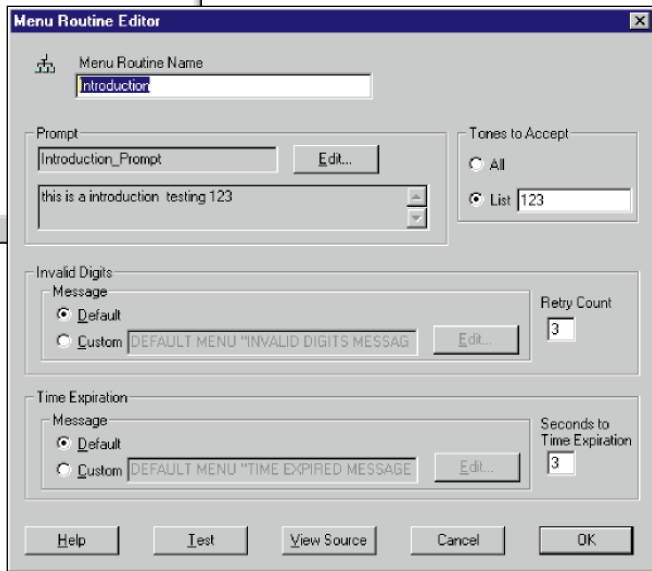


Figure 3. The Menu Routine Editor. Options include entering the prompt name and script (see the multiline text box), choosing valid tones to accept, and selecting default error messages.

multiple telephone lines to be supported by running multiple EXEs at the same time. However, to prevent any one task from hogging the CPU, such as in long loops, code should use call DoEvents to allow other processes to run. Anything that produces an hourglass icon, such as loading a large program, can cause your VoiceBocx application to crash.

Voice Prompts

Features for playing and recording VOX sound files include support for 24, 32, 48, and 64 Kps. Most voice-processing boards are not made for high-fidelity recordings. Thus, you should use a multimedia PC with a sound card and WAV file editor to create high-quality WAV files, then convert them to VOX for use on a

```
Vbocx1.Phrase = "TODAYIS.VOX;date=19961130"  
Vbocx1.Action=ACTION_PlayPhrase
```

```
Vbocx1.Phrase = "YOUHAVE.VOX;num=" + Str$(num_msgs) + "NEWMSG.S.VOX"  
Vbocx1.Action=ACTION_PlayPhrase
```

```
Vbocx1.Phrase = "YOURBAL.VOX";mny=19.99"  
Vbocx1.Action=ACTION_PlayPhrase
```

```
'Demonstration of Indexed Prompt File (VBASE40) support. Play prompt 3 from IPF CTI_FM  
Vbocx.Phrase="CTI_FRM.3"  
Vbocx1.Action=ACTION_PlayPhrase
```

Figure 5.
Sample code
for playing
phrases.

property, action, or variable names. Similar restrictions probably apply with most, if not all, of the other languages you might use with CallSuite Wizard and VoiceBocx.

After entering

the Play Routine Name and then changing to another field, CallSuite Wizard automatically takes the first eight characters from the Play Routine Name and puts the eight characters along with a VOX extension into the VOX filename field. Although it was a great time saver during CT development, this feature doesn't consider what happens when the user changes to a different field after entering the Play Routine Name and then decides to change the Play Routine Name. The VOX filename no longer gets updated automatically, and thus doesn't reflect the change in the "Play Routine Name." Apparently, the automatic naming convention works only the first time.

This certainly is a minor issue, particularly since changes in the name probably don't occur that often. We believe it to be a programming bug related to the "focus." However, knowing how programming languages work with regard to changing the "focus" to another screen element/field, it shouldn't be that difficult to fix in the next version.

We were impressed that the Play Routine Editor actually allowed us to test entire phrases, or the individual components that make up phrases. To play an entire phrase, all you need to do is single-click on the play button. However, to play the individual components of a phrase, you have to double-click on the phrase element (denomination, string, number, etc.) and then click on the play button. This requires a double-click and then a single-click, for a total of three clicks. We would like to see another play button on the main Play Routine Editor which plays just the individual phrase element currently selected. Nonetheless, we were very impressed with the organization, user-friendliness, and speed at which we were able to create complex phrases using CallSuite Wizard.

VoiceBocx excels in the manipulation of voice strings. As shown in Figure 5,

Dialogic card. Parity sells a separate product called VOX Studio-Plus which offers all the software to do this, plus a CD-ROM with over 300 sound effects in both 8-bit and 16-bit WAV formats. Files in either format can be converted to VOX.

When testing your application within Wizard, you can use either a Dialogic board or a sound card, since Wizard converts the sound files "on the fly." Thus, recordings of VOX files can be made from a WAV sound card. This was a very nice feature, especially considering that several other app-gens require that you record a separate WAV file for each VOX file.

The Wizard can also identify which Play Routine voice prompts are not recorded yet. The Play icon displays a red cross if the file does not exist, and the Done column will display "NO" (Figure 4). To quickly find all the prompts that are not yet recorded, you can click on the Done column once (or twice for descending) to sort it, which will then display all the unrecorded prompts at the top. We found that this feature, which makes it easy to step through the list of unrecorded files and record them, greatly reduced development time. One last voice prompt related feature of note is the ability to control the fast-forward, pause, rewind, and volume controls through touch-tone digits.

Other Features

VoiceBocx has support for text-to-speech (using ChatterBocx), fax-on-demand (using FaxBocx), fax-store-and-forward (using FaxBocx), fax broadcasting (using FaxBocx), automatic call distribution, caller ID, voice mail, and call progress detection (that is, answered, busy, number not available, etc.). VoiceBocx is fully programmable for international and PBX tone signaling. Supervised call transfer is also available to determine if the extension answered. Finally, CallSuite Wizard has an unusual code generation feature, which we discuss in the Operational Testing section.

OPERATIONAL TESTING

Drivers Loaded?

During our initial testing, we found that when you run CallSuite Wizard without the Dialogic drivers loaded, a run-time error results. This is because CallSuite Wizard defaults to run using a Dialogic board. We weren't sure if the program was defaulted to run on a Dialogic board or the sound card using SimPhone. It would be nice if the next version included a prompt that asked, "Do you wish to load the drivers now?" It would certainly be better than getting a run-time error and having to re-load the CallSuite Wizard. We've seen this "driver not loaded" error in other application generators as well, although we've seen a few that handle it a little better.

Software Phone Simulator

VoiceBocx's software phone simulator (SimPhone) was a great feature. Although we had a voice card, analog lines hooked up, and a phone handset, we found it was easier to use the virtual phone to play the prompts and touch tones through the speakers. Having your hands free from holding the phone when testing with the sound card certainly improved development time.

Voice Prompts

The voice prompt routines, which are created in the Play Routine Editor, support up to 32 characters, but the actual VOX files conform to the standard 8-character limit. For the voice prompt routines (called Play Routine Names in CallSuite Wizard), an underscore character ("_") must be used in place of spaces. However, this was not a big problem, especially since the CallSuite Wizard automatically changes spaces to underscore characters as you type. This was a nice feature that improved programming speed.

The underscore character is used in place of the space character to accommodate syntax restrictions in Visual Basic, which includes properties and actions that do not permit spaces in the

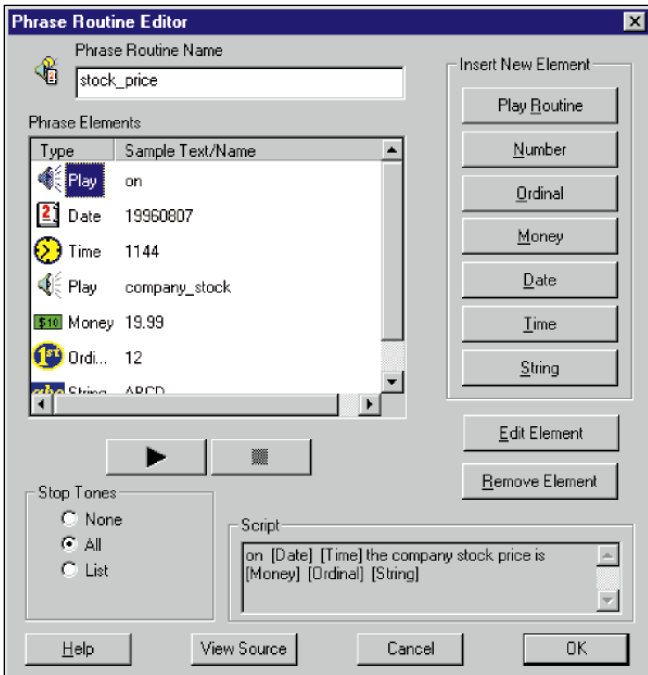


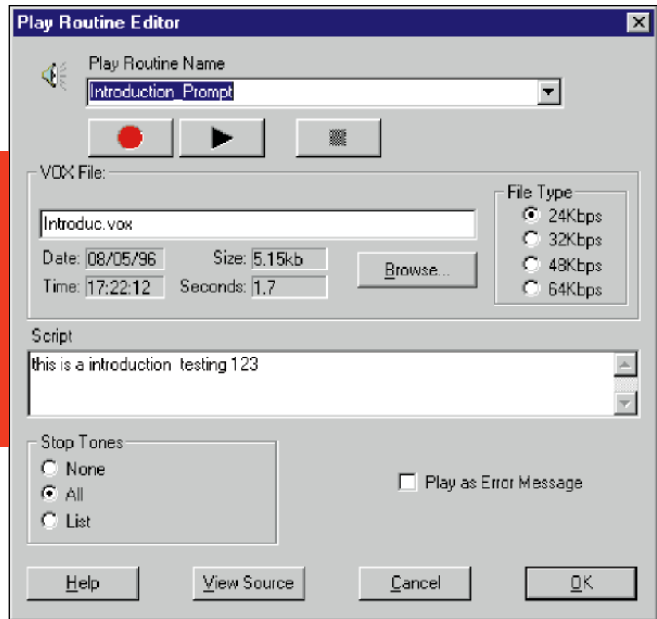
Figure 6a. CallSuite Wizard's Phrase Routine Editor. The Phrase Routine Editor is used to create voice prompts and complex phrases (such as denominations, numbers, dates, times, strings).

phrases are simple, and each is contained within a single line of code. Having phrases within one line of code greatly improves the readability of your source code. Support for indexed (VBASE40) prompt files is also available.

The manipulation of voice strings, which was convenient with VoiceBox, became even easier with the aid of the CallSuite Wizard! With CallSuite Wizard, all the properties, actions, and methods for making statements (denominations, dates, etc.) can all be forgotten. The CallSuite Wizard guides you step-by-step through the creation of monetary expressions, dates, and complex sentence phrases — all from a user-friendly interface called the Phrase Routine Editor. This editor is similar to the Play Routine Editor, except that Phrase Routine Editor consists of several phrases, whereas the Play Routine editor is used for just a single voice prompt (VOX) file (Figure 6).

When you compile your code, CallSuite Wizard will automatically create the actions and properties that had to be created manually when VoiceBox was used alone (Figure 5). VoiceBox ships with pre-recorded vocabularies for numbers, dates and times, strings, and ordinals. The string function performed well, spelling out any series of characters it received. It would say any alphabet letter, as well as a selection of special characters (such as #, *, >, <, +, -, /, and \).

Figure 6b. Play Routine Editor, demonstrating the ability to call CallSuite Wizard from within Visual Basic.



The built-in string vocabulary had a few notable omissions: the exclamation point, comma, parentheses marks, @ symbol, quotation mark, colon, and semicolon. However, these can be added quite easily. Overall, we were so impressed with the manipulation and creation of voice prompts that we gave the product a 5 rating in this area.

Integration With Programming Languages

As stated earlier, CallSuite Wizard tightly integrates with Visual Basic, C++, and other programming languages. Within Visual Basic, CallSuite Wizard becomes part of the add-in menu (Figure 1). This was a great feature, but we did encounter a problem when we first tried to use it.

When we ran Visual Basic 4.0, it had its default properties setting (“Start in” directory) set to “C:\Program

Files\Microsoft Visual Basic,” and our CallSuite Wizard project file (.CSP) was in the “C:\CSWizard\testing” directory. When we tried to use the add-in menu option, we got error messages indicating the directory was incorrect. We determined that the .CSP project file must be in the same directory as the default directory set in the Visual Basic program. To remedy this problem, we created a new shortcut to the Visual Basic program and then changed the default directory for this shortcut to “C:\CSWizard\testing.” Once we did this, the CallSuite Wizard and Visual Basic integrated very well. (We wished the documentation could have provided this solution, however.)

We suggest you exercise caution if you use CallSuite Wizard and then change some source code in the .BAS file within Visual Basic. If you run the Wizard to generate your code, and then add more user-defined code, running the add-in to call the Wizard from Visual Basic will overwrite your user-defined code. It will do this without warning. Basically, CallSuite Wizard uses the .CSP file to regenerate the source code (Visual Basic .BAS file) each time you run CallSuite Wizard. So, make sure you use CallSuite Wizard first to create all the source code you need, then, as the last step, add your user-defined code. We hope that in future releases the documentation and the program itself will warn the user if any user-defined code is about to be lost.

Development with VoiceBocx and the Wizard tool was fairly quick. Using this software is not as fast as using a GUI application generator, but you do have more low-level access and functionality with this product than is available with some GUI application generators.

We liked the Wizard's code generation (Figure 7). In fact, Wizard can generate two types of source code. By the time this review is published, it should be able to provide up to four different types of source code! This is a remarkable engineering feat.

We know of no other application generator that can create source code for more than one programming language. Most app-gens compile for one programming language, whether it is Visual Basic, C++, or whatever. Wizard, on the other hand, can create code for Visual Basic and C++, and will soon be able to create code for Delphi and Powerbuilder. The product's code generating ability, plus its other features, helped VoiceBocx (combined with CallSuite Wizard) earn a 4 rating for quick development time.

ROOM FOR IMPROVEMENT

The CallSuite Wizard is an excellent tool for quickly building CT applications. Parity Software could take it one step further and add a conditional branching wizard to link all of the menus, phrases, get digits, etc., to their corresponding submenus, prompts, transfers, etc. Then, the CallSuite Wizard would be even better than it already is. The conditional branching is simply an "if" statement and a function call, so it should be easy enough to do this (although it's possible we're over-looking something).

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```

Module1
Object: [General] Proc: Menu_Introduction
*****
' "stock_price" Phrase Routine
' Script:="on [Date] [Time] the company stock price is [Money] [Ordinal] [String] "
Public Sub Phrase_stock_price(Vbocx1 As Vbocx, Date1 As Long, Time1 As Long, Money1 As Long, Ord1 As Integer, Str1 As String)

    Dim Phrase As String

    ' Make sure string is empty
    Phrase = ""

    ' Build Phrase String
    Phrase = Phrase + "on.vox,0;" ' Add vox file element to Phrase String
    Phrase = Phrase + "date=" + Str(Date1) + ";" ' Add date element to Phrase String
    Phrase = Phrase + "time=" + Str(Time1) + ";" ' Add time element to Phrase String
    Phrase = Phrase + "company.vox,0;" ' Add vox file element to Phrase String
    Phrase = Phrase + "mny=" + Str(Money1) + ";" ' Add money element to Phrase String
    Phrase = Phrase + "ord=" + Str(Ord1) + ";" ' Add ordinal element to Phrase String
    Phrase = Phrase + "str=" + Str1 + ";" ' Add string element to Phrase String

    ' Set Phrase String
    Vbocx1.Phrase = Phrase

    ' Set Stop Tones
    Vbocx1.StopToneSelect = STOPTONES_All

    ' Play the Phrase
    Vbocx1.Action = ACTION_PlayPhrase
End Sub
*****
' "on" Play Routine
' Script:="on"
Public Sub Play_on(Vbocx1 As Vbocx)

    ' Set Name of *.vox file
    Vbocx1.FileName = "on.vox"

    ' File Type 24k - 32k - 48k - 64k
    Vbocx1.VoxFileType = VOXTYPE_24K

```

Figure 7. Sample source code generated by CallSuite Wizard.

We would have liked to have seen a few sample Wizard applications. These might help "jump-start" beginners. Ideally, the product should include an interactive voice response application with a couple of submenus, with the source code in the documentation and on disk. Also, in such a sample, it would help if the source code generated by CallSuite Wizard could be printed in black, with the source code "added" to complete the IVR printed in blue or another color. This would show how to "link" all the different components. It would also demonstrate how easy it is to "complete" the source code which Wizard generates so well.

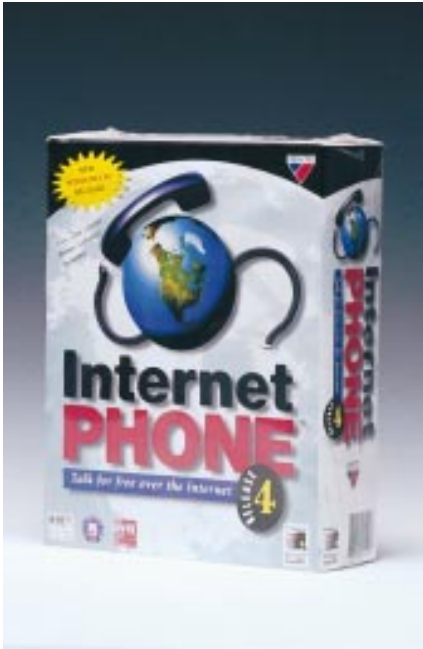
Overall, CallSuite Wizard was surprisingly error-free, extremely feature-rich, user-friendly, and quite powerful. As far as VoiceBocx is concerned, we really couldn't find any faults that were noteworthy, except (as with the Wizard) we would have liked to have seen some more sample applications. VoiceBocx, however, does include two fairly simple applications (with source code): "Echo" and "Hub."

CONCLUSION

We were very impressed both with

VoiceBocx and the accompanying CallSuite Wizard. Parity's product, compared to several other app-gens, stands out with its VoiceHub control, which is included with VoiceBocx. This control allows the developer to centralize certain functionality that can be difficult to manage when there are multiple EXEs (one for each phone line). The VoiceHub control also provides status screens to show the activities of one or more lines in your system. Many other app-gens leave it up to the developer to write their own monitoring programs.

In comparing this custom control (VoiceBocx) to another 32-bit custom control on the market, Stylus's Visual Voice, we found the two custom controls to have roughly the same array of features and very similar styles of doing things. However, Parity's CallSuite Wizard was a step ahead of Stylus' Visual Workbench. Some areas where Wizard excelled included better integration with Visual Basic, more complete code generation, powerful built-in default error handling, and the ability to generate source code for multiple programming languages. Parity certainly has winners on its hands with VoiceBocx and CallSuite Wizard.



Internet Phone Release 4

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VocalTec's Internet Phone Release 4 is a very powerful software program that allows you to talk to anyone in the world for no more than the cost of your Internet connection. In the past, many Internet service providers (ISPs) charged by the minute for time spent online, and a few still do. Thus, if you use one of these ISPs, talking to people via VocalTec's Internet Phone can result in some extra online charges. However, the per minute rate for most of these ISPs is still a lot cheaper than that imposed by your local phone company or long-distance phone carrier.

Nowadays, most ISPs provide a flat monthly rate (usually in the \$17.95 to \$19.95 range) for Internet access. Thus, in many cases, using Internet Phone will allow you to make free long-distance phone calls. You can call anywhere in the world, provided the person at the other end is also running this software product. Imagine: calls to England, France, Australia, Thailand — anywhere — for FREE.

FEATURES

Sophisticated Communications Capabilities

Internet Phone is not limited to simple voice communications. The kinds of capabilities you would take for granted on a fully featured phone are included with this software. Internet Phone includes voice mail, call holding, call waiting, muting, blocking, caller ID, and directory assistance. Other communication and transmission features of Internet Phone include whiteboarding, file transfers, cross-platform communications, text chat, direct calling, and public chat rooms. Whiteboarding allows you to share and edit documents, photos, and drawings simultaneously with other users.

Free Software

Internet Phone Release 4 is shipped with several free software packages: CompuServe (plus 10 free hours — a \$40 value), Earthlink Network TotalAccess, and Netscape Navigator 2.0 (a \$50 value). Along with this free software, VocalTec also includes a free second license for Internet Phone. This

was a great idea on VocalTec's part. With one user license, you wouldn't necessarily be able to talk to anyone in particular; that is, the person you would like to speak to won't necessarily be a fellow Internet Phone user. With a second free license, however, you can give Internet Phone to a friend, family member, or business associate (or a second corporate site).

Finding Other Internet Phone Users

So, with two licenses to Internet Phone, you're pretty sure of finding at least on person to talk to. Still, you'll want to be able to talk to more than just one person. At this point, you might be interested in VocalTec's Global OnLine Directory (GOLD), which is accessible through Internet Phone. With GOLD, you can easily locate other Internet and Intranet callers (Figure 8). You can find other callers at random, in special interest groups, or in private "hidden" conference areas available only to other callers with knowledge of the group, such as co-workers, friends, or family members.

Another option is direct calling, which

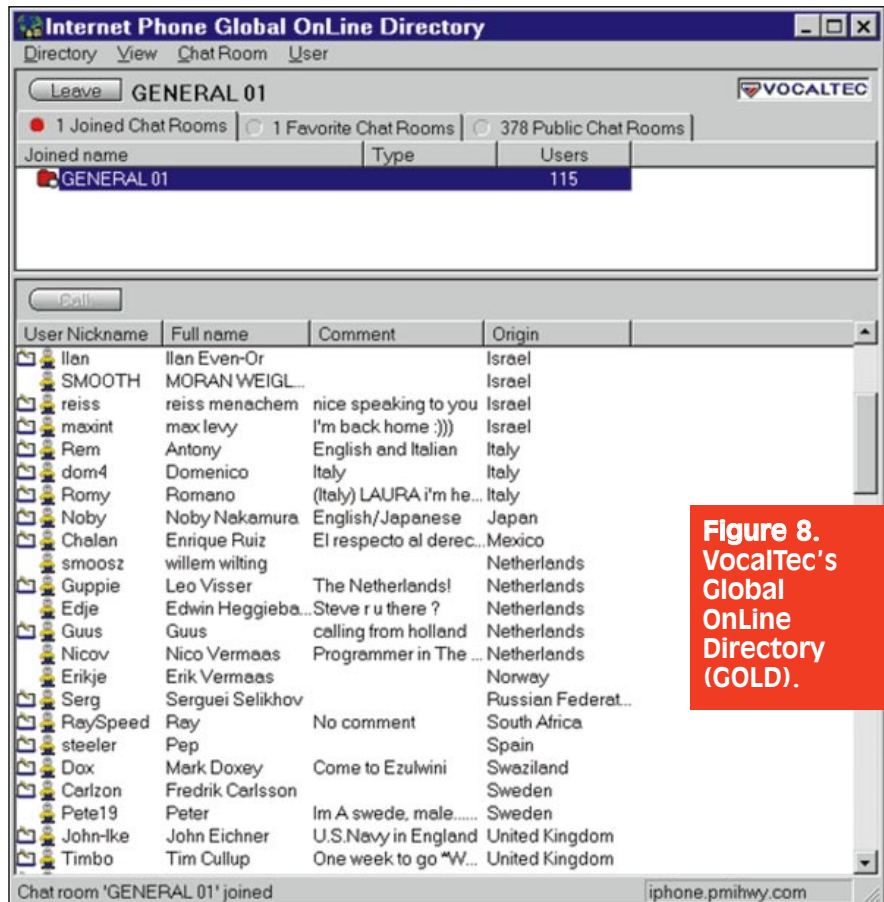


Figure 8. VocalTec's Global OnLine Directory (GOLD).

lets users locate other Internet Phone users via e-mail addresses, Internet Phone addresses, or Internet Protocol (IP) addresses. Users even can make direct connections when they are not online to Internet Phone servers or if they have dynamic, or changing, IP addresses.

Another feature using Web links lets users call others while browsing the Web. They can also receive calls from their own page. For frequently called locations, users can create desktop icons by dragging address entries from the address window to the desktop. Calls can be placed to those locations simply by clicking on the icons.

Graphical User Interface

Internet Phone's graphical user interface is excellent. The main window includes several pieces of useful information that are logically arranged. For example, it shows the name of who is calling and the status of each call (busy, no answer, talking, calling). The point-and-click file transfer window is very user-friendly, allowing users to select and exchange files easily and quickly during a call.

Another notable feature is Internet Phone's "animated assistant." This endearing character sleeps when you aren't talking, gets up to dial the number when you call someone, and talks into the phone receiver when you talk into your microphone (Figure 9). Of course, the animated assistant is just for display. The Internet Phone doesn't actually dial a phone number. Rather, it calls an e-mail address to access the person on the other end. However, the animated assistant, as it cheerfully presses the buttons on its phone, does succeed in evoking the phone "experience," with all its quaintness.

Other Features

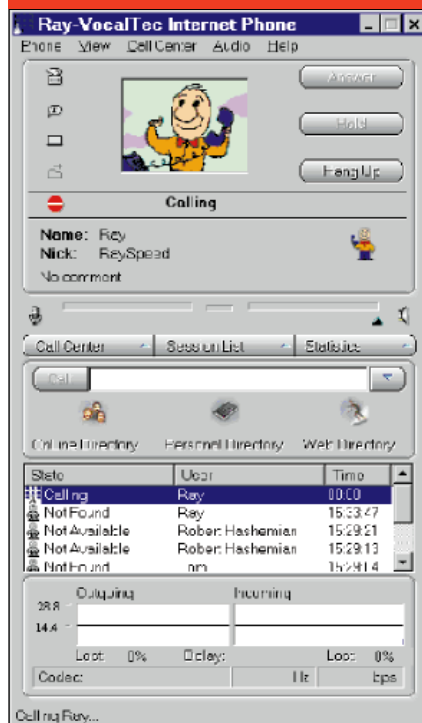
Internet Phone Release 4 can be upgraded to perform video conferencing, and its Perceptual VOX voice activation technology enables natural hands-free operation. Audio quality is significantly improved with VocalTec's proprietary VTSound algorithm. In addition, Internet Phone's open architecture is designed to support multiple data compression and Internet telephony standards as they become available for maximum compatibility.

Internet Phone Release 4 is also one of the few Internet telephony software

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Figure 9. Animated Assistant sleeping (top). Animated Assistant dialing another user (bottom).



products that supports both the PC and the Macintosh operating systems. We did not test the Mac version, but, according to VocalTec, the graphical user interfaces are supposed to be nearly identical between the two platforms,

allowing you to talk to any Internet Phone user regardless of what platform his or her computer operates on.

Internet Phone also allows you to select the "use lowest bandwidth possible" feature. This is useful if you want to save bandwidth for browsing the net, sending or receiving e-mails through the net, etc.

OPERATIONAL TESTING

Transmission Delays

We tested Internet Phone externally over the Internet using 28.8 KPS modems to people around the world, as well as co-workers who were approximately 30 feet away. (We were curious about the effect of distance on transmission delays and sound quality.) But we didn't stop there. We also tested Internet Phone over our local Ethernet 10Base-T LAN using the TCP/IP protocol.

During our internal tests, while communicating over the Internet to a fellow employee, we used the company intercom to measure any "delay." In fact, we did notice a slight echo effect, but the delay, which turned out to be a little less than half a second, was imperceptible when we communicated without the aid of the intercom.

We also ran Internet Phone over our LAN and expected a much quicker response (less delay). However, it seemed that communicating at 28.8 KPS was just as fast as our 10Base-T network! That could be due to several factors. First, our company's network traffic could have been high, or it could just be a matter of the "processing power" of our computers. Perhaps the translation of the TCP/IP packets from digital format to a format that the sound card can play requires several CPU cycles, thus accounting for a delay.

We tend to think it's a matter of how quickly the Internet Phone can translate the TCP/IP packets, since our network is roughly 30 times faster than our 28.8 KPS modems. (Or at least we hope so. Hmmm. Maybe that's why it took 30 minutes to copy that 500-byte file over the network!)

Duplex And Half-Duplex Performance

Each of the two machines we used to conduct the tests ran with a CPU of at least 90 MHz, used Windows 95, and

had 16-bit sound cards. Some of our cards didn't support full-duplex communication. In these cases, we ran at half-duplex. When you run at half-duplex, only one person can speak at any one time. If you are the person speaking, Internet Phone will show your animated assistant speaking into the phone, and the user on the other end is "locked out" from talking. We confirmed this by having one user count into a microphone for approximately 15 seconds. While this first speaker was still counting, we had the second user attempt to speak. But the second user was unable to break in. Thus, users might have difficulty conversing with people who tend to rattle on without taking a break. A voluble caller might never let you get a word in!

We installed a Creative Labs SoundBlaster 16 Value PnP in one of our machines so we could handle full-duplex transmissions. At first this didn't work. We suspected that the drivers needed to be updated to allow full-duplex. A visit to VocalTec's Web site indicated we were on the right track, and consulting Creative Lab's forum on Compuserve offered further confirmation. We downloaded the new drivers, and then proceeded with much excitement to test full-duplex using Internet Phone.

We found another user who had full-duplex capability and had a conversation that lasted at least 15 minutes. We

Internet Phone at half-duplex is still bearable and usable. However, for two-way conversations (being able to interrupt the other party), full-duplex is the way to go.

had no problems, other than a few breaks in the voice here and there. But these were definitely bearable. During our conversation, both parties spoke simultaneously (our counting exercise), and each could clearly hear the other. On the screen, we could see both animated assistants talking at the same time, and the word "BOTH" prominently displayed — Internet Phone's way of indicating that both persons are talking at the same time. Thus, full-duplex was as fun as it was impressive.

Using Internet Phone at half-duplex is still bearable and usable. You just can't interrupt the user on the other end. However, for two-way conversations (being able to interrupt the other party), full-duplex is the way to go. In our opinion, it really is worth investing in a full-duplex sound card.

Text Chat

The text chat feature is adequate. It doesn't allow "real-time" transmission of characters that are typed. Rather, like

Internet relay chat (IRC), it waits until the 'Enter' key is pressed before sending the characters/message over the Internet.

The lack of real-time transmission can be confusing if both users send text simultaneously about unrelated topics. (Often you will begin typing something without realizing the other user is also typing something.) Also, if you are typing a long sentence and haven't hit the 'Enter' key yet, the user on the other end may wonder if you are still there, or if they've said something to make you quiet.

Conveniently, if a person initiates a text-chat, the other person's computer automatically "pops up" their chat window if it isn't already open. This automatic opening ability is also available with the whiteboarding feature. Some of the other packages we have seen require you to open the chat or whiteboarding window manually.

Voice Mail

We liked the voice mail feature, which enables users to record and send messages to callers when they are away from their computers or offline. Recipients can be other Internet Phone Release 4 users or users of VocalTec's Internet Phone Voice Mail Player, which is available for free on their Web site. The voice mail feature includes the standard fast-forward, rewind, stop, play, and record functions. Also available is a personal address book, which has a striking resemblance to Microsoft Exchange. (You can bring up the address book by clicking on the "To:" or "cc:" buttons.)

Whiteboard

Internet Phone has a Whiteboard feature to share graphics and documents with other users for collaborative work over the Internet. For example, with Internet Phone Release 4, a corporate Intranet user could call a colleague through the company's private chat room; display a shared document via the whiteboard; paste infor-

Internet Phone Release 4 Miscellanea

SYSTEM REQUIREMENTS

Processor/Memory: A 486-66 MHz computer/8 MB of RAM (12 recommended).

Operating System: Windows 95.

Connection: A 32-bit Winsock 1.1-compatible Internet TCP/IP, SLIP, or PPP at 14.4 Kbps or greater.

Hardware: A Windows-compatible sound card, microphone, and speaker. A full-duplex sound card is required for full-duplex operation.

PRICING AND AVAILABILITY

Internet Phone Release 4 is expected to have a street price of

\$49.95. It is available immediately at the VocalTec Web site (<http://www.vocaltec.com>), which features a free demonstration, and at major computer software and other retailers across the United States. Versions in other languages will be available later this year.

UPGRADES

Upgrades from previous versions to Internet Phone Release 4 will be \$29.95. Those who purchase a different version of Internet Phone within 30 days of the Release 4 shipment receive the upgrade for free. ■

mation into the document from a Web page (and/or a word-processing document) and graphics from the toolbar); suggest revisions before incorporating them via the text chat window; put the call on hold to get input from another colleague; resume the first call; send a voice mail message to another worker about the project status; make the final changes to the document; and then transfer the file to the other user — all while discussing the process verbally. The whiteboard feature includes two camera tools which you can use to select either a window or an area on the screen to paste onto the whiteboard. We know of no comparable product that has this ability.

Other Features

Internet Phone Release 4 supports an open architecture, which assures maximum compatibility with other standards-based products. The program, which supports TrueSpeech, GSM, and VocalTec's own data compression algorithms, selects the optimal method depending on the call. In addition, VocalTec has promised it will support both Netscape's LiveMedia and Microsoft's Active X Internet audio/video standards.

VocalTec's Internet Phone currently supports only two simultaneous voice and text chats, while other software packages we have seen support conferencing for four or more people. (We will soon provide an in-depth comparison of the leading Internet phone software packages in an upcoming issue.) Sound quality was consistently excellent. However, we noticed some chopiness (breaks in the voice while in mid-sentence) while we were talking to users in some distant locations such as the Netherlands and Norway.

ROOM FOR IMPROVEMENT

To Full-Duplex Or Not To Full-Duplex?

The instructions state that a full-duplex sound card is needed for full-duplex mode. However, VocalTec does not provide a list of supported sound cards that are full-duplex. This leaves users in the dark as to whether their sound card will operate at full-duplex, or will be limited to half-duplex.

And forget about checking the hardware manual for your particular sound card. We have an extensive collection

of sound cards, but none of the manuals indicated the appropriate duplex mode. For whatever reason, the sound card manufacturers don't "advertise" this information.

While this sounds like a criticism that should be directed at the sound card manufacturers, VocalTec could make it easier to get this very important information. For instance, Windows NT provides an updated list of supported devices on their Hardware Compatibility List. Taking this as a guide, VocalTec

could provide a list of sound cards that support full-duplex. There is some information on VocalTec's Web site, but it is very difficult to find. For information on some of the new sound card drivers for SoundBlaster products, take a look at <http://www.vocaltec.com/blaster.htm>.

A Quick Exit

If you leave the window for VocalTec's Global OnLine Directory open, you will notice a delay in closing the Internet Phone. In the worst

BUFFALO
AUDIOTEXT
B/W

instance, this delay lasted six seconds. Apparently, the need to log off of GOLD accounts for the delay. Nonetheless, it should be possible to program a hidden window or spawn an invisible process that logs you off while allowing the Internet Phone window to close immediately. Thus, when you exit/close Internet Phone, the program immediately exits, and you can return to your other programs.

While the delay is in effect, you could switch to other programs. After all, Windows 95 is a multitasking operating system. However, most users prefer to wait until the program they are using closes/exits before they continue. You might say that many users' brains do not multitask very well. (Too bad we can't upgrade people's operating systems!)

Updating Personal Information

You can change or update your personal information from within Internet Phone. However, before this updated information can take effect, you need to restart the program. We noticed that our user information didn't change in the chat room that we were visiting. We figured we needed to restart, but thought that we would get some sort of warning or message telling us to restart the program.

As it turns out, such a warning is given in the manual. Lesson learned: Always read the manual! But who has time? A dialog box telling us to restart would have been helpful here. Better yet, the next release should automatically update your information, making it unnecessary for you to exit and reload the program.

Support For Standard Formats

As much as we liked the voice mail feature, we were disappointed it would accept only those attachments that were in simple text format. We would like to have the ability to attach Word, Excel, PowerPoint, or even picture files. Also, it would be great if Internet Phone had built-in filters that would allow you to send graphics in such standard formats as GIF, JPEG, or TIFF.

CONCLUSION

Overall, the Internet Phone is an excellent product. The chat rooms are

very good, as are the whiteboarding and voice mail capabilities. The graphical user interface made using Internet Phone very easy. In fact, the GUI was one of the best we've seen in comparison to similar software products. The sound quality and overall usability was very good. Improvements to the text chat feature, including notification of when a text chat (or whiteboard) is initiated, would bring this product even closer to perfection.

Although Internet Phone is intended primarily for personal use, there are business applications. Some companies are beginning to use this product on their Intranets. Call centers are particularly interested in this product's video conferencing capability, which is due out later this year. VocalTec is going to provide a gateway that will allow Internet Phone users to dial regular phones, that is, pay phones, business phones, and home phones.



IP/FaxRouter

Brooktrout Technology, Inc.

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Needham, MA 02194
Ph: 617-449-4100; Fx: 617-449-9009
E-mail: info@brooktrout.com
Web Site: www.brooktrout.com

The IP/FaxRouter combines the latest in analog-digital fax transmission and routing technology, including many of the networking aspects of data routers, packet switches, and telephone switches. The combination of these technologies allows the IP/FaxRouter to receive a destination telephone number from a fax machine and make the appropriate decision on how to route the fax. In addition, with the IP/FaxRouter, faxes can originate,

terminate, or interchange on private (or public) digital and analog networks.

This product, which helps your company save money by routing fax traffic over fixed-cost digital networks, represents a new concept in fax transmissions. It was born out of the need by large corporations to reduce long-distance costs and to better utilize their private, fixed-cost digital facilities.

The IP FaxRouter, like any good desktop fax machine, can store faxes for immediate or delayed delivery. This feature comes in handy if a line starts to form behind the fax machine, or if the number you are trying to reach is busy. Have you ever had a fellow employee remove your document from the fax machine, send their fax, and then forget to send your fax? If so, you can probably appreciate how important this feature can be.

Although the IP FaxRouter has obvious appeal for corporate users, VARs will also be interested. For example, the IP Faxrouter gives VARs a tremendous opportunity to develop a for-pay fax service, by using information from the log to bill by the number of pages, time, and/or location.

HARDWARE SPECIFICATIONS

The IP/FaxRouter comes standard with an NEC v.35 processor, 1 megabyte of RAM, 512 KB of ROM, time-of-day clock with battery backup, and IDE hard disk. The IP/FR is compact, measuring 2.5" high by 7.2" wide and 11.8" long. All the components packed inside make it a pretty hefty 9.8 pounds.

The product sports an array of front-panel LED indicators, which aid in troubleshooting and determining the status of certain lines or connections. A diagnostic "power-on self-test" is performed when the unit is turned on. It will execute a series of tests to ensure that the internal circuitry is operating properly. During the boot-up, a series of lights will be illuminated on the front panel, indicating which tests are being performed. The LED lights are well explained in the accompanying documentation.

Brooktrout's IP/Fax Router comes standard with a hard disk for storing faxes. The hard drive's storage space is 210 MB, which allows for a capacity of about 5,000 pages of faxes, which

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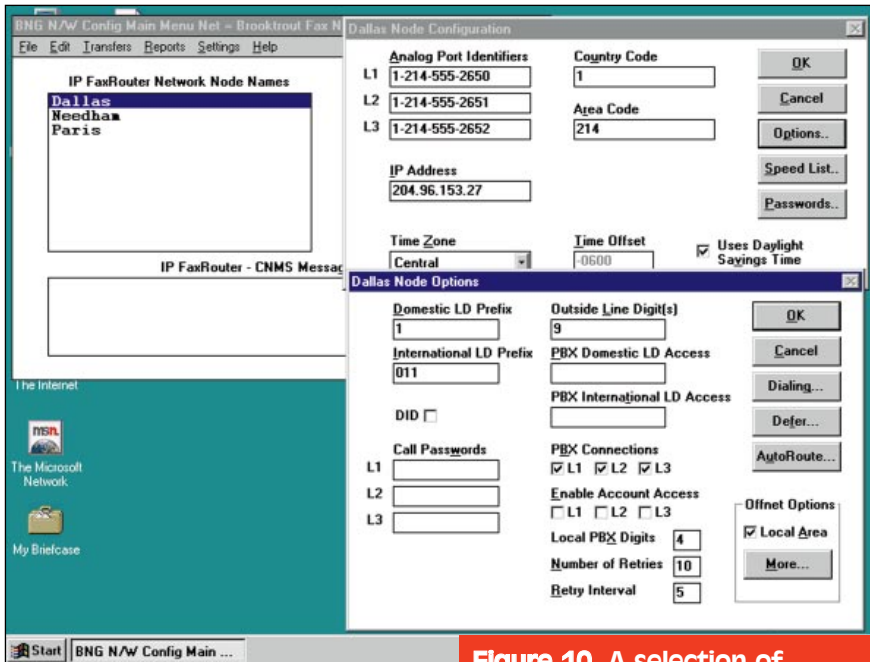


Figure 10. A selection of option and setup screens from the CNMS software program.

should be sufficient for all but the most extreme cases. (In comparison, desktop machines often come pre-loaded with enough memory to store about 16 pages of faxes.) If you need more memory, you can take advantage of the product's standard IDE interface, which will allow you to install a larger capacity hard disk, as long as the hard disk can fit into the unit. With hard disks becoming smaller and smaller, this should not be a problem.

The IP/FaxRouter (IP/FR) includes one 10Base-T network port (RJ-45) and an RS-232/V.24 configuration port which is labeled Management Port on the back of the unit. This Management Port is used for initial configuration and debugging of the IP/FR. The 10Base-T network port (labeled Ethernet Port) is used for hooking up to another IP/FaxRouter. The IP/FaxRouter also includes three fax modem channels, which allows you to hook the IP/FR up to three outside lines or to three PBX station lines.

Other important connectors include a fax port which uses a RJ-11 connector, which is labeled Fax 1. This port has a fax card built into the router which allows a direct connection to a fax machine. The port is hooked up internally to a "loop power supply" and "ring generator," which allows the IP/FR to call into a fax machine with which it is connected. In other words, the loop power supply card performs

all the functions associated with a central office trunk, including battery, supervision, and ring generation.

The IP/FR also comes with an external power supply, which is pretty standard. It operates on either 110 VAC or 220 VAC at a frequency of 50 Hz or 60 Hz, and uses the U.S. standard three-prong connector to connect to an electrical outlet.

FEATURES

The IP/FaxRouter supports Group 3 fax machines and devices. It can also store and forward faxes and perform broadcast operations. More advanced features include intelligent routing among digital and analog networks, as well as centralized management and security.

The security features were pretty good. You can configure the IP/FR to allow authorized parties to dial in and use your network from remotely located fax machines. Passwords can be assigned to each telephone line. If this feature is used, the password must be entered before the IP/FR will provide a fax answer signal.

Since passwords for individual lines can be compromised, Brooktrout also provides users with individual accounts and passwords. Up to one hundred million account codes are possible, mak-

BERKELY SPEECH 2/C

ing the system very difficult to hack into. With this feature, you can perform tracking of outgoing faxes, including who is using the network, how many pages are being transmitted, and when. This account security and tracking is an option that is maintained by the Account Data Management System (ADMS). A log file is also generated, which you can use to extract useful information.

INSTALLATION

There are several installation options. We hooked up two IP/FaxRouters to our network LAN. Both units were hooked up to an Ethernet 10-BaseT hub, as well as a fax machine and analog lines. We used the Windows Terminal program at 9600 baud to set up the IP address and other parameters on the IP/FaxRouter. This procedure went pretty smoothly. Both the Configuration Network Management System (CNMS) and the optional ADMS software programs installed without a hitch.

The CNMS software runs on any Microsoft Windows-capable PC equipped with a Winsock-compatible IP stack and a network card. Fax traffic can be automatically logged to two such computers. The CNMS, a very user-friendly program, allowed us to set up time zones, local areas, and other options (Figure 10).

The ADMS program was fairly simple to install and use. Basically, the ADMS serves to create account data (.ACT) files to CNMS. CNMS then sends this data to the individual

Figure 11. Using the ADMS program to configure users and account information.

to ignore this feature, it is disabled by default. When enabled, the IP/FaxRouter requires an eight-digit account number before it will accept a fax message. If the account number has been accepted by the IP/FaxRouter, the fax message is routed over the digital network. The account number travels with it every step of the way. When log messages are transmitted back from the nodes to the CNMS PC, the account numbers are transmitted with them. Thus, every transaction is logged with the account number of the originating user, a time and date stamp, and a message serial number.

ROOM FOR IMPROVEMENT

The diagnostic tests performed during boot-up would have been more use-

ful if the LED display had been easier to interpret. Although the documentation clearly states what is going on during each sequence of LED illuminations, we would have liked to have seen a sticker on top of the boot-up tests were. Then it would be more obvious if

something were wrong, and troubleshooting could commence all the sooner. Consulting the manual wouldn't be as necessary. Also, a sticker on top could be added to explain the differences between a slowly blinking LED(s), a rapidly blinking LED(s), and a constantly lit LED(s). This simple measure would help network/LAN administrators, VARs, and MIS managers maintain and monitor the status of the IP/FaxRouter.

CONCLUSION

Brooktrout's IP/FaxRouter just may be what your corporation needs to reduce long-distance charges, eliminate employee frustration around the fax machine, and monitor faxing activity. In addition, the IP/FaxRouter provides security features to prevent unauthorized or excessive use. Brooktrout's IP/FaxRouter has a list price of \$5995. The CNMS software sells for \$1995 with an unlimited user-license. The optional ADMS also lists for \$1995.

For information about free subscriptions, call our customer service department at 800-243-6002 (toll free) or 203-852-6800, or visit our Web site at www.tmcnet.com. Contact the publisher, Richard Tehrani, or the editor, Kevin M. Mayer, with questions or comments about *CTI For Management*[™]. E-mail (addressed to rtehrani@tmcnet.com or kmayer@tmcnet.com) is always welcome. ■

IP FaxRouter gives VARs a tremendous opportunity to develop a for-pay service, by using information from the log to bill by the number of pages, time, and/or location.

IP/FaxRouter nodes, which perform positive account code verification. Account management is built into every IP/FaxRouter. Adding users into the database, along with security codes, is accomplished via the ADMS, as shown in Figure 11.

Because many customers would opt

ful if the LED display had been easier to interpret. Although the documentation clearly states what is going on during each sequence of LED illuminations, we would have liked to have seen a sticker on top of the boot-up tests were. Then it would be more obvious if



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- 10. Distributor/Reseller/Wholesaler
- 11. Consultant
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- 13. Service
- 13A. Other _____

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- 15. Manufacturer
- 16. Telecommunications/Broadcast/Cable
- 17. Distributor/Reseller/Wholesaler
- 18. Other _____

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- 2. Telecommunications/Data Communications Mgmt. (VP/Director/Manager/Analyst/Engineer/Consultant)
- 3. Software/Engineering (Analyst/Engineer/Appl. Dev.)
- 4. Corporate/General Management (Chairman/Pres./Partner/CEO/VP/General Manager)
- 5. Sales/Marketing Management (VP/Director/Manager)
- 6. Other (specify) _____

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- 1. \$500+ Million
- 2. \$100-\$500 Million
- 3. \$50-\$100 Million
- 4. \$10-\$50 Million

- 5. \$1-\$10 Million
- 6. Under \$1 Million
- 7. Unknown
- 8. Not Applicable

4. Number of Employees (all locations)

- 1. Over 10,000
- 2. 5,000-9,999
- 3. 1,000-4,999
- 4. 500-999
- 5. 100-499
- 6. Under 100
- 7. Unknown
- 8. Not Applicable

5. Operating Systems

- 1. DOS
- 2. OS/2
- 3. Macintosh
- 4. Windows
- 5. Windows NT
- 6. UNIX Based
- 7. QNX
- 8. Other _____

6. Network Operating Systems

- 1. NetWare
- 2. NT Windows Server
- 3. OS/2
- 4. UNIX
- 5. LANtastic
- 6. AppleShare
- 7. Vines
- 8. Proprietary Mini/Mainframe
- 9. Other _____

7. Which of the following products do you buy, specify, recommend or approve the purchase of?

- 1. Telephony Products
- 2. Application Software
- 3. Operating Environments

- 4. Computers
- 5. Networking Equipment
- 6. Consulting/Programming Services

8. When will you implement CTI in your business?

- 1. Currently implemented
- 2. In 12 months
- 3. In 24 months
- 4. Not Sure
- 5. Not applicable

9. Please indicate the total number of PCs/Macs/workstations at the entire location or company.

- 1. 25,000+
- 2. 10,000-24,999
- 3. 5,000-9,999
- 4. 2,500-4,999
- 5. 1,000-2,499
- 6. 500-999
- 7. 200-499
- 8. 100-199
- 9. 50-99
- 10. 25-49
- 11. 10-24
- 12. 1-9
- 13. None

10. Over the course of one year, do you specify, recommend, buy, sell, resell or approve the purchase of computer, telephony, CTI equipment, products or services worth

- 1. \$5,000,000 or more
- 2. \$2,500,000 to \$4,999,999
- 3. \$1,000,000 to \$2,499,999
- 4. \$600,000 to \$999,999
- 5. \$400,000 to \$599,999
- 6. \$200,000 to \$399,999
- 7. \$100,000 to \$199,999
- 8. \$50,000 to \$99,999
- 9. \$25,000 to \$49,999
- 10. Under \$25,000

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CTI For Management™ Buyer's Guide 35

BUILDING CUSTOM CTI SOLUTIONS TO MEET BUSINESS OBJECTIVES

The Unique Role Of Developers And Integrators

**DENIS LUBER, ENTERPRISES
COMPUTING SERVICES, INC.
AND MIKE SHERWOOD,
CONTACT POINT TECHNOLOGIES, INC.**

Rapid growth in the CTI industry presents businesses with new opportunities to meet their clients' needs, mainly through custom-developed call centers and help desks. However, the impressive advances in CTI have also created a bewildering range of development options. One way for businesses to overcome the confusion is to call on the services of a CTI developer/integrator. Today's CTI developer/integrator is uniquely positioned to help businesses meet



changing global, national, and local market demands through customized CTI solutions.

MIS and Telecom personnel in businesses hungry for the benefits of CTI — increased productivity, customer loyalty and new client growth — are scrambling to stay abreast of changes in the dynamic and evolving CTI field. They appreciate that these benefits are being realized by those who are familiar with CTI and who apply it to their business processes. However, successful implementation of a CTI solution requires in-depth planning and expert execution.

In some situations, the planning function may take months, with input coming from all departments within the organization; in others, an urgent “swat team” response may be needed. In either scenario, professional call center and help desk developers and integrators can deliver custom-built solutions that meet a business's unique objectives.

In this article, we will describe the roles played by the CTI developer/integrator and the personnel employed by the corporation hoping to take advantage of CTI. We will pay particular attention to the up-front services provided by developers/integrators, as

BROOKTROUT 4/C

well as the benefits of open software systems. Finally, we will characterize the level of service that is becoming typical. For example, in the creation and implementation of custom solutions, up-front services (such as needs assessment, preliminary review, and prototype development) are usually provided at little or no charge. In addition, some developers/integrators provide the application source code to the client as part of the finished solution.

BACKGROUND

Historically, the CTI industry, like

other segments of the computer applications industry, has recouped the high cost of product development through high-cost proprietary technology. Now, with the proliferation of newer, quicker, more sophisticated, more open, value-based products, proprietary products are being crowded to the sidelines.

The CTI industry is evolving so rapidly that vendors find it increasingly urgent to form partnerships. That is, many CTI developers/integrators look to partnering arrangements to provide comprehensive solutions that are competitive and profitable.

Businesses will ultimately benefit from this new paradigm as the partnering philosophy spreads throughout the developer community. By working together and playing off of internal strengths, today's CTI developers/integrators can offer solutions that are more cost effective, provide greater functionality, and serve a greater range of needs. Such characteristics will continue to grow in importance as businesses further recognize the need and value of controlling the strategic tools that support and propel their business growth.

Up-Front Services

The First Steps In Developing A CTI Solution

Successful implementation of a CTI solution by a developer/integrator can depend on effective coordination between the developer/integrator and the client. In this section, we will discuss the key steps employed by CTI developers/integrators to achieve the system results demanded by businesses introducing CTI to their help desk/call center operations.

NEEDS ANALYSIS

The developer/integrator will use the size and scope of the business to determine the number of specialists needed to review various areas of the business process. From the outset, business objectives should be clearly defined, and these objectives should refer to measurable benchmarks.

The strengths and weaknesses of the current call center or help desk system should be evaluated so that client relationships built over years of work are maintained and strengthened. The experience of the current staff in meeting job requirements must be understood to determine the need for ongoing employee training, new personnel, and new management procedures. If other areas of the business share responsibility for the call center or help desk environment, the needs analysis should explore the impact of a new CTI system on these relationships. This ensures that the valuable data obtained through the call center or help desk can

be used in other business endeavors.

Finally, the needs analysis should include a cost-benefit analysis. Understanding the acceptable progression of costs and benefits within the organization is a key to implementing a successful CTI application.

PRELIMINARY DESIGN

Upon completion of the needs analysis, a detailed preliminary design of the proposed call center or help desk solution should be presented for review and modification to the appropriate business representatives. Typically, corporate representatives will include call center/help desk managers, MIS managers, and Telecom managers. In addition, upper management may need to review and approve the design as well.

Employees charged with evaluating a proposed CTI project need to pay attention to several key areas during the review. These areas are summarized below.

DATABASES

Databases are the core of any application that stores information. They represent the backbone needed to support expanding integration and growth. The application should be based on a relational database model with normalized forms to eliminate redundancy and maintain the integrity of the data. It must allow expandability without compromising referential integrity. Use

of an object-oriented database allows the administrator to control and modify its use easily, which means that application upgrades can be accomplished with greater flexibility and speed.

TELEPHONY FUNCTIONALITY

The up-front telephony functionality can range from direct-dialing telephones via standard programming interfaces (such as Microsoft's telephony application programming interface, or TAPI) to the use of sophisticated call routing capabilities and "screen pops."

Skills-based routing can be utilized where feasible to increase worker productivity and decrease caller frustration by reducing the need to transfer a caller among agents. Where secure, controlled access to corporate information is required, interactive voice response (IVR) technology may be appropriate. IVR also increases a business's customer's ability to use self-help options, thereby reducing the demands placed on the call center or help desk staff. Lastly, the existing local area network (LAN)/PBX infrastructure must be evaluated for use by the CTI system. Businesses with existing TCP/IP- and SPX-based networks will have no problem supporting CTI applications.

USER INTERFACE

The development and layout of the graphical user interface (GUI) screens will make or break the system from the call center or help desk agent's point of view. As the front-end for the complete system, the GUI is used by agents daily to complete their work.

Some developers/integrators add to the open nature of their software systems by giving the application source code to the client as part of the finished solution.

ROLE OF THE CTI DEVELOPER/INTEGRATOR

The CTI developer/integrator's primary function is to design, build, and implement customized solutions based on a business's requirements. These

requirements can include a powerful, flexible database infrastructure; a user-friendly graphical interface; an open software architecture; or integration with an in-house software package.

The ability to build custom solutions

When reviewing the GUI, look for an intuitive design that fits the user, not vice versa. The layout of screen information must follow a logical progression that supports the individual user's natural work patterns and level of experience. CTI managers will benefit in the long run when recommendations for improving the GUI are solicited from agents. Users are usually able to recommend changes that will enhance their productivity — if they are given the opportunity to evaluate the initial screen designs. A good CTI developer/integrator will be ready and willing to accommodate these desired changes.

ADMINISTRATION

System management reports are especially important to managers responsible for administering a CTI system. The system must be able to produce the reports that management requires to assist in the decision-making process. Initially, a series of reports should be provided based on the preliminary design directives. After initial use, the CTI developer/integrator will be able to modify these reports based on management recommendations. Modifications should be provided on a timely basis. The system's ability to produce powerful and concise management reports greatly enhances the value of the system to the chief decision makers in the company, and can weigh heavily in justifying the implementation of the CTI system.

COMPATIBILITY WITH EXISTING SOFTWARE

Finally, corporate review should

evaluate the proposed system's ability to interface with existing in-house software programs. Businesses thrive on using information in multiple applications. As a result, the CTI developer/integrator system must be able to interface the CTI application effectively to marketing analysis, research and development, and other in-house software programs as determined by management. This may require the CTI developer/integrator to make additions to the relational database infrastructure. Anticipating these modifications simplifies their ultimate implementation.

PROTOTYPE DEVELOPMENT

When evaluating potential CTI partnering prospects, look for CTI developers/integrators who are willing to provide a prototype of several of the GUI interactive screens and management reports. Such prototypes can be invaluable for review and testing by management and employees. The prototype will stimulate employees and management to provide constructive suggestions to enhance the tools and to recommend additional features not included in the original design specification. This phase of system development is especially exciting to the call center or help desk agents. Their input should be encouraged because their exercising of the prototype can lead to unanticipated improvements in system tools. Prototypes offer management an additional benefit: they help set appropriate expectations for system performance. ■

in an open software environment is one of the CTI developer/integrator's greatest strengths. CTI managers benefit from the developer/integrator's freedom to choose the best components or subsystems from different areas. These subsystems can usually be integrated to work together seamlessly. A typical example would be the selection of a strong telephony front-end system for automated call routing to pass caller information to a sophisticated back-end data management system.

Companies using Microsoft Windows NT and Microsoft Back Office software are in an excellent position to implement full-function CTI applications. Using SQL Server 6.5, a skilled CTI developer/integrator can use SQL to create a gateway to external databases. Where information is stored in a large computer network, information can be pulled through to the CTI application using terminal emulators.

Some developers/integrators add to the open nature of their software systems by giving the application source code to the client as part of the finished solution. This offers the client maximum flexibility in building, modifying, and maintaining the CTI solution in a manner that best meets the business's needs.

THE CORPORATION'S POINT OF VIEW

The corporate CTI manager's challenge is to select and work with a developer/integrator to successfully mold an effective solution. For a summary of some of the key steps in creating a CTI solution, see the sidebar entitled *Up-Front Services: The First Steps In Developing A CTI Solution*.

CTI developers/integrators provide important benefits to the organizations with which they work, as well as to the employees of these organizations. As indicated in the *Up-Front Services* sidebar, the solution for a company is designed in consultation with corporate representatives such as call center/help desk managers, MIS managers, and Telecom managers. Employee input helps ensure that the solution will be on-target to meet the company's specific needs now and into the future. Employees experience an extremely short learning curve and quick gains in productivity since they are integral in system creation.

Management receives the required return-on-investment since a cost-bene-

fit analysis is calculated into the CTI system's creation. Management further benefits from the CTI system through quick upgrades and modifications required to meet business changes. These changes can be accomplished in various ways — through in-house programming, through outsourcing, or through the original developer/integrator. Implementing improvements is made even easier in systems that include the source code and documentation as part of the final deliverable.

CUSTOMIZED SOLUTION PRICING

Pricing on a custom call center or help desk CTI solution is based primarily on size (the number of agents supported by the system) and the system capabilities. Larger, more sophisticated systems are naturally more expensive than small, simple systems.

Many vendors have established policies designed to minimize a company's development costs and expenses. Typically, the up-front needs assessment, preliminary review, and prototype development are provided at little or no charge. This up-front commitment by the vendor helps cement a mutually productive relationship with the customer. As the CTI system is built, tested, and installed, a predetermined payment schedule ensures that both parties realize their mutually intended value.

CTI managers can often gain considerable latitude in negotiating pricing based on the long-term objectives of both parties. Staggered system deployment and future system installations can be factors in determining overall system costs and payment schedules. Such arrangements can be mutually beneficial. CTI managers get effective custom-developed solutions to meet their current business objectives while laying the groundwork for ongoing success; the developer/integrator enjoys long-term, ongoing business.

CONCLUSION

Undoubtedly, new implementations of CTI technology and client service strategies are sharpening many busi-



Staggered system deployment and future system installations can be factors in determining overall system costs and payment schedules.

nesses' competitive posture. But the tremendous rate of change within the CTI industry requires that business managers carefully control their CTI destiny. Using a developer/integrator in building a custom call center or help desk solution can do just that.

There are practically as many custom solutions as there are customers. Two real-life examples can serve to illustrate this point. In the first example, a custom-built call center solution was deployed by a leading member of the banking industry in a regional customer service center. The GUI-based system has resulted in significant increases in performance and cost effectiveness throughout the call center. Management now receives business reports in minutes or hours instead of days. Customer problems are tracked and resolved with greater efficiency and fewer errors.

In the second example, a Georgia-based computer products distributor installed a front-end call management system in their catalog order entry call center. The system automatically routes incoming 800 calls to the next available

agent. Database integration provides agents with detailed account history information based on data entered by the customer while waiting in queue. More efficient call handling has resulted in decreased 800 charges, increased employee productivity, and greater customer satisfaction.

Businesses such as these that are committed to employing CTI technology are steadily realizing the strategic value of call center and help desk technology. That is, businesses are finding that expertly implemented CTI has immediate and long-term value in meeting business objectives. Managers charged with implementing CTI solutions within their organizations are realizing that the CTI developer/integrator can serve as an important resource for consultation, development, and installation of the latest CTI technologies.

Denis Luber is marketing director for Enterprises Computing Services, Inc. (ECS),

which is located in Woodstock, GA. ECS engineers, builds, and implements customized business solutions for call centers and help desks, financial institutions, and federal, state, and local governments. Mike Sherwood is marketing manager for Contact Point Technologies, Inc., headquartered in Norcross, GA. Contact Point specializes in front-end call center and help desk applications, Internet integration to the call center, interactive voice response integration, and custom CTI application development.

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PC OR SERVER?

Selecting The Platform To Stand On

If you are charged with the task of putting together a CT infrastructure, you may have to decide between a low-end solution and a high-end solution. The key factor in such a decision is your assessment of your company's future CT requirements. If these remain modest, the limitations of a low-end, PC-based solution may never pose a problem. On the other hand, your solution's success may be short-lived if it is unable to accommodate future growth.

In this article, we will focus on scalability — the main attribute that sets high-end solutions apart from low-end solutions. We will also discuss some of the issues you should address to help you gauge your company's future CT requirements, and whether scalability should be a priority in the design of your system.

SCALEABILITY

A scaleable system is one that allows for easy expansion and growth with minimal upset to the organization. The importance of having a scaleable system is perhaps most obvious when we consider what a non-scaleable system can mean to a growing company. Such a company may install a simple 4-port interactive voice response (IVR) system, and may find it satisfactory — at least initially. However, if the core business grows around this system, the system's call handling capacity will need to grow as well. If the initial system planning is inadequate, serious problems may develop when it becomes necessary to replace an entire hardware solution that no longer meets communication needs.

This is the CT administrator's worst fear. While management is scrambling to select, purchase, program, integrate, and implement a new system, customers and other callers are experiencing bottlenecks, increased response time, and growing frustration with a system that the organization has outgrown. In short, the IVR system that initially generated a positive image and helped grow the company is now an embarrassment, hindering communication and inhibiting sales. It is there-

DON PANEK,
DAX SYSTEMS, INC.



**COMDIAL
4/C**

fore critical that the CT system initially implemented be sufficiently scaleable for the organization's future needs.

SCALEABILITY REQUIREMENTS FOR THE MAIN CT MARKETS

The CT market has recently been growing at an estimated 30 percent per year, with many niche segments growing by more than 100 percent annually. To date, the small office/home office (SOHO) market has undergone the lion's share of growth. The more traditional corporate market is also growing, although not so rapidly.

Both markets demand "open" hardware platforms and stable software and operating systems; reliable equipment; ease of maintenance and repair; and (last but not least) value and a quick return on investment. Although the telephony solutions utilized by the SOHO and corporate markets operate out of essentially the same needs and may utilize very similar hardware and software, these markets differ with respect to their scaleability requirements.

SOHO SOLUTIONS

The SOHO market is typically served

by any number of low-end solutions where a plethora of PCs are available out of a box with built-in CT capabilities. The hardware and software for these solutions are mostly off-the-shelf applications and graphical user interfaces. Voice processing boards are typically 2- or 4-port analog boards that do a fine job in this arena. Quite often, small businesses are able to implement fairly impressive CT solutions from such components.

In fact, the limitations of such CT solutions derive mainly from within the PC platform itself. Most PCs rolling off

Internet Access Provider Realizes The Benefits Of Industrial PCs

Ascend Communications, an Internet access provider, opted for industrial-strength PCs because of their compact size and open passive backplane architecture. A year later, Ascend realized it got an additional, unexpected benefit — 100 percent reliability. In this article, we will look at each of these benefits in turn, and explain how they can be obtained from industrial PCs.

SMALLER CHASSIS SIZE

Industrial PCs occupy approximately one-sixth the space taken by ordinary PCs. "Obviously, the smaller size of the units saves a lot of space and makes them virtually portable," says Cliff Sessoms, lab manager for Ascend. "We have staff who come and pull units when they aren't being used and take them to their offices." Ascend was able to stack 20 industrial PCs per rack with one monitor and one keyboard.

OPEN PASSIVE BACKPLANE

The units combine ISA/PCI (industry-standard architecture/peripheral component interconnect) and ISA-only passive-backplane architectures. ISA, a 16-bit bus, is the architecture used by most standard PCs; PCI, a 32-bit architecture, can accommodate more demanding applications.

With standard PCs, the backplane is the main circuit board into which other circuit boards are plugged. Upgrading a standard-backplane PC

to perform high-density functions may not be practical. In fact, it might be necessary to buy a new computer. However, with a passive-backplane computer, enhancing functionality is often a matter of reconfiguring cards. According to Sessoms, "The passive-backplane architecture is not restrictive, so it's good for today and good for tomorrow. The technology makes the PCs affordable to upgrade."

"The PCs also feature a cable management system that makes the PCs easy to plug and unplug," Sessoms notes. The cable management system ties all PC cabling into one common 50- or 100-pin connector plus a standard power connector. To remove or install a PC, users simply push in or pull out from the front — no disconnecting is required from the rear. Users can swap an entire PC in less than five seconds, making the entire PC, not just a power supply or hard drive, redundant.

RELIABILITY

Industrial computers are more reliable than desktop PCs because they are built with industrial-grade components that are more stress tolerant. Rigorously tested for endurance, these industrial units are equipped with extra fans, vents, and filters to keep them cool enough to run multiple applications 24 hours a day. In addition, industrial PCs offer a variety of other features not available on desktop PCs. For example, watchdog timers allow users to pre-pro-

gram each PC to automatically reboot the system if it locks up.

"We use a combination of 486/100 and Pentium/100 PCs running 24 hours a day," says Sessoms. "And in over a year of service, we have had virtually zero failures — absolutely none." For Sessoms, zero failures means no unplanned downtime for service or repair.

CONCLUSION

Ascend's experience with 100 percent reliability can't be duplicated in every situation. However, it does demonstrate the value of industrial computers in revenue-generating applications that must run fault-free, 24 hours per day. For a business like Ascend, which would lose revenue during downtime, reliable PCs are critical to uninterrupted client service and higher revenues.

Ascend Communications installed industrial computers provided by Crystal Group, Inc. Computers from Crystal Group are designed to run multiple applications 24 hours a day with limited downtime. QuickConnect, Crystal Group's cable management system, is designed to eliminate cable-related failures and reduce the time required to install or remove a PC for service or upgrades.

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ypes Of CTI Applications

Although new uses for computer-telephony (CT) are realized daily, it is possible to group all CT applications into four distinct areas. The manager or specialist who seeks to implement a CT solution needs to focus on each of these areas at the hardware level in order to understand the solution's requirements, costs, and benefits, and whether the solution answers the company's needs and protects its investment through the long term.

INFORMATION ACCESS AND TRANSACTION PROCESSING

Interactive voice response (IVR), interactive transaction

database (ITDB), and fax-on-demand

UNIFIED MESSAGING

E-mail, voice mail, and fax

INTELLIGENT CALL MANAGEMENT

Predictive dialing, auto-attendant dialing, call center screen pops, incoming call routing, and international call back

REAL-TIME VOICE PROCESSING AND MANAGEMENT

Speaker-independent voice recognition, voice recording and playback, and Internet phone conversations ■

the lines today support a few ISA and a few PCI slots for adding all the boards required by a given CT solution — voice boards, fax boards, modems, and/or voice recognition boards.

At the PC level, most of these boards provide for only two to four ports (calls) at once. Thus, solutions requiring upwards of 12 or 24 simultaneous ports quickly run short of available expansion slots. When the time comes for the company to scale up, the existing CT hardware is totally inadequate, an alternate system is necessary, and the company is forced to make radical changes that are costly and time-consuming and often must be done in a rush.

Of course, some SOHO operations never approach these densities and limitations, and the PC solution proves more than adequate for the long haul. It should also be noted that the CT industry has recently seen the introduction of a PC solution with 10 expansion slots, a system which would give the PC-based small business far more room for CT growth.

CORPORATE SOLUTIONS

The corporate environment demands that existing hardware and software platforms stretch to accommodate additional services and ports. Typically, CT solutions require more than 24 ports initially, and the system must be scaleable to hundreds or even thousands of ports, depending on the CT applications. Voice processing boards are apt to be 24-port T1 interface digital varieties. Platforms are likely to be passive-backplane systems

that provide single-board computers and up to 20 expansion slots. Environmental considerations come more fully into play, and fault-tolerant redundant power supplies and RAID subsystems are specified to ensure the integrity of critical data.

In terms of the software platform, the single box typical of SOHO solutions is replaced by a client/server architecture, providing for a distributed CT approach. In this approach, the CT server hosts all necessary resources, including voice processing boards, fax cards, voice recognition, and application software, while client machines attached to the network access the resources when needed. This highly cost-effective arrangement is fully scaleable and easy to maintain. When more resources become necessary, capacity is added to the server. When that machine reaches full capacity, another server is added. No radical reconfiguration or downtime need ever occur.

SIZING UP THE COMPANY

Reviewing your company's immediate, short-term, and long-term requirements will help you decide whether a low-end, SOHO-type solution will be adequate, or whether a higher-end, more scaleable platform is needed. The company's expectations also need to be taken into account. What benefits are being sought? What return on investment is desired?

In general, the key indicators for a high-end platform are:

- a critical need for reliability and fault tolerance.
- distributed telephony needs.

- long-term, high-density requirements (48 or more simultaneous ports).

You will also need to know how capacity will be added. A related question is whether your organization already relies on client/server networking. Another question is whether there are any special environmental requirements.

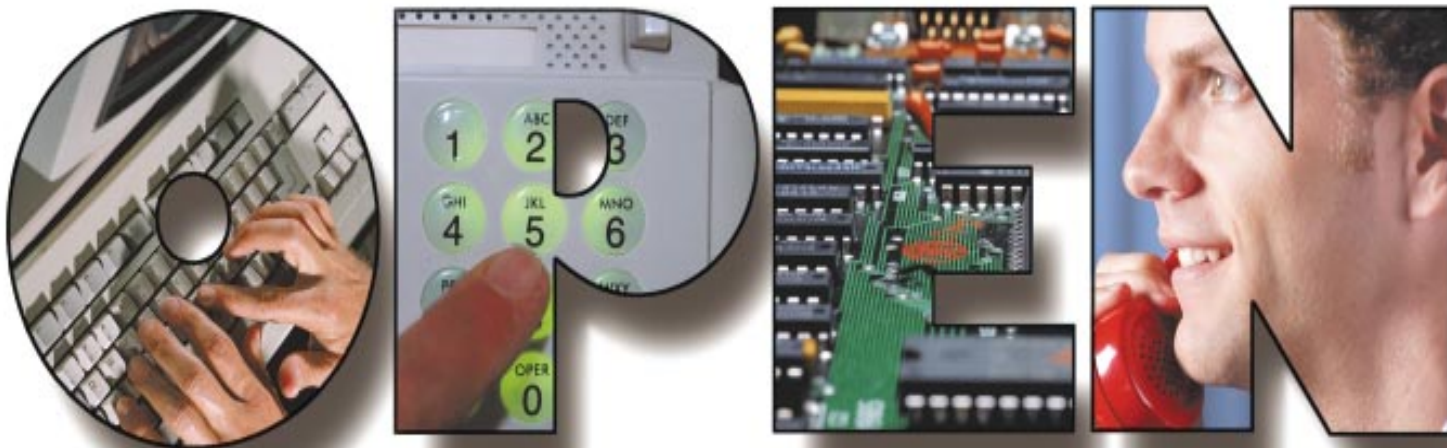
CONCLUSION

While it may seem that a gray area exists between the point where the low-end solutions approach their limitations and the point where high-end solutions begin, CTI administrators in this "middle range" needn't be confused. Pricing can make the decision relatively simple. For example, the administrator may find that utilizing only a small fraction of the potential of a high-end system will cost only slightly more than implementing a low-end SOHO solution. In this situation, which is becoming more common, opting for a high-end system, which provides the added benefit of providing ample room for growth, is a no-brainer.

Understanding the pro's and con's of various solutions — and understanding the costs and long-term effects of each — can ensure that the solution selected and deployed will satisfy both the customer's and the company's internal business requirements. To reap the maximum benefits of any CT solution, managers and specialists must understand the range of hardware technologies available. Then decisions can be made to introduce solutions that enable a cost-effective, efficient solution that leverages the integration of voice and data systems and fully supports the organization's long-term requirements.

Don Panek, marketing manager at DAX Systems, Inc., has been instrumental in the design and development of innovative CT systems for both the high and low ends of the market. Headquartered in Pine Brook, NJ, DAX Systems focuses exclusively on providing complete computer-telephony solutions; their products range from PCs to server systems handling thousands of ports.

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COMMUNICATION SYSTEMS — BEYOND CTI

**BY ROBERT P. TALTY,
NEC AMERICA
CORPORATE
NETWORKS GROUP**

Openness, with reference to communications systems, is usually understood in light of the recent advances in CTI. For example, to apply the term “open” to the PBX is to recognize that traditional call control functions are increasingly within the purview of individual or local area network (LAN)-based computers. Yet the idea of openness can be taken still further. That is, a telecommunications system, if truly open, can give you more than call control from your personal computer.

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In this article, we will describe how the continuing evolution of telecommunications technology is shaping our expectations of what an open system should deliver. Then, having arrived at a comprehensive definition of “open,” we will detail the four basic levels of integration that a truly open voice platform will need to provide if it is to keep pace with evolving technology and permit quick and economical upgrades and enhancements to satisfy new regulatory, industry, and business demands.

EVOLUTION OF TELECOMMUNICATIONS SYSTEMS

Traditionally, the telephony services buyer has attempted to invest in the most flexible telecommunications system that could meet the company’s immediate telephone needs and change as the organization’s business demands changed. The most common solutions were enterprise PBXs, which were usually based on proprietary operating systems and switching architectures. With these so-called closed systems, the watchword for investment protection was stability.

With the evolution of the traditional telephony buyer and the entrance of a new breed of technology-independent buyer, new requirements have been added. Today, there is more emphasis on evolving existing technology and investing in new technology that not only meets advanced telecommunications needs, but is versatile enough to integrate with other technology platforms to deliver a wide variety of integrated applications. With the more open systems, which are designed to integrate at multiple levels into diverse technology environments, the watchword for investment protection is adaptability.

Yet the criterion of stability, or reliability, is still essential. Today’s technology-independent buyer, who is looking to build an integrated environment on highly reliable, consistently performing platforms, needs something more than



An open voice platform should provide four basic levels of integration: desktop-level, command-level, processor-level, and network-level links.

the promise of compliance with, say, a given application programming interface (API).

For example, how open is a system that is compatible with TAPI (the Microsoft/Intel Telephony API), and delivers an exciting array of CTI applications to the desktop, but is incompatible with the new North American Numbering Plan (NANP)? Employees could be precluded from dialing customers in new area codes, and modifications to handle the new E911 regulations could prove to be difficult and expensive.

Also, how open is a system that is compliant with TSAPI (the Novell/AT&T Telephony Services API), and delivers impressive LAN-based call control capabilities, but is as reliable or unreliable as the LAN it is integrated to?

Compliance with today’s evolving CTI standards for interconnectivity is important, and the level to which a product complies to these standards is a critical issue, but there is much more to the story than just TAPI and TSAPI.

DEFINING OPENNESS

An open system not only needs to encompass desktop integration or CTI, it must be broad enough to

include versatile, full multiple voice, data, and video integration at a variety of levels of connectivity. That is, it must have the versatility to integrate at multiple levels to provide connectivity into a variety of technology environments, as well as compatibility with a spectrum of evolving industry standards.

Open also means a highly adaptable platform — one that is open to new technology. Like the personal computer, which has changed little in appearance in the last ten years yet has evolved dramatically internally with more processing power and memory, today’s voice platforms have changed their appearance hardly at all, but through improved processor shelf design and the introduction of computer industry standard processors, can quickly and economically change to meet evolving business demands. Adaptability, not stability, is the new watchword in truly open voice platforms.

Thus, an “open” communications system must:

- provide a full spectrum of telecommunications services.
- integrate into other multiple media platforms, networks, computers (processors) and devices.
- achieve connectivity at multiple levels to provide an environment that delivers information in all of its forms to the information worker.

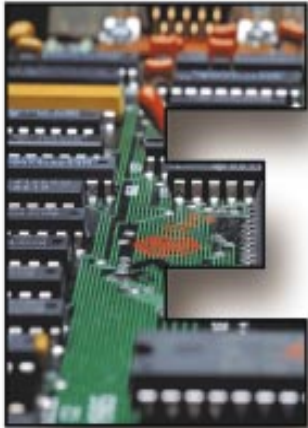
LEVELS OF INTEGRATION

An open voice platform should provide four basic levels of integration: desktop-level, command-level, processor-level, and network-level links.



Desktop-Level Links

Station emulation interfaces such as ISDN, TAPI, SCSA, and other multimedia adapters and PC boards provide connectivity to host and personal computers, LANs, and proprietary processor environments at the desktop. These popular CTI-enabled interfaces deliver departmental, work group, and individual user applications such as unified messaging and PC telephones. In the not-so-distant future, open voice platforms will also support the new Universal Serial Bus standard and others to provide direct connectivity between high-bandwidth, multimedia elements and the serial bus of a personal computer.



media elements and the serial bus of a personal computer.

Command-Level Links

Datastream-level interfaces such as the Property Management System (PMS), Message Center Interface (MCI), and other telemanagement and maintenance interfaces provide RS-232-type connectivity to computers, LANs, and proprietary servers such as voice mail, e-mail, and interactive voice response (IVR) systems.

processor connectivity to host and personal computers, LANs, and proprietary servers. These highly intelligent links provide connectivity for enterprisewide applications and the most sophisticated call center applications.

Network-Level Links

Trunk-level interfaces from standard central office analog to fully digital T-1, ISDN, and others provide connectivity to available and future network facilities and rapidly expanding services provided by the evolving public, private, and commercial (Internet) networks. In addition, many of these high-bandwidth links will provide a deeper level of integration to other platforms within the integrated environment, such as wireless and ATM, to deliver true multimedia applications.



SUMMARY

Openness, with reference to communications, should be construed in the broadest sense. The ultimate goal is not openness for its own sake, but to realize a total communications platform that harnesses all of a company's technologies. Thus, an open system is not only a way to address telecommunications

that assist call centers, help desks, and other targeted groups in meeting specific company objectives.

Openness in telecommunications platforms today embraces a new technology continuum. What this means is that the reliability and impressive list of telephony features that were sold as state-of-the-art yesterday now represent standard, even minimal, attributes. Similarly, CTI functionality, which is considered state-of-the-art today, will eventually become a minimum requirement. It will probably be superseded by even more seamless integration schemes, such as the Universal Serial Bus.

To provide the maximum return on a voice platform investment and deliver the longest range investment protection, today's technology investment must meet the minimum standards set by yesterday's telephony technology, deliver the benefit and value of today's integrated technology, and easily respond to tomorrow's evolving multimedia technology.

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Robert P. Talty is director of marketing for the Corporate Networks Group of NEC America. This organization has developed the Open Platform Environment (OPEN), which is based on NEC's NEAX voice platforms. The NEAX platforms deliver advanced telecommunications systems and integrate with other platforms, networks, computers, and devices in NEC's FUSION Integrated Technology Environment.

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The reliability and impressive list of telephony features that were sold as state-of-the-art yesterday now represent standard, even minimal, attributes. Similarly, CTI functionality will become a minimum requirement.

Processor-Level Links

Processor (CPU)-level interfaces, such as the Open Application Interface (OAI) and other Ethernet interfaces, provide UNIX-based, TSAPI-based, Windows NT server-based and other types of peer

needs, but a way to meet the broadest of business challenges. A total integrated technology environment based on open communications platforms can deliver corporate-wide applications, department-level applications, and strategic workgroup applications

SOFTWARE RULES!

How A Call Center Can Get Full Value From Its CTI Investment

BY JEANNE BAYLESS,
ANSWERSOFT, INC.

With the emergence of advanced CTI software, users are rapidly shifting the focus of their call center solutions from telephony to information systems. The shift has far-reaching implications.

When platform technology is the focus, the Telecom manager has prime responsibility for the call center solution. However, as more emphasis is placed on business process automation, Information Systems (IS) people assume greater responsibility for the total solution.

In this article, we will discuss how IS people can go about meeting this responsibility. As we will see, they can emulate the “best practices” demonstrated by their peers, realize the bene-

fits of working with close-knit vendor teams, keep abreast of the emerging automation opportunities, and prepare to make decisions at the strategic level.

EMULATING BEST PRACTICES

Data from a 1995 study by the non-profit American Productivity and Quality Center (APQC) and its International Benchmarking Clearinghouse indicate that a quarter to a third of investment in call center technology doesn't return the value initially expected by the purchaser. Call center technologies are sometimes procured for the wrong reasons, the study noted. According to the study manager, “Several companies reported purchasing technologies before they really knew what to do with them — before there was any strategic plan for them.”

On the other hand, the best-practice companies more often explore and adopt new technologies to resolve specific business needs. The APQC study, which scrutinized best practices among call centers at eight major businesses (AT&T Universal Card, Apple



WIN COMMUNICATIONS 4/C

Computer, Lands' End, USAA Property & Casualty, American Airlines, Ford, Motorola, and Whirlpool), revealed the importance of concentrating on such seemingly obvious problems as "reps spending too much time accessing all information" needed to handle a call.

Even so, the best practice-companies rated only 75 percent of the call center technologies they adopted as "very effective." An informal control group, consisting of the 18 large U.S. and Canadian companies sponsoring the study, rated only 68 percent of the call center technologies they used as "very effective."

WORKING WITH VENDOR TEAMS

How do you help assure that your CTI software purchases rate as "very effective" call center solutions — and deliver the full value you seek from your investment? The short answer: Make certain your hardware and software vendors have a well-established partnering arrangement and work together as a close-knit team.

The team approach bridges a gap in the CTI marketplace. As the CTI market initially developed, it made sense for switch vendors to provide the total solution. However, as CTI's focus shifts toward information systems and

Make certain your hardware and software vendors have a well established partnering arrangement and work together as a close-knit team.

business process automation, software increasingly becomes the unifying element in the solution. That's why the importance of the team approach can't be overstated: it puts to work all the expertise needed to design and implement an advanced CTI solution.

Under the team approach, hardware and software vendors contribute equally to designing, implementing, and supporting the total solution. With both at the table from the start, your solution can benefit from a balanced perspective. The switch wizards make sure everything works from the telephony side. Your software specialists know best how to integrate with your existing information systems and client/server architectures — and should work effi-

ciently from a fully functional base product containing all the hooks needed to achieve such deep integration.

Some call centers are surprised at how large a part of the total solution is a matter of software integration. In any event, by relying on the balanced team approach, you can get the powerful advantages that accompany today's advanced CTI software solutions.

RECOGNIZING OPPORTUNITIES TO SEIZE COMPETITIVE ADVANTAGES

Software-centered transformations are swirling through the CTI industry. Along with pitfalls — of the sort revealed by the APQC benchmarking study — come extraordinary opportunities. Properly manage your software technology acquisitions, and you stand to gain powerful competitive advantages. These include superior agent performance, enhanced customer relationships, increased caller satisfaction, higher call center efficiency, and tighter tracking of call-related processes.

Software's importance can be summed up in three words: business process automation. Information systems have already revolutionized many business processes. Now it's the call center's turn. Advanced CTI software products have

Emerging Trends For CTI Solutions

For the first time, CTI software is letting call centers do an effective job of integrating telephony technology with the full gamut of existing information systems: client PCs and local servers, central hosts and databases, and application software and data communications. Furthermore, integration of the switch has been well established. However, as the points outlined below indicate, deep integration on the information systems (IS) side remains a challenge. The greatest automation gains are still to be achieved on the information side.

• **Scope.** Customers are changing their view of the issues they face and the CTI solutions they seek. Many customers now recognize the need for strategic solutions that address basic

issues of competitiveness, caller satisfaction, and overall cost, rather than adopting quick fixes that don't strike at the heart of these issues.

• **Focus.** The primary context for CTI solutions is migrating from the switch-centered telecom realm to software-centered information systems. This trend shifts the operational focus to issues such as launching, navigating, and controlling the customer's applications and databases, including legacy systems, and integrating with the customer's client/server systems.

• **Differentiation.** Platform technology is maturing. Competition among switch vendors is intense; vendors find it increasingly difficult to differentiate their products on the basis of new features. Customers are looking

to software for differentiating features.

• **Capability.** CTI software is evolving rapidly. New capabilities are making CTI solutions far more robust than ever. CTI software can do more than connect a switch to a PC and deliver a screen pop. The new performance standard involves extensively automating business processes through information systems as well as telephony events.

• **Sourcing/Support.** The new CTI solutions require initial input and ongoing support from both the CTI software vendor and the switch vendor. These solutions span two technologies and are highly sophisticated; even when the switch vendor acts as prime contractor, direct input and support from the software side is critical. ■

reached critical mass, providing a new, robust combination of capabilities. For the first time, call centers can automate a broad spectrum of mission-critical business processes and tasks.

- Intelligent routing enables your existing switches and information systems to cooperate in new ways, for example, by automatically routing incoming calls not just to the right department, but to the representative — inside or outside the call center — whose experience, skills, and even temperament best match known characteristics of a given caller.

- Agents become more productive, adding more value to transactions while reducing costs. They spend more time interacting with the customer, enhancing the relationship, while reducing call duration. How? By devoting much less time and attention to searching for key customer-related information. The new CTI software plus your existing systems automate the process.

- Customer opportunities are captured and exploited by giving agents context-sensitive information on the fly. For example, you can provide agents with totally customized sales promotions based on each customer's unique purchasing history — a new creative and competitive dimension for direct marketers to explore.

- Follow-up service level soars while costs decline. Your existing systems automatically generate and send multiple documents to customers and to departments across the enterprise — for example, to billing, accounting, technical support or manufacturing, inventory, shipping, and marketing.

- Managers gain greater control and optimum decision ability by readily tracking customer transactions and problem resolutions across multiple departments and databases. The new software enables your existing systems to automate tracking processes.

RIISING TO STRATEGIC DECISIONS

Recent history proves the power of trends like those summarized in the sidebar. Years after IBM introduced its first PC in 1981, customers were still focused on the relative merits of different PC brands. In many cases, software purchase decisions were made after the shiny new machines were installed on desktops.

Eventually, the focus shifted. By the late 1980s, industry-standard PC technology had matured. Customers began judging hardware by its utility as a platform for specific application software. The emerging trend in CTI echoes this historic development.

Another analogy applies. Within the past decade, IS networking emerged and evolved. Networking spans multiple technologies: hardware and software, clients and servers, local and central systems, and multiple data formats

and communication protocols. Beyond basic connectivity, initially a hardware issue, networking solutions quickly migrated to the software side.

Further, by integrating “islands of automation” and information across the enterprise, networking forced IS decision making to higher and higher levels. Today, most companies recognize information as a prime asset, and Information Systems is becoming established as a core strategic element. Many large companies have named a new member of the executive committee, the chief information officer.

CTI technology similarly spans multiple technologies. As the focus shifts to CTI software, and as business process automation continues to emerge, companies are starting to look at call center solutions from a strategic, executive-level viewpoint. By orienting solutions around strategic questions, these companies are accelerating CTI's tilt toward the IS side.

Today's networking software packs a lot of sophisticated functionality into a semi-custom package. You don't just pop a networking solution out of the box and onto your systems. Typically, careful preparation is required. Some companies perform this job themselves; others have the vendor do it. The same is true of today's advanced CTI software. Tapping into its vast automation power requires some scripting and preparation. However, as with networking, breakthrough improvements in many business processes result.

CONCLUSION

Today's most competitive call center solutions are moving toward the business process automation capabilities of advanced CTI software. The information systems side is becoming the prime focus.

To craft an effective solution, your CTI hardware and software vendors must have a clear-cut partnering arrangement and perform as a team. Both sides must directly contribute to the solution's design, implementation and support. Be

Switch vendors find it increasingly difficult to differentiate their products on the basis of new features. Customers are looking to software for differentiating features.

aware, however, that when you rely on the vendor team, you must decide who will be the lead provider — the one ultimately responsible for assessing your information and business process automation requirements, and guiding an effective deployment.

This balanced approach will go a long way toward giving you the means to better satisfy customers and build relationships on the phone while reducing call center costs. It also represents a good way to put your solution in the “very effective” range, where your call center reaps the full value it expects from a CTI technology investment.

Jeanne Bayless is founder and president of AnswerSoft, Inc., a leading provider of client/server-based applications software and services. AnswerSoft's business process automation products — Sixth Sense, SoftPhone, SoftPages, Sixth Sense Toolkit, and the Intelligent Information Router — improve workplace productivity and enable companies, workgroups, and individuals to satisfy the people they serve with the end result of continuously improved customer service.

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In this directory's alphabetical listing section, which runs between pages 56 and 95, you will find company names and contact information followed by a "product/service" line and a group of numbers. These numbers refer to the individual product or service categories. Each category, along with its number, is listed in this index. In addition, this index refers you to the appropriate page in the product/service section, which runs between pages 98 and 135.

COMPUTER HARDWARE

Boards

1. Boards/Fax	98
2. Boards/Voice	98
3. Boards/Voice+Fax	98
4. DSP Chips & Boards.....	98
5. Modems	98
6. Motherboards/Single-Board Computers	99
7. Network Interface Cards	99
8. Speech Recognition Cards	99
9. Station Interface Cards	99
10. Text-To-Speech Cards	99
11. Video Conferencing Cards	99
12. Other.....	99

Workstations/Minicomputers

13. Computer Accessories	100
14. Computer Chassis	100
15. Computers/Fault Tolerant	100
16. Computers/Heavy Duty.....	100
17. Computers/Laptops	100
18. Computers/Multi-Processing.....	100
19. Servers/Workstations	101
20. Other.....	101

Peripherals/Accessories

21. Power Control/Conditioning	101
22. UPS (Uninterrupted Power Supply) 101	
23. Videoconferencing Equipment	101
24. Printers	101
25. Other.....	102

SOFTWARE

Applications

26. Audiotext Software	102
------------------------------	-----

27. Call Accounting Software	102
28. Corporate Directories	103
29. CTI Software	103
30. DSP/Speech Recognition Software	104
31. Embedded Operating Systems	105
32. Fax Application Software	105
33. Groupware	105
34. Help Desk Software.....	105
35. Middleware	106
36. Sales/Marketing Software	106
37. Skills-Based Routing Software	107
38. Telemarketing Software For Minis & PCs	107
39. Voice Application Software	108
40. Workforce Management Software ..	109
41. Other.....	109

Development Tools

42. Application Generators	110
43. Toolkits	111
44. Other	111

TELECOMMUNICATIONS SYSTEMS

Dialing

45. Auto/Power/Preview Dialers.....	111
46. Predictive Dialers.....	112
47. Other.....	112

Routing

48. ACD Products/Auto Attendant	112
49. ACD Software	113
50. ACDs	113
51. Call Blending	113
52. Call Sequencers	113
53. Digital Announcers (ACD)	114
54. Electronic Message Display Boards.....	114
55. Other.....	114

Switching

56. Dumb Switches	114
57. Key Systems	114
58. PBXs	115
59. PC-Based PBX Hardware	115
60. PC-Based PBX Software.....	115
61. Programmable Switches	115
62. Other.....	115

CTI For Management™

BUYER'S GUIDE

INDEX

OF PRODUCT/SERVICE NUMBERS

Telephone System Accessories

63. Handsets	116
64. Headset Repair	116
65. Headsets	116
66. Recording And Logging Equipment.....	116
67. Other.....	117

Other Telephone System Equipment

68. AIN/TELCO Platforms	117
69. Caller ID/Automatic Number Identification	117
70. Centrex	117
71. Computer-Telephony Integration	117
72. CTI Testing Tools/Line Simulators	119
73. International Call Back Equipment	119
74. ISDN	119
75. LAN-Based Telephony	119
76. Line Sharing Devices	120
77. Reconditioned Phone Systems	120
78. Wireless Phone Systems	120
79. Other.....	120

FAX, VOICE, DATA, INTERNET

Fax	
80. Fax Accessories	120
81. Fax Broadcasting	120
82. Fax Machines.....	121
83. Fax Mail.....	121
84. Fax-On-Demand	121
85. Fax Servers	122
86. Other.....	122

Voice And Data

87. IVR Products	122
88. Pulse-To-Tone Converters	123
89. Simultaneous Voice/Data.....	123
90. Speech Recognition/Speech-To-Text ..	124
91. Voice Recognition/Voice-To-Text ..	124
92. Text-To-Speech Conversion	124
93. Voice Line And Data Equipment	124
94. Other.....	124

Internet

95. Internet Access To Fax Servers.....	124
---	-----

96. Internet Access To Live Agents	125
97. Internet Access To Voice Mail	125
98. Internet Screen Synchronization/ Remote Control	125
99. Internet Telephony	125
100. Intranet Hardware/Software	125
101. Other	125

CONFERRING

102. Audioconferencing	126
103. Videoconferencing.....	126
104. Other	127

MESSAGING

105. E-Mail	127
106. Integrated/Unified Messaging.....	127
107. Voice Mail	127
108. Voice Products (Hardware)	128
109. Other	128

REMOTE ACCESS/ CAPABILITIES

110. Cellular Mobile Phones	129
111. Pagers/Wireless Network Equipment	129
112. Pagers/Wireless Network Services	129
113. Telecommuting	129
114. Telephony PIMS	129
115. Other.....	129

SERVICES

Call Center Management Services

116. Rentals/Leasing/Financing	129
117. Telephone Monitoring Services	129
118. Toll Fraud.....	129
119. Other.....	130

Directory Services

120. Desktop Directory Services.....	130
121. Network Directory Services	130
122. Other	130

Lists/List Services

123. On-Line Databases	130
124. Telephone Number Look-Up Services	130
125. ZIP Plus 4 Software.....	130
126. Other	130

Long-Distance Services

127. Common Carriers	130
128. Directory Assistance	130
129. Long-Distance Brokers	130
131. Resellers.....	131
132. Toll-Free (800).....	131
133. 900, 976	131
134. Other	131

Other Services

135. Consulting	132
136. CTI Distributors/Resellers.....	132
137. Disaster Recovery	132
138. On-Hold Services	132
139. Systems Integration	132
140. Other	133

MISCELLANEOUS

Advertising

141. Ad Agencies	133
142. Internet & WWW Marketing Services	133
143. Other	134

Transaction Processing

144. Audio Order Form Verification.....	134
145. Bar Coding For Order Entry	134
146. Check And CC Verification	134
147. Credit Card Merchant Accounts	134
148. Prepaid Calling Cards	134
149. Other	134

Training Products

150. Audio Cassettes	135
151. Books/Workbooks	135
152. Interactive Videodiscs	135
153. Videotapes	135
154. Other	135

■ Denotes a company with an advertisement in this issue



ALPHABETICAL LISTINGS

A

A & B Design (A)
140 San Lazaro Ave
Sunnyvale, CA 94086
Contact: Robert Gleeman
408-749-8037
Fax: 408-749-8038
www.best.com/~vmb60
vmb60@best.com
Products/Services:
66,87,93,106,108

A-Answer America (C)
1675 Broadway, Ste 2260
Denver, CO 80202
Contact: Lawrence E. Mervin
800-255-8783
Fax: 303-825-9151
america@answer.com
Products/Services: 81,83,84

A1 Teletronics
1010 118th Ave N
St Petersburg, FL 33716
800-736-4397
Fax: 813-576-0499
www.americaii.com
Products/Services: 57,58,59,65,71

AAC Corporation (A,C,D)
18300 Von Karman Ave, 8th Fl
Irvine, CA 92612
Contact: Susan Saldibar
714-756-2700
Fax: 714-851-6286
www.aacc.com
corpinfo@aacc.com
Products/Services:
27,40,49,54,118

Abelson Communications, Inc. (B)
43D Rocklyn Ave
Lynbrook, NY 11583
Contact: Susan Kaplan
516-596-9610
Fax: 516-596-9618
www.abelson.com
72007,477@compuserve.com
Products/Services:
32,36,125,137,139

Abraham & London
7 Old Sherman Tpke, Ste 209
Danbury, CT 06810
Contact: Stuart Laub
203-730-4000
Fax: 203-798-1784
Products/Services: 140-
Recruitment/Placement

ABS TALKX, Inc. (A)
151 Fairchild Ave
Plainview, NY 11803
Contact: Edward J. Lafferty
516-576-7777
Fax: 516-576-7676
www.abstalkx.com
edlafferty@abstalkx.com
Products/Services: 3,73,84,87,107

AC&E, Ltd. (B)
14101 Sullyfield Circle
Chantilly, VA 22021

Contact: Ann LaRock
703-968-5700
Fax: 703-968-4331
aceltd.com
larock@aceltd.com
Products/Services: 104-
Videoconference Scheduling
Software

AccuWeather, Inc. (C)
619 W College Ave
State College, PA 16801
Contact: Tracy Herth
814-237-0309
Fax: 814-231-0621
accuwx.com
herth@accuwx.com
Products/Services: 84,87,101-
Internet/WWW Access

Acme Electric Corporation (A)
9962 Rt 446
Cuba, NY 14727
Contact: Ann Ehlers
716-968-2400
Fax: 716-968-3948
Products/Services: 22

Acoustical Solutions Inc (A,E)
2720 Enterprise Pkwy, Ste 101
Richmond, VA 23294
Contact: Terri Murphy
800-782-5742
Fax: 804-346-8808
Products/Services: 25-Sound &
Noise Control Products,118-
Acoustical Consulting

ACS Wireless, Inc. (A)
10 Victor Sq
Scotts Valley, CA 95066
800-995-5500
Fax: 408-438-2745
www.acs.com
sales@acs.com
Products/Services: 65



Action Advertising Products Inc (C)
6292 Windless Circle
Boynton Beach, FL 33437
Contact: Rick Schwartz
561-738-5300
Fax: 561-738-5055
mr8ooking@aol.com
Products/Services: 135,141

Action Plus Software (D)
112 West Business Pk Dr
Draper, UT 84020
Contact: Steve Carlson
801-572-2555
Fax: 801-572-2444
actionplus.com
sales@actionplus.com
Products/Services: 33,36,38

Active Telemanagement, Inc. (D)
2888 Hollemgay Ct NW

KEY

A: Manufacturer
B: Value-Added Reseller
C: Service Provider
D: Software Developer
E: Distributor

Gig Harbor, WA 98335
Contact: Rich Ruggles
206-851-7666
Fax: 206-851-7666
www.activetel.com
ati_info@activetel.com
Products/Services: 27,118,135

Active Voice (A)
2901 3rd Ave
Seattle, WA 98121
Contact: Laurie Martindale
206-441-4700
Fax: 206-441-4784
www.activevoice.com
Products/Services: 107

Acuity Psychometrics (C)
187 Scarborough Rd
Toronto, Ontario, Canada M4E
8M7
Contact: David Pearce
416-691-3661
Fax: 416-691-3264
Products/Services: 154-Personnel
Testing

Aculab (A)
213 W 6th St, Ste A
Panama City, FL 32401
Contact: Mike Ross
904-763-9281
Fax: 904-763-9281
www.aculab.com
aculab@interoz.com
Products/Services:
7,9,37,43,51,56

AD-HOLD (C)
8500 N Stemmons Fwy, Ste 3060
Dallas, TX 75247
Contact: Jonathan Lawrence
214-638-8273
Fax: 214-638-0954
Products/Services: 138

Adaptive MicroSystems Inc. (A)
7840 N 86th St
Milwaukee, WI 53224
Contact: Jacquelyn Schober
414-357-2020
Fax: 414-357-2029
www.ams-i.com
sales@ams-i.com
Products/Services: 54

ADC Telecommunications, Inc. (A)
4900 West 78th St
Minneapolis, MN 55435
612-938-8080
Fax: 612-946-3292
www.adc.com
Products/Services:
5,68,71,111,139

Advanced Concepts, Inc. (D)
4129 N Port Washington
Milwaukee, WI 53212

Contact: Jeffrey W. Wohlfahrt
414-963-0999
Fax: 414-963-2090
72623,3273@compuserve.com
Products/Services: 36,38

Advanced Technologies Consulting Ltd (ATC) (D)
14321 U.S. 19 North, #500
Clearwater, FL 34624
Contact: Joyce Dabnor
813-789-7223
Fax: 813-530-7577
75672,2537@compuserve.com
Products/Services: 135,137,
139,140-Technology Marketing

Advantage kbs, Inc. (D)
1 Ethel Road, Ste 106B
Edison, NJ 08817
Contact: Dina Barr
908-287-2236
Fax: 908-287-3193
www.akbs.com
dbarr@akbs.com
Products/Services: 34,135,139

Advent Management International, Ltd. (C)
224 Dean St, Box 1717
West Chester, PA 19380-0057
Contact: John J. Reddish
610-431-2196
Fax: 610-431-2641
getresults.com
johnr@getresults.com
Products/Services: 135,142,151

AdVoTech Inc. (A)
422 N Main St
Butler, PA 16001
Contact: Ken Gryger
412-283-4497
Fax: 412-283-8830
Products/Services: 39,46,53,71,87

AEROTEL Ltd. (A)
5 Hazoref St
Holon, Israel 58856
Contact: Rafi Katz
972-35593222
Fax: 972-35596111
aerotel@trendline.co.il
Products/Services: 88

AFSM International (C)
1342 Colonial Blvd, Ste 25
Ft Myers, FL 33907
Contact: Terry Kennedy
941-275-7887
Fax: 941-275-0794
www.afsmi.org
Products/Services: 126-Member
Lists,154-Conferences,
Educational Seminars

AGT International, Inc. (B,D)
700 Ackerman Rd, 5th Fl
Columbus, OH 43202
Contact: Daniel Casey
614-784-8000
Fax: 614-784-8018
dcasey@agti.com
Products/Services: 12-IVR
Hardware,87,90,91,92

Ahern Communications Corporation (B)
60 Washington Ct

**SEE OUR
INDEX
ON PAGE 55**

Quincy, MA 02169
Contact: Andy Smith
800-451-5069
Fax: 617-328-9070
aherncorp.com
info@aherncorp.com
Products/Services:
23,65,72,102,103

AIFP (D)
5560 SW 107th
Beaverton, OR 97005
Contact: Dale Paulin
800-600-4329
Fax: 503-520-5458
www.aifp.com
solutions@aifp.com
Products/Services: 32,81,83,84,85

ALB Associates (D)
282 Paxson Ln
Langhorne, PA 19047
Contact: L. Bullman
215-750-9530
Fax: 215-750-0256
Products/Services: 29,38,45,46

Alcom Corporation (D)
1616 N Shoreline Blvd
Mountain View, CA 94043-1316
Contact: Eero Teerikorpi
415-694-7000
Fax: 415-694-7070
www.alcom.com
teerikorpi@alcom.com
Products/Services: 29,32,81,83,84

Alert Communications Co. (C)
5515 York Blvd
Los Angeles, CA 90042
800-333-7772
Fax: 213-254-6802
Products/Services:
106,107,108,122-Telemarketing

Algo Communications Corporation (D)
12221 Merit Dr, Ste 1005
Dallas, TX 75251
Contact: Michael Stanford
214-490-5487
Fax: 214-490-3050
www.algocomm.com
stanford@algorithms.com
Products/Services: 29,71,136

Alliance Systems, Inc. (B)
16801 Addison Rd, Ste 120
Dallas, TX 75248
Contact: John Conroy
214-250-4141
Fax: 214-250-0921
www.alliancesystems.com
jconroy@asisys.com
Products/Services:
3,42,71,136,139

Allied Resources, Inc (B)
108 Dodd Ct
American Canyon, CA 94589
Contact: Marvin Schechtman
707-648-0905
Fax: 707-648-3634
members.aol.com/headsetco/
headsetco@aol.com
Products/Services:
64,65,66,78,102

ALLTEL Supply, Inc. (E)
6625 The Corners Pkwy
Norcross, GA 30092
Contact: Patrick Millard
770-448-5210
Fax: 770-368-1162
Products/Services:
23,57,63,113,136

Alpha-American Programmable Signs (B)
3460 Borreson St
San Diego, CA 92117-6024
Contact: Michael Sisk
619-273-3036
Fax: 619-273-3040
mikesisk@worldnet.att.net
Products/Services: 41-Call Center
Statistics Display Software,54

Alpha Information Systems (D)
28661 Enterprise Circle N
Teneuca, CA 92590
Contact: Chuck Toussieng
909-693-9888
Fax: 909-699-7480
www.thisdigitalplanet.com
alpha@thisdigitalplanet.com
Products/Services:
95,96,97,99,100

Alpha Technologies (A)
3767 Alpha Way
Bellingham, WA 98226
360-647-2360
Fax: 360-671-4936
alpha-us.com
Products/Services: 21,22

Alpha Telecom, Inc. (A)
7501 S Memorial Pkwy, #212
Huntsville, AL 35802
Contact: Gloria Burke
205-881-8743
Fax: 205-880-9720
www.alpha-tele.com
sales@alpha-tele.com
Products/Services: 74

Alterna Technologies Group Inc. (D)
5920 MacLeod Trail S, Ste 706
Calgary, Alberta, Canada
T2H 0K2
Contact: Gonzalo Naranjo
403-253-5531
Fax: 403-253-5580
www.alterna.com
alterna@alterna.com
Products/Services:
29,39,43,106,135

Altigen Communications, Inc. (A)
47801 Fremont Blvd
Fremont, CA 94538
Contact: Gary Andresen
510-252-9712

Fax: 510-252-9738
www.altigen.com
gandresen@altigen.com
Products/Services: 14,29,58,61,71

ALTINEX, Inc. (A)
2913-G Saturn St
Brea, CA 92821
Contact: Mike Hine
714-524-5400
Fax: 714-524-3604
www.altinex.com
Products/Services: 25-Computer
Video Interface

Amcom Software Inc (D)
5555 W 78th St
Minneapolis, MN 55439
Contact: Jack Collins
612-946-7707
Fax: 612-946-7700
Products/Services: 27,28,29,31,32

■ **AMDEV Communications Corp. (B)**
20975 Woodside Way
Groveland, CA 95321
Contact: Paul C. Purifoy
209-962-5900
Fax: 209-962-5800
amdevcomm.com
Products/Services:
3,87,107,108,136

Amdex Industrial Computers (A)
1 Trefoil Dr
Trumbull, CT 06611
Contact: Charlie Kasmire
203-268-8000
Fax: 203-268-2538
Products/Services: 1,4,5,6,7,16

America II Computer
1012 118th Ave N
St Petersburg, FL 33716
800-797-2983
Fax: 813-570-2031
www.americaii.com
Products/Services: 5,13,20-
Desktop PCs

America II Direct
13535 Feathersound Dr
Clearwater, FL 34622
800-772-2604
Fax: 813-573-0100
www.americiidirect.com
Products/Services: 5,13,24,101-
Web Site Design,142

American Power Conversion (A)
132 Fairgrounds Rd
West Kingston, RI 02892
Contact: Juli Dexter
800-877-4080
Fax: 401-788-2739
www.apcc.com
jdexter@apcc.com
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1701 Augustine Cut-Off, Ste 40
Wilmington, DE 19808
Contact: William H. Rivell, Jr.
302-651-9400
Fax: 302-651-9451
Products/Services:
87,102,133,146,148

Ameritec Corporation (A)
760 Arrow Grand Circle
Covina, CA 91722
Contact: William E. Gunning
818-915-5441
Fax: 818-915-7181
ameritec@netcom.com
Products/Services: 42,44-
Impairment Test Sets

AMQUEST Corporation (A)
1650 Manheim Pike
Lancaster, PA 17601
Contact: Trish Gehr
717-569-8030
Fax: 717-569-8530
www.amquestcorp.com
tapleasant@aol.com
Products/Services: 3,5,89,103



AMSCO Communications (B)
12517 Venice Blvd
Los Angeles, CA 90066
Contact: Jon Forrest
800-692-6726
Fax: 310-397-5662
amsco_1@ix.netcom.com
Products/Services:
19,29,61,71,139

**AMSTOR, Inc. (Advanced
Message Storage & Retrieval) (A)**
3326 Mary St, Ste 301
Miami, FL 33133
Contact: John Walsh
305-444-0564
Fax: 305-444-0385
Products/Services: 107

Amtel Technologies (A)
1350 Ne 56th St
Ft Lauderdale, FL 33334
Contact: Jay Ward
954-491-1400
Fax: 954-491-8063
amtelguy@shadow.net
jay.ward@gate.net
Products/Services: 20-
Smarty,27,30

■ **Amtelco (A)**
4800 Curtin Dr
McFarland, WI 53558
Contact: Jim Becker
608-838-4194
Fax: 608-838-8367
www.amtelco.com
jim@amtelco.com
Products/Services:
7,9,34,50,56,106

Analogic Corporation (A)
8 Centennial Dr
Peabody, MA 01960
Contact: Jack Chase
508-977-3000
Fax: 508-977-6813
jchase@analogic.com
Products/Services: 4,8,10

Andrea Electronics Corp. (A)
11-40 45th Rd
Long Island City, NY 11101
Contact: Kyle Ambrose
800-442-7787
Fax: 718-729-8765
www.ndreelectronics.com
kylea@andreelectronics.com
Products/Services:
63,65,78,99,103

KEY

A: Manufacturer
B: Value-Added Reseller
C: Service Provider
D: Software Developer
E: Distributor

**Andrew Wetzler & Associates
(C)**
5030 Champion Blvd, Ste 6299
Boca Raton, FL 33496
Contact: Andrew Wetzler
561-989-0745
Fax: 561-989-0748
Products/Services: 101-
Consulting,135,142

Anixter Inc. (B)
4711 Golf Rd
Skokie, IL 60076
Contact: Business Development
800-995-6152
Fax: 847-715-7631
www.anixter.com
mike.durot@anixter.com
Products/Services: 5,7,11,22,23

AnswerSoft, Inc. (D)
3460 Lotus Dr, Ste 123
Plano, TX 75075
Contact: Steve Bostwick
214-612-5130
Fax: 214-612-5198
www.answersoft.com
info@answersoft.com
Products/Services: 28,29,41-
Intelligent Routing, Business
Process Automation Software,43

APEX Voice Communications
15250 Ventura Blvd, 3rd Fl
Sherman Oaks, CA 91403
Contact: Elhum Vahdat
818-379-8400
Fax: 818-379-8410

www.apexvoice.com
elhum@apexvoice.com
Products/Services: 39,42,71,73,87

Appintec Corp. (D)
5801 Christie Ave, Ste 500
Emeryville, CA 94608
Contact: Monica Samaniego
510-450-1550
Fax: 510-450-1561
www.actionware.com
appintec@ix.netcom.com
Products/Services: 27,32,34,36,40

**Applied Language Technologies
(AlTech) (D)**
215 First St
Cambridge, MA 02142
Contact: Alisa Moyer
617-225-0012
Fax: 617-225-0322
www.altech.com
info@altech.com
Products/Services: 30,90,106

Applied Learning Systems, Inc. (D)
6497 City West Pkwy
Minneapolis, MN 55344
Contact: Virginia Broberg
612-941-7745
Fax: 612-941-7768
Products/Services: 29,152,154-
Computer-Based Training

**Applied Media Technologies
Corporation (A)**
3001 Executive Dr, Ste 280
Clearwater, FL 34622-3389
Contact: Clayton Burton
813-556-2682
Fax: 813-556-2533
sales@amtc.com
Products/Services: 79-On Hold
Equip. Mfg.,119-Prompt Recording
Svc.,138

Applied Research Associates (C)
2936 Lincoln Ave, #969
San Diego, CA 92104



**SEE OUR
INDEX
ON PAGE 55**

Contact: Cynthia L. Hamberg
619-285-9696
drhamberg@aol.com
Products/Services: 135,151

Applied Voice Technology (D)

11410 NE 122nd Way
Kirkland, WA 98034
Contact: Tom Minifie
206-820-6000
Fax: 206-820-4040
www.appliedvoice.com
info@appliedvoice.com
Products/Services:
29,75,84,87,106

APPRO International, Inc. (A,B)

2032 Bering Dr
San Jose, CA 95131
Contact: David Lee
800-927-5464
Fax: 408-452-9210
www.appro.com
dlee@appro.com
Products/Services: 6,15,16,19,22

Arch Communications Inc. (B)

1327 Hampton Ave
St Louis, MO 63139-3113
Contact: David Brandstetter
314-645-8000
Fax: 314-645-8100
Products/Services:
39,50,57,65,107

**Archtek America Corporation
(A)**

18549 Gales Ave
City Of Industry, CA 91748-1338
Contact: Stephen J. Lu
818-912-9800
Fax: 818-912-9700
www.archtek.com
Products/Services: 1,2,3,5,11,103

Ariel Corporation (A)

2540 Route 130
Cranbury, NJ 08512
Contact: Brian Hoerl
609-860-2900
Fax: 609-860-1155
www.ariel.com
brian.hoerl@ariel.com
Products/Services: 3,5,89,106,146

Aristacom International, Inc. (D)

1320 Harbor Bay Pkwy, Ste 180
Alameda, CA 94502
Contact: Debra DeBondt
510-748-1500
Fax: 510-748-1534
www.aristacomintl.com
ddebondt@ix.netcom.com
Products/Services:
29,37,43,135,139

Arkansas Systems (D)

8901 Kanis Rd

Subscribe FREE online at <http://www.tmcnet.com>

Little Rock, AR 72205
Contact: Rob Roedel
501-227-8471
Fax: 501-227-5436
www.arksys.com
rroedel@arksys.com
Products/Services: 41-Payment
Systems,87,101-Payment
Systems,139,149-Payment
Systems

**Artisoft, Computer Telephony
Product Group (A)**

201 Broadway

Cambridge, MA 02139
Contact: Rob Brown
617-621-9545
Fax: 617-621-7862
www.artisoft.com
sales@stylus.com
Products/Services: 29,32,39,42,87

Artisoft, Inc. (D)

2202 North Forbes Blvd
Tucson, AZ 85745
Contact: Terri Childs
520-670-7100
Fax: 520-670-7101

www.artisoft.com
tchids@artisoft.com
Products/Services: 3,29,43,71,87

ASC Telecom L.P. (A)

535 Fifth Ave, Ste 901
New York, NY 10017
Contact: Michael C. Dowd
212-557-3200
Fax: 212-557-3219
asc telecom@aol.com
Products/Services: 66,67-Digital
Message Repeaters



ALPHABETICAL LISTINGS

Ashley Headsets and Phone Products (B)
1302 10th Ave N
St Cloud, MN 56303
Contact: Jim Ashley
320-259-5434
Fax: 320-255-0376
Products/Services: 65,67-Music
On Hold,78,102

Aspect Telecommunications (A,D)
1730 Fox Dr
San Jose, CA
Contact: Carole Gumm
408-325-2200
Fax: 408-325-2746
www.aspect.com
carole.gum@aspect.com
Products/Services: 29,48,49,50,51

Associated Enterprises, Inc., TeleSonic (C)
31 Old Solomons Island Rd
Ste 102
Annapolis, MD 21401
Contact: Leonard A. Blackshear
410-841-6920
Fax: 410-841-6505
info@telesonic.com
Products/Services: 58,84,107,123



Astea International Inc. (D)
55 Middlesex Turnpike
Bedford, MA 01730
Contact: Jodi Meehan
617-275-5440
Fax: 617-275-1910
www.astea.com
info@astea.com
Products/Services: 34,36

AT&T (C)
295 N Maple Ave
Basking Ridge, NJ 07920
800-222-0400
www.att.com
Products/Services:
87,113,132,133,135

AT&T Call Center Solutions (C)
55 Corporate Drive
Bridgewater, NJ 08807
800-811-2077
www.att.com/business/global
Products/Services: 49,87,101-
Click to Dial,117,135

AT&T/Lucent Technologies - Simply Magic Productions (A)
4330 NW 207th Dr
Miami, FL 33055
Contact: Ken Gamble
800-446-5366
Fax: 305-625-3026
Products/Services: 25-Digital
Annrc.,94-Voice Prompt
Recdng.,109-Voice Prompt
Recdng.,138,150

ATIS, Ltd. (A)
1225 Northmeadow Pkwy, Ste 114
Roswell, GA 30076
Contact: Doug Range
770-664-4744
Fax: 770-664-5558
Products/Services: 53,66

Aubeta Technology Corp. (B)
4160 148th Ave, NE
Redmond, WA 98052
Contact: Charles Meyer
206-869-1700
Fax: 206-869-8692
www.aubeta.com
Products/Services: 29,37,38,71,75

Audiocom, Inc. (C)
8100 Oak Ln, Penthouse 401
Miami Lakes, FL 33016
Contact: Ron Deblinger
305-825-4653
Fax: 305-558-8799
www.audiocom.com
Products/Services: 52,53,94-Voice
Prompts,138

Audiomax (C)
540 Township Line Rd, Ste 200
Blue Bell, PA 19422
Contact: Anthony J. Stagliano, Jr.
800-284-4653
Fax: 215-641-1287
Products/Services: 109-Voice
Prompt Recording,138

Audiosears Corporation (A)
2 South St
Stamford, NY 12167
Contact: Fred Roscoe
607-652-7305
Fax: 607-652-3653
Products/Services: 63,65

Aurora Systems, Inc. (A)
33 Nagog Park
Acton, MA 01720
Contact: Sandy Scheer
508-263-4141
Fax: 508-635-9756
fastcall.com
scheer@fastcall.com
Products/Services: 29,33,34,35,49

Austin Logistics Incorporated (D)
1901 Capital Pkwy, Ste 200
Austin, TX 78746
Contact: Mike Kuryak
512-328-8215
Fax: 512-329-5629
members@aol.com/ausloginc
ausloginc@aol.com
Products/Services: 40,41-
Resource Optimization

Automated Payment Service (C)
45 N Main St
Marlboro, NJ 07746
Contact: Harvey Chamoff
800-248-7297
Fax: 908-780-5182
Products/Services: 146,147

Autotel Information Systems (D)
3401 Kilmer Ln N
Minneapolis, MN 55441
Contact: Mary Lee Pawlyk
800-328-8966
Fax: 612-541-1830

KEY

A: Manufacturer
B: Value-Added Reseller
C: Service Provider
D: Software Developer
E: Distributor

Products/Services: 25-Data
Collection Device,27,118,135,140-
Service Bureau

AVA Technology, Inc. (A)
267 Boston Rd, Unit 5
North Billerica, MA 01862
Contact: Karen Clough
800-488-8840
Fax: 508-663-7338
Products/Services: 84,107

Axon Communications, Inc. (A)
2923-B S Pullman St
Santa Ana, CA 92705
Contact: Frank J. D'Ascenzo
714-852-2940
Fax: 714-852-2946
axoncom@aol.com
Products/Services:
29,37,41,49,109-Automatic
Dispatching



Banneker Systems (A)
375-A Paramount Dr
Raynham, MA 02767
Contact: Bruno L. Nosiglia
508-821-4440
Fax: 508-824-1193
Products/Services: 12-Protocol
Conversion&Interface Boards,25-
Protocol Conversion&Interface
Devices,71,107,108

BCS Technologies, Inc. (A)
8400 E Prentice Ave, Ste 1320
Englewood, NJ 80111
Contact: Kevin Kormondy
303-713-3000
Fax: 303-713-3030
Products/Services: 48,50,71,87

Bedford Associates, Inc. (B)
101 Merritt 7
Norwalk, CT 06851
Contact: Alison Sandor
203-846-6240
Fax: 203-846-1487
www.bedford.com
alisonsandor@bedford.com
Products/Services:
33,36,100,139,149-Fraud Detection

Bellatrix International (C)
4055 Wilshire Blvd, #415
Los Angeles, CA 90010
213-736-5600
Fax: 213-736-5300
Products/Services:
117,129,131,132,133

Bellcore (D)
445 South St

Morristown, NJ 07960
800-521-2673
www.bellcore.com
Products/Services:
95,96,97,99,101-Internet Software

Bentley Company, The (C)
22 Kane Industrial Dr
Hudson, MA 01749
Contact: Jesse Knowles
508-562-4200
Fax: 508-568-9468
www.bentleyco.com/bentley
info@bentleyco.com
Products/Services: 34,41-Service
Automation Consulting,119-Call
Center Management
Consulting,135,139

Berkeley Speech Technologies, Inc. (A)
2246 Sixth St
Berkeley, CA 94710
Contact: Karn King
510-841-5083
Fax: 510-841-5093
www.bestspeech
bst@bst.com
Products/Services: 29,87,92

Best Data Products (A)
21800 Nordhoff St
Chatsworth, CA 91311
Contact: Daniel Horowitz
818-773-9600
Fax: 818-773-9619
Products/Services: 5,74

Best Power (A)
N 9246 Highway 80
Necedah, WI 54646
Contact: Larry Bobrowski
608-565-7200
Fax: 608-565-2221
www.bestpower.com
larry.bobrowski@bestpower.gen-
sig.com
Products/Services: 21,22,41-
Power Management & Shutdown

BFD Productions, Inc. (C)
1221 South Casino Center
Las Vegas, NV 89104
Contact: Erik Hansen
702-387-3200
Fax: 702-387-3205
www.bfd.com
solutions@bfd.com
Products/Services:
84,87,132,133,146

BICOM, Inc. (A)
755 Main St, Bldg 3
Monroe, CT 06468
203-268-4484
Fax: 203-268-3404
71031.2545@compuserve.com
Products/Services: 2,3,39,43,87

BICSI (C)
10500 University Center Dr, Ste 100
Tampa, FL 33612-6415
Contact: Jay Warmke
813-979-1991
Fax: 813-971-4311
www.bicsi.org
jwarmke@bicsi.org
Products/Services: 151,154-
Classroom Instruction



**SEE OUR
INDEX
ON PAGE 55**

Big Island Communications, Inc. (A)

10161 Bubb Rd
Cupertino, CA 95014
Contact: David L'Heureux
800-788-7751
Fax: 408-257-7306
www.big-island.com
davidl@big-island.com
Products/Services: 25-Caller ID,29,45,69,71

Big Sky Technologies, Inc. (D)

9210 Sky Park Ct
San Diego, CA 92123
Contact: Christie Aguilar
619-496-2100
Fax: 619-496-2119
www.bigskytech.com
caguilar@bigskytech.com
Products/Services: 29,33,87,106,135

Bit 3 Computer Corporation (A)

8120 Penn Ave, S

Minneapolis, MN 55431-1393

Contact: Jerry Medley
612-881-6955
Fax: 612-881-9674
www.bit3.com
jerrym@bit3.com
Products/Services: 12-Bus Hardware

Black Ice Software Inc

292 Rt 101
Amherst, NH 03031
Contact: Carolyn S. Doherty
603-673-1019
Fax: 603-672-4112
blackice@sendfax.com
blackice@mv.mv.com
Products/Services: 32,39,43,80,95,101-Global Internet Fax Service

Blue Line Communications

Warehouse, Inc (B)
808 W Vermont Ave
Anaheim, CA 92805
Contact: William Kosoff
714-999-2441
Fax: 714-999-2442
bluecomm.com/bluecom/
Products/Services: 1,2,38,39,57

Bogen Communications (A)

50 Spring St
Ramsey, NJ 07446
Contact: Tom Bisanti

201-934-8500
Fax: 201-934-9832
Products/Services: 53,58,71,83,107

Boston Technology, Inc. (A)

100 Quannapowitt Pkwy
Wakefield, MA 01880
Contact: Mary G. Cormier
617-246-9000
Fax: 617-246-4510
www.bostontechnology.com
mgcormier@bostech.com
Products/Services: 39,42,43,68,83,97

Brite Voice Systems (A)

40 Shawmut Rd
Canton, MA 02021
Contact: Bob Hailer
617-821-0320
Fax: 617-828-7886
www.brite.com
bob.hailer@brite.com
Products/Services: 71,84,87,117,118

Broadway & Seymour (D)

128 S Tryon St
Charlotte, NC 28002
Contact: Lorin Brigden
800-274-9287
Fax: 704-344-3015
www.bsis.com
lorin.brigden@bsis.com
Products/Services: 36,135,139

Brock International, Inc. (D)

2859 Paces Ferry Rd, Ste 1000
Atlanta, GA 30339
Contact: Rodney Bell
770-431-1304
Fax: 770-431-1201
www.broc.com
rbell@broc.com
Products/Services: 34,36,38,101-Internet Access to Software Applications,135

Brock Telecom Limited (D)

**100 Strowger Blvd
Brockville, Ontario, Canada
K6V 5W8**
Contact: Cheryl Lim
613-498-3636
Fax: 613-498-3605
www.nortel.com/english/brocktel
ideas@nt.com
Products/Services: 29,39,42,87,135

Brooktrout Technology (A)

**410 First Ave
Needham, MA 02194**
Contact: Heather Magliozzi
617-449-4100
Fax: 617-449-3171
www.brooktrout.com
hjm@brooktrout.com
Products/Services: 3,29,42,86-
Fax SW & HW,94-Voice SW & HW



ALPHABETICAL LISTINGS

■ **Buffalo International, Inc. (D)**
 400 Columbus Ave
 Valhalla, NY 10595
 Contact: David Friedman
 914-747-8500
 Fax: 914-747-8595
 dfbai@ix.netcom.com
 Products/Services:
 46,51,73,85,95

■ **Buffalo International, Inc. (A)**
 400 Columbus Ave
 Valhalla, NY 10595
 Contact: David Friedman
 914-747-8500
 Fax: 914-747-8595
 dfbai@ix.netcom.com
 Products/Services:
 29,32,39,46,50



C & S Products, Inc.
 13292 Euclid St, Ste 103
 Garden Grove, CA 92643
 Contact: Ken Sluder
 800-524-6575
 Fax: 714-636-2281
 Products/Services: 63,64,65,78

CABLExpress (B)
 500 E Brighton Ave
 Syracuse, NY 13210-9953
 Contact: Cynthia Renno
 315-476-3100
 Fax: 315-476-3034
 www.cablexpress.com
 crenno@cablexpress.com
 Products/Services:
 7,13,22,100,111

Calico Technology (D)
 4 N 2nd St, 13th Fl
 San Jose, CA 95113
 Contact: Michalene Adams
 408-975-7400
 Fax: 408-975-7410
 www.calicotech.com
 madams@calicotech.com
 Products/Services: 36,41-
 Configuration Software,135

Caliper Human Strategies, Inc. (C)
 741 Mt. Lucas Rd
 Princeton, NJ 08543
 Contact: Daniel T. Amabile
 609-924-3800
 Fax: 609-683-8560
 Products/Services: 135

Call Center Enterprises (C)
 130 Edinburgh S, Ste 104
 Cary, NC 27511
 Contact: Bruce Calhoun
 919-469-0982
 Fax: 919-469-0439
 Products/Services: 135,139,140-
 Project Management

Call Center Products (B)
 3701 Chesswood Dr, Ste 317
 Toronto, Ontario, Canada M3J 2P6
 Contact: Jonathan Lechter
 416-631-6700
 Fax: 416-398-2071

headset.com
 Products/Services:
 64,65,66,78,102

Call Interactive (C)
 2301 N 117th Ave
 Omaha, NE 68164
 Contact: Jo Hall
 402-498-7151
 Fax: 402-498-7530
 Products/Services: 87,90,102

Call Management Products (A)
 2150 W 6th Ave, Unit N
 Broomfield, CO 80020
 Contact: Lori Thompson
 800-245-9933
 Fax: 303-465-0651
 Products/Services: 27,48,80

Call One Inc (C,E)
 399 Challenger Rd
 Cape Canaveral, FL 32920
 Contact: Sales Department
 800-749-3160
 Fax: 407-799-9222
 Products/Services:
 63,64,65,78,102

Call One, Inc.-Virginia (B)
 525-K E Market St, #108
 Leesburg, VA 22075
 Contact: Sherry Layton
 800-984-9381
 Fax: 703-724-1788
 Products/Services: 63,64,65

CallWare Technologies, Inc. (A)
 2323 Foothill Dr
 Salt Lake City, UT 84109
 Contact: Sarah Gloyd
 801-486-9922
 Fax: 801-486-8294
 www.callware.com
 sgloyd@callware.com
 Products/Services:
 29,39,75,97,107

Cambridge Computer Corp. (D)
 80 Mt Sanford Rd
 Mt Carmel, CT 06518-1210
 203-288-6004
 Fax: 203-288-0009
 cam.com/~cam
 sales@cam.com
 Products/Services: 42

Capella Worldwide Networking, Inc. (B)
 2603 Lincoln Ave
 Belmont, CA 04002
 Contact: Joanne Khoo
 415-591-3400
 Fax: 415-591-3476
 www.capella.com
 info@capella.com
 Products/Services:
 74,96,100,113,136

Cardiff Software
 1782 La Costa Meadows Dr
 San Marcos, CA 92069
 Contact: Tim Dubes
 619-752-5000
 Fax: 619-752-5222
 www.cardiffsw.com
 tdubes@cardiffsw.com
 Products/Services: 32,36,41-
 Forms Processing,125,145

KEY

A: Manufacturer
B: Value-Added Reseller
C: Service Provider
D: Software Developer
E: Distributor

Cardinal Technologies (A)
 1827 Freedom Rd
 Lancaster, PA 17605
 Contact: Jim Jonez
 717-293-3000
 Fax: 717-293-3055
 www.cardtech.com
 info@cardtech.com
 Products/Services: 1,3,5,108

Career Magazine (C)
 2897 Mapleton Ave, Ste 1A
 Boulder, CO 80301
 Contact: Gary Resnikoff
 303-440-5110
 Fax: 303-440-3386
 www.careermag.com
 Products/Services: 101-Web
 Content,123,141,142,143-
 Recruitment Advertising

Carnegie Group, Inc. (D)
 Five PPG Pl
 Pittsburgh, PA 15222
 Contact: Carol Feola
 412-642-8900
 Fax: 412-642-6906
 www.cgi.com
 info@cgi.com
 Products/Services: 36,135,139

Carpenter: Computing, Inc. (B)
 237 Washington St
 Marblehead, MA 01945
 Contact: Chris Heline
 617-639-2500
 Fax: 617-631-1016
 carpenter1.com
 chris@carpenter1.com
 Products/Services:
 29,45,71,85,106

CAS (C)
 616 S 75th St
 Omaha, NE 68114
 Contact: Keith Petersen
 402-393-0313
 Fax: 402-390-9497
 www.cas-online.com
 kpetersen@cas-online.com
 Products/Services: 123,124,125

CAS (Communications Asystance Systems) (D)
 14 Summer St, 3rd Fl
 Malden, MA 02148
 Contact: Larry McAllister
 617-324-0140
 Fax: 617-324-0277
 cashq.com
 Products/Services: 29,35,37,45,46

Cascade Technologies, Inc. (D)
 333 Thornall St
 Edison, NJ 08837-2220
 Contact: Christine Shepherd
 908-906-2020
 Fax: 908-906-2018

www.cascadetechologies.com
 csheperd@cascadetechologies.com
 Products/Services: 39,42,43,87

Castelle
 3255-3
 Santa Clara, CA 95054
 408-496-0474
 Fax: 408-496-0502
 www.castelle.com
 webmaster@castelle.com
 Products/Services: 1,32

CAT Technology (B)
 3031 Tisch Way, Ste 150PE
 San Jose, CA 95128
 Contact: Bob Smith
 408-345-9190
 Fax: 408-345-9191
 bsmith@catsolutions.com
 Products/Services:
 19,29,71,136,139

CCi Carmel Connection, Inc. (A)
 4143 Christy St
 Fremont, CA 94538
 Contact: Janine Davis
 510-656-0222
 Fax: 510-656-9220
 www.cci2000.com
 jdavis@cci2000.com
 Products/Services: 26,83,84,107,
 109-Integrated Voice Mail

CCOM Information Systems (D)
 120 Wood Ave S
 Iselin, NJ 08830
 Contact: Joel Silverman
 908-603-7750
 Fax: 908-603-7751
 ccom@attmail.com
 Products/Services:
 28,29,100,120,121

CCS Enterprises, Inc. (D)
 5161 Ocean Gateway
 Trappe, MD 21673
 Contact: Bob Willey
 410-820-4670
 Fax: 410-476-5261
 www.ccs.com
 info@ccs.com
 Products/Services: 27,29,33,36,38

Centigram Communications Corp. (A)
 91 E Tasman Dr
 San Jose, CA 95134
 Contact: Dan Spalding
 408-428-3559
 Fax: 408-428-3733
 www.centigram.com
 dan-spalding@centigram.com
 Products/Services:
 71,92,106,107,112

Centrepont Technologies Inc. (A,D)
 215 Argyle Ave
 Ottawa, Ontario, Canada K2P 1B8
 Contact: Michael G. Taylor
 613-235-7054
 Fax: 613-238-6549
 ctrpoint@inasec.ca
 Products/Services:
 59,60,61,69,71,73

ChatCom, Inc. (A)
 9600 Topanga Canyon Blvd



**SEE OUR
INDEX
ON PAGE 55**

Chatsworth, CA 91311
Contact: John Lillywhite
408-541-0246
Fax: 408-744-9416
www.jlchatcom.com
jlillywhite@jlchatcom.com
Products/Services: 6,12-Rack
Mount Computer
Systems,15,16,18

CIDCO Incorporated (A)
220 Cochrane Circle
Morgan Hill, CA 95037
Contact: Charles E. Gay
408-779-1162
Fax: 408-779-5819
Products/Services: 69,79-ADST-
Compliant Phones,99,107

**Cintech Telemanagement
Systems Inc. (A,D)**
2100 Sherman Ave
Cincinnati, OH 45212
Contact: Bruce Plummer
513-731-6000
Fax: 513-731-6200
www.cintech-cti.com
cintech@one.net
Products/Services: 27,29,48,49,50

Clark & Pope (C)
317 Madison Ave. Ste 1522
New York, NY 10017
Contact: Wendell E. Pope
212-286-9339
Fax: 212-682-4748

Clientele Software, Inc. (D)
8100 SW Nyberg Rd
Tualatin, OR 97062
Contact: Michael Gama
503-612-2772
Fax: 503-612-2800
www@clientele.com
mgama@clientele.com
Products/Services: 34

Coastal Technologies (D)
615 Valley Rd
Upper Montclair, NJ 07043-1403
Contact: Sales Department
201-744-2900
Fax: 201-744-2129
www.coastaltech.com
sales@coastaltech.com
Products/Services: 34

**Cobotyx - Div. of Farmstead
Telephone Group (D)**
20 Miry Brook Rd
Danbury, CT 06810
Contact: Jack Antonich
203-830-4880
Fax: 203-830-4886
www.cobotyx.com
sales@cobotyx.com
Products/Services:
29,39,87,106,107

Coe-Truman Technologies, Inc. (D)
206 Burwash Ave
Savoy, IL 61874
Contact: John N. Stolfa, Jr.
217-398-8594
Fax: 217-355-0101
www.ctt-inc.com
jstolfa@ctt-inc.com
Products/Services: 100,105,113,139

CogniTech Corporation (D)
500 Sugar Mill Road, Ste 240-A
Atlanta, GA 30350
Contact: Betsy Rahm
770-518-4577
Fax: 770-518-4588
www.sharkware.com
betsy@sharkware.com
Products/Services: 36

**Coherent Communications
Systems Corporation (A)**
44084 Riverside Pkwy
Leesburg, VA 22075-5102
Contact: Diane McClelland
703-729-6400
Fax: 703-729-6152
www.coherent.com
sales@coherent.com
Products/Services: 102,104-Audio
For Desktop Videoconferencing

Columbia Ultimate (A)
14300 SE First St
Vancouver, WA 98684
Contact: Susan Garrett
360-256-7358
Fax: 360-256-2613
www.colubs.com
susang@colubs.com
Products/Services: 5,22,45,46,139

Comdial (A)
1180 Seminole Trail
Charlottesville, VA 22901
Contact: Greg M. McQuay
804-978-2478
Fax: 804-978-2319
gm.quay@comdial.com
Products/Services: 29,57,58,71,75

**Comfort Telecommunications,
Inc. (A)**
4720 SE 15th Ave, Ste 208
Cape Coral, FL 33904
Contact: Emmanuel Manager
941-945-3224
Fax: 941-945-0288
www.ebmnet.com/comfort.htm
mannyebm@tntonline.com
Products/Services: 64,65

Command Products Co. (A)
725 S 25th Ave
Bellwood, IL 60104
Contact: William Swan
815-675-6498
Fax: 815-675-3052
Products/Services: 13,20-
Ergonomic Products

Commence Corporation (D)
Sixty-Six West Gilbert St
Shrewsbury, NJ 07702
Contact: Sales Department
908-530-4666
Fax: 908-530-9827
www.commence.com
Products/Services: 29,33,34,36,40

Commetrex Corporation (D)
6400 Atlantic Blvd, Ste 165
Norcross, GA 30071
Contact: Martin Lippman
770-449-7775
Fax: 770-242-7353
marketing@commetrex.com
Products/Services: 41-DSP-Based
Software,69,86-DSP-Based Fax,
Data Modem and Caller ID

Common Data, Inc. (B)
12700 Shelbyville Rd, Ste 201
Louisville, KY 40243
Contact: Sales Department
502-245-5113
Fax: 502-245-9645
commondata.com
Products/Services: 1,2,3,5,7



**Communication Systems
Technology, Inc. (A)**
8975 Gulford Rd, Ste 100
Columbia, MD 21046
Contact: Raymond C. Madonna
410-381-5080
Fax: 410-381-3589
rmadonna@csti-md.com
Products/Services: 61,62-
Voice/Data Switching,102,104-
Audio Graphic Conf.,115-Remote
Radio Control

Communitech Services, Inc (D)
321 Bond St
Elk Grove Village, IL 60007
Contact: Diane Stein
847-439-4333
Fax: 847-439-3456
diane@communitech.com
Products/Services: 29,34,87,106,107

Comport Distributions (E)
4 Chips Ct, Ste 300
Port Jefferson, NY 11777
516-331-1880
Fax: 516-473-2246
Products/Services: 1,2,3,32,80

Compu-Gard, Inc.
1432 Grand Army Hwy
Swansea, MA 02777
Contact: P. Michael Leite
800-333-6810
Fax: 508-679-1114
www.compu-gard.com
info@compu-gard.com
Products/Services: 20-Computer
Security Products

Computemp (C)
4401 N Federal Hwy, Ste 202
Boca Raton, FL 33431
Contact: Leo Gordon
800-275-2667
Fax: 561-367-9802
www.computemp.com
bdqc88a@prodigy.com
Products/Services: 140-IT Staffing

**Computer Communications
Specialists (A,C,D)**
6529 Jimmy Carter Blvd
Norcross, GA 30071
Contact: Karen LaVoy
770-441-3114
Fax: 770-263-0487
ccsivr.com
klavoy@ccsivr.com
Products/Services: 39,42,87,92

**Computer Systems Integration,
Inc. (D)**
690 Warren Ave
East Providence, RI 02914-1411
Contact: Sales Department
401-435-5090
Fax: 401-435-5090
Products/Services: 81,83,84,85,87

Computer Technology Center (B)
72 Westbank Expressway
Gretna, LA 70053
Contact: Bill Long
504-364-5101
Fax: 504-364-5152
ctc@comm.net
Products/Services: 1,2,3,5,6

**Computer Telephony
Information Systems (C)**
2000 W Pioneer Pkwy, Ste 108
Peoria, IL 61615
Contact: Mark Parker
309-589-3050
Fax: 309-589-3051
www.netcom.com/~ctis
ctis@ix.netcom.com
Products/Services:
71,103,106,118,139

**Computer Telephony Product
Group, Artisoft, Inc. (A)**
201 Broadway
Cambridge, MA 02139
Contact: Dave Krupinski
617-621-9545
Fax: 617-621-7862
www.artisoft.com
sales@stylus.com
Products/Services: 32,39,42,43,87

**Computer Telephony Solutions,
Inc. (B)**
975 G-36 Hwy
Indianola, IA 50125
Contact: Matthew C. Grimes
515-962-0732
Fax: 515-962-0150
Products/Services:
71,84,85,107,113

**Computercations Plus
Company (B)**
14440 Cherry Lane Ct
Laurel, MD 20707
301-961-4300
Fax: 301-961-4343
Products/Services: 50,58,61,71,99

Comverse Information Systems
234 Crossways Park Dr
Woodbury, NY 11797
516-677-7400
Fax: 516-677-7399
marketing.cis@converse.com
Products/Services: 4,66,89,144



ALPHABETICAL LISTINGS

Connections (B)
2833 Broadside Ave
Orange, CA 92867
714-637-3064
Fax: 714-282-1523
Products/Services: 27,121

Connectware, Inc. (A)
1301 E Arapaho Rd
Richardson, TX 75081
Contact: Sandra Hanson
800-357-0852
Fax: 214-997-4308
www.connectware.com
virtual@connectware.com
Products/Services: 5,29,74,84,108

Contact Plus Corporation (D)
1909 Airport Blvd
Melbourne, FL 32901
Contact: Sales Department
407-984-2592
Fax: 407-984-8192
www.contactplus.com
cpinfo@contactplus.com
Products/Services: 36,38

Contact Point Technologies (B)
5255 Triangle Pkwy, #150
Norcross, GA 30092
Contact: Virginia White
770-453-9990
Fax: 770-453-9843
www.contactpt.com
sales@contactpt.com
Products/Services: 29,34,37,95,96

Conversational Voice Technologies Corp./ ConServIT (C)
CVTC Center, 4205 Grove Ave
Gurnee, IL 60031-2170
Contact: Sales Department
800-343-2882
cvtcsales@aol.com
Products/Services: 132,137

Conveyant Systems, Inc. (A)
2332 McGaw Ave
Irvine, CA 92614
Contact: Becky Renzi
714-756-7100
Fax: 714-756-7129
Products/Services: 28,29,71,79-
PC-Based Operator Console

Copia International, Ltd. (D)
1342 Avalon Ct
Wheaton, IL 60187
Contact: Dorothy K. Gaden
630-682-8898
Fax: 630-665-9841
www.copia.com
dorothy@copia.com
Products/Services: 32,81,83,84,85

Core Technology Corporation (D)
7435 Westshire Dr
Lansing, MI 48917-9764
Contact: Sarah M. Lee
517-627-1521

KEY

A: Manufacturer
B: Value-Added Reseller
C: Service Provider
D: Software Developer
E: Distributor

Fax: 517-627-8944
www.ctc-core.com
smlee@ctc-core.com
Products/Services: 34,36,40,106

■ **Corel Corporation (A)**
1600 Carling Ave
Ottawa, Ontario, Canada
K1Z 8R7
Contact: Steven Latham
613-728-0826
Fax: 613-781-9408
www.corel.com
stevel@corel.com
Products/Services: 23,99,103,113

Cortelco (A)
4119 Willow Lake Blvd, Bldg 8
Memphis, TN 38118
Contact: Katherine Lyons
800-866-8880
Fax: 901-365-3762
www.cortelco.com

klyons@ibm.net
Products/Services:
50,58,59,74,107

Cothern Computer Systems Inc (D)
120 N Congress, Suite 700
Jackson, MS 39201
Contact: Mike Woodson
888-422-5577
Fax: 601-969-1184
Products/Services: 29,35

Courtney Engineerings (B)
350 Bishops Way
Brookfield, WI 53005
Contact: Aaron J. Courtney
414-782-1468
Fax: 414-782-4784
Products/Services:
19,33,71,91,139

CP2 Engineering & Sales, Inc. (B)
4001 Westerly Pl, Ste 106
Newport Beach, CA 92660
Contact: Karine Steygers
714-724-0102
Fax: 714-724-0714
Products/Services: 32,85

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1901 McCarthy Blvd
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101	131	161	191	221	251	281	311	341	371	401	431	461	491	521	551	581
102	132	162	192	222	252	282	312	342	372	402	432	462	492	522	552	582
103	133	163	193	223	253	283	313	343	373	403	433	463	493	523	553	583
104	134	164	194	224	254	284	314	344	374	404	434	464	494	524	554	584
105	135	165	195	225	255	285	315	345	375	405	435	465	495	525	555	585
106	136	166	196	226	256	286	316	346	376	406	436	466	496	526	556	586
107	137	167	197	227	257	287	317	347	377	407	437	467	497	527	557	587
108	138	168	198	228	258	288	318	348	378	408	438	468	498	528	558	588
109	139	169	199	229	259	289	319	349	379	409	439	469	499	529	559	589
110	140	170	200	230	260	290	320	350	380	410	440	470	500	530	560	590
111	141	171	201	231	261	291	321	351	381	411	441	471	501	531	561	591
112	142	172	202	232	262	292	322	352	382	412	442	472	502	532	562	592
113	143	173	203	233	263	293	323	353	383	413	443	473	503	533	563	593
114	144	174	204	234	264	294	324	354	384	414	444	474	504	534	564	594
115	145	175	205	235	265	295	325	355	385	415	445	475	505	535	565	595
116	146	176	206	236	266	296	326	356	386	416	446	476	506	536	566	596
117	147	177	207	237	267	297	327	357	387	417	447	477	507	537	567	597
118	148	178	208	238	268	298	328	358	388	418	448	478	508	538	568	598
119	149	179	209	239	269	299	329	359	389	419	449	479	509	539	569	599
120	150	180	210	240	270	300	330	360	390	420	450	480	510	540	570	600
121	151	181	211	241	271	301	331	361	391	421	451	481	511	541	571	601
122	152	182	212	242	272	302	332	362	392	422	452	482	512	542	572	602
123	153	183	213	243	273	303	333	363	393	423	453	483	513	543	573	603
124	154	184	214	244	274	304	334	364	394	424	454	484	514	544	574	604
125	155	185	215	245	275	305	335	365	395	425	455	485	515	545	575	605
126	156	186	216	246	276	306	336	366	396	426	456	486	516	546	576	606
127	157	187	217	247	277	307	337	367	397	427	457	487	517	547	577	607
128	158	188	218	248	278	308	338	368	398	428	458	488	518	548	578	608
129	159	189	219	249	279	309	339	369	399	429	459	489	519	549	579	609
130	160	190	220	250	280	310	340	370	400	430	460	490	520	550	580	610

**SEE OUR
INDEX
ON PAGE 55**

408-428-6600
Fax: 408-232-1295
www.creativelabs.com
Products/Services: 5,17-Graphics Cards,103

Crystal Group, Inc. (A)
1165 Industrial Ave
Hiawatha, IA 52233
Contact: Curt Nelson
319-378-1636
Fax: 319-393-2338
crystalpc.com
206-0785@mcimail.com
Products/Services: 6,13,14,15,16

Crytical Services Management (B)
2305 Kelbe Dr
Little Chute, WI 54140
Contact: William Benson
414-687-2100
Fax: 414-687-2119
Products/Services: 5,12-Security Modems,47-Equipment Monitoring

CSS Laboratories, Inc. (A)
1641 McGaw Ave
Irvine, CA 92614
Contact: Roger Nadow
714-852-8161
Fax: 714-852-0410
Products/Services: 6,7,14,15,19

CTI Authority, The (E)
22 Commerce Dr
Cranford, NJ 07016
Contact: Michael Stahl
800-998-1221
Fax: 908-931-1212
www.ctiauthority.com
sales@ctiauthority.com
Products/Services: 1,2,3,4,8

CTI Data Solutions (USA) Inc (D)
901 South Trooper Rd
Valley Forge, PA 19482
Contact: Karl Meszaros
610-666-1700
Fax: 610-666-7808
www.ctigroup.com
ctiusa@ctigroup.com
Products/Services: 27,149-Subscriber Invoicing Systems

CTL (A)
240 Long Hill Cross Rd
Shelton, CT 06484
Contact: Scott Marks
203-925-4266
Fax: 203-925-4267
ctlinc@aol.com
Products/Services: 42,83,84,87,107

Cubix Corporation (A)
2800 Lockheed Way
Carson City, NV 89706
Contact: Denise Jones
702-888-1000

Fax: 702-888-1001
www.cubix.com
denisejones@cubix.com
Products/Services:
15,75,85,100,113

Customer Management Automation (CMA)
2650 Valley View Ln, #100
Dallas, TX 75234
Contact: Om P. Singla
214-247-8816
Fax: 214-243-2814
autoimage.com
marketing@autoimage.com
Products/Services: 15,35,87,135,139

Customer Outsourcing Performance Center (C)
5110 Main St, The Walker Center
Williamsville, NY 14221
Contact: Alton Martin
512-328-0050
Fax: 512-329-9065
afmartin@copc.com
Products/Services: 135,151

CVDS, Inc. (A)
6900 Trans Canada Hwy
Pointe Claire, Quebec, Canada
H9R 1C2
Contact: Susan Lamarre
514-694-9320
Fax: 514-694-0786
cvds@cam.org
Products/Services: 74,77

Cybernetics (A)
2600 Douglas Rd, Ste 700
Coral Gables, FL 33134
Contact: Lori Fratilla
305-529-0020
Fax: 305-443-2335
lori@cyberworld.com
Products/Services: 29,34,37,40,49

Cyenus Technology Ltd (A,B,C,D)
154 Main St
Fredericton, New Brunswick
E3A 1C8
506-444-0471
Fax: 506-444-0698
www.cyenus.nb.ca
gsmita@cyenus.nb.ca
Products/Services: 59,60,71,74,135

D

D & S Communications, Inc. (C)
1355 North McLean Blvd
Elgin, IL 60123
Contact: Bill Lux
800-227-8403
Fax: 847-622-4226
d&scomm.aol
Products/Services:
57,58,75,78,106

DAC Systems (D)
60 Todd Rd, Ste 1B
Shelton, CT 06484
Contact: Sales Department
203-924-7000
Fax: 203-944-1618
Products/Services: 29,71,87,135,139

Dacotah Marketing & Research (C)
100 27th St NE
Minot, ND 58701
Contact: Deb Farstad
800-616-8393
Fax: 701-852-8010
www.dacotah.com
deb@dacotah.com
Products/Services:
127,131,142,146,147

Daktronics, Inc. (A)
331 32nd Ave
Brookings, SD 57006
Contact: Pete Egart
800-558-9562
Fax: 605-697-4700
Products/Services: 54,106

DalTech International, Inc. (D)
14275 Midway Rd, Ste 220
Dallas, TX 75244
Contact: George Miller
214-458-7744
Fax: 214-458-8711
73363,2510@compuserve.com
Products/Services:
29,46,87,136,139



Dapix Inc (D)
5656 Corporate Way
West Palm Beach, FL 33407
Contact: David Benjamin
800-638-5291
Fax: 561-688-9410
dapix@gate.net
Products/Services: 34,35,36,38,40

Dash Open Phone Systems (A)
8226 Nieman Rd
Lenexa, KS 66208
Contact: Lisa Stanley
800-464-3274
Fax: 913-495-9482
www.dashops.com
lstanley@dashinc.com
Products/Services:
48,59,69,71,107

Data Code, Inc. (D)
7208 Sand Lake Rd, Ste 202
Orlando, FL 32819
Contact: Michael J. Hills
407-351-3441
Fax: 407-351-5019
www.datacode.com
datacode@datacode.com
Products/Services: 36,38,40

Data Management Associates (B)
1830 Craig Park Ct, Ste 102
St. Louis, MO 63146
Contact: Bruce Goldstein
314-205-2828
Fax: 314-205-2830
dma@earthlink.net
Products/Services: 36,38,40,41-Accounting Software

Data Systems Support (D)
595 Madison Ave, Ste 1608
New York, NY 10022
Contact: Jessica Cohn
212-888-3288
Fax: 212-223-1044
www.dssny.com
jessica@dssmktg.com
Products/Services:
33,34,36,38,40

Data Voice, Inc. (B)
5201 Brook Hollow Pkwy
Norcross, GA 30071
Contact: Maureen Sikes
770-734-2913
Fax: 770-734-2929
Products/Services: 1,3,4,7,11

Datakinetics, Ltd. (A)
21 Green Ln
Fordingbridge, UK SP6 1HU
Contact: David Fletcher
441-655050
Fax: 441-655075
www.datakinetics.co.uk
david@datakinetics.co.uk
Products/Services: 7,59,68,74

Datamax Services Inc. (B)
560 Willow Brook Office Park
Fairport, NY 14450
Contact: Ron Collins
716-381-8590
Fax: 716-381-4506
www.datamax.com
rcollins@datamax.com
Products/Services:
29,43,87,96,139

Dataserv Computer Maintenance, Inc. (C)
19011 Lake Dr E
Chanhassen, MN 55317
Contact: Meg Wolfe
612-906-6274
Fax: 612-906-6879
www.dataserv.com
Products/Services: 139,140-Maintenance Services

DataTel Services, Inc. (C)
25 Stillman St, Ste 200
San Francisco, CA 94107
Contact: Joy C. Glenwright
415-536-6200
Fax: 415-536-6201
joy@slip.net
Products/Services: 117,132,142

Dataware Technologies, Inc. (D)
222 Third St, Ste 3300
Cambridge, MA 02142
Contact: Britt Kristensen
617-577-2664
Fax: 617-494-0740
Products/Services: 42,100,101-Internet Search/Retrieval,140-Document Management/Text Retrieval

Datronics, Inc. (A)
331 32nd Ave
Brookings, SD 57006
Contact: Pete Egart
605-697-4300
Fax: 605-697-4700
Products/Services: 54



Davis Software Engineering, Inc. (D)
1950 Stemmons Freeway
Ste 3044
Dallas, TX 75207
Contact: Dawn M. Smith
214-746-5210
Fax: 214-746-5258
Products/Services: 29,36,38,45,46

Davox Corporation (D)
6 Technology Park Dr
Westford, MA 01886
Contact: Jim Mazzeo
508-952-0200
Fax: 508-952-0201
www.davox.com
Products/Services: 29,37,38,46,139

Dax Systems, Inc. (A)
30 Chapin Road, Unit 1201
Pine Brook, NJ 07058
Contact: Tony Shay
201-227-8111
Fax: 201-227-8197
www.daxsystems.com
tony@daxsystems.com
Products/Services: 1,2,3,4,5

dba Telecommunication Systems (A)
1225 E Leith Rd, Unit 2
North Vancouver, Canada
V7J 1J3
Contact: Steve Boultee
604-985-9521
Fax: 604-985-4128
www.dbatele.com
boultee@dba-tele.com
Products/Services: 27,29,65,70,71

DBI Marketing Inc. (B)
13721 SW 71 Ln
Miami, FL 33183-2140
Contact: D. Rivers
305-385-8888
Fax: 305-385-5558
tekcoach@aol.com
Products/Services: 29,33,36,38,139

Debit Card Systems, Inc.
831 Rand Bldg
Buffalo, NY 14203
Contact: Ted Cording
416-762-1082
Fax: 416-769-7177
www.debit_card.com
Products/Services: 27,127

Dees Communications (A)
4130 148 Ave NE
Redmond, WA 98052
Contact: Sales Department
206-869-1963
Fax: 206-869-0717
Products/Services: 27,39,50,70

Dees Communications (D)
6415 64th St
Delta, British Columbia V4K 4E2
Contact: Garry Shearer
604-946-8433
Fax: 604-946-0122
sales@dees.com
Products/Services: 29,34,50,70,71

Defenders Network, Inc. (A)
860 Cottage Hill Ave
Mobile, AL 36693
Contact: Helmut Julinot
334-661-1244

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D: Software Developer
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Fax: 334-661-3143
www.defend-net.com
defender@defend-net.com
Products/Services: 12-Power Savers,13,20-Computer Power Savers,21,25-Monitor Power Savers

Deltec Corporation (A)
2727 Kurtz St
San Diego, CA 92110
Contact: Sharon Coutts
619-291-4211
Fax: 619-291-2973
www.deltecpower.com
info@deltecpower.com
Products/Services: 22

Demas (A)
1025 Briggs Rd, Ste 100
Mt Laurel, NJ 08054
Contact: Chuck Kanupke
609-866-1212
Fax: 609-866-8850
www.demas.com
info@demas.com
Products/Services: 41-SS7 Software,47-AIN Intelligent Peripheral Service Nodes,68,111

Dharma Systems, Inc. (D)
15 Trafalgar Sq
Nashua, NH 03063
Contact: Dennis Coraccio
603-886-1400
Fax: 603-883-6904
www.dharmas.com
dennis@dharmas.com
Products/Services: 35,41-Database Software

■ **Dialogic Corporation (A)**
1515 Route 10
Parsippany, NJ 07054-4596
Contact: Sales Department
201-993-3000
Fax: 201-631-9631
www.dialogic.com
sales@dialogic.com
Products/Services:
1,2,3,7,8,10,59,90,102

■ **Dialogic Corporation,**
Computer Telephone Division
100 Unicorn Park Dr
Woburn, MA 01801
Contact: Carl Strathmeyer
617-933-1111
Fax: 617-935-4551
www.dialogic.com
cstrathmeyer@dialogic.com
Products/Services: 29,135,140-
Design & Installation,154-
Technical Training

■ **Dianatel Corporation (A)**
96 Bonaventura Dr
San Jose, CA 95134
Contact: Dan Zumar
408-428-1000
Fax: 408-433-3388

www.dianatel.com
sales@dianatel.com
Products/Services: 7,9,56,59,74,102

Dictaphone Canada (1995) Inc. (A,C)
630 The East Mall
Etobicoke, Ontario, Canada
M9B 4B2
Contact: Maureen Horner
416-621-7600
Fax: 416-621-1551
www.dictaphone.com
dicta@enterprise.ca
Products/Services: 48,87,89,106,107

Dictaphone Corp. (A)
3191 Broadbridge Ave.
Stratford, CT 06497
Contact: Robert Qamar
203-381-7000
Fax: 203-386-8597
www.dictaphone.com
bqam@dictaphone.com
Products/Services: 66,67-Service Observance,154

Digby 4 Group, Inc. (C)
370 Lexington Ave, Ste 1510
New York, NY 10017
Contact: Jane Laino
212-883-1191
Fax: 212-370-5369
janeccc@aol.com
Products/Services: 135,139,140-Telecommunications Management,151

Digisoft Computers, Inc. (D)
1290 Ave of the Americas, 5th Fl
New York, NY 10104
Contact: Bruce Adams
212-581-2190
76702,3422@compuserve.com
Products/Services: 29,35,36,38,45

Digital Equipment Corporation (A)
Digital Dr
Merrimack, NH 03054
Contact: Sales Department
800-344-4825
www.digital.com/info/css/
Products/Services: 18,19,30,68,71

Digital Office Systems (B)
2075 Palos Verdes Dr N, #103
Lomita, CA 90717
Contact: Bruce Thorner
310-326-2940
Fax: 310-534-0253
Products/Services: 57,65,107,138

Digital Products Limited (A)
1216 Sand Cove Rd
Saint John, New Brunswick E2M 5V8
Contact: Leann Barnes
506-635-1055
Fax: 506-635-1057
dpl@mi.net
Products/Services: 70,71,72

Digital Sound (A)
6307 Carpinteria Ave
Carpinteria, CA 93013
Contact: Mary Ann Johnson
805-566-2000
Fax: 805-684-2848
www.dsc.com
maj@dsc.com
Products/Services: 83,106,107,108

Digital Speech Systems, Inc. (A)
1735 Analoa Dr
Richardson, TX 75081
Contact: Lev Frenkel
214-235-2999
Fax: 214-235-3036
Products/Services: 26,29,32,39,71

Digital Systems International
6464 185th Ave NE
Redmond, WA 98052
Contact: Joe Higuert
800-877-8642
Fax: 206-869-4500
www.dgtl.com
joeh@dgtl.com
Products/Services: 29,34,35,37,46

Digital Technologies, Inc. (C)
500 Craig Rd
Manalapan, NJ 07726
Contact: Michael Dodge
800-952-2629
Fax: 908-462-5617
www.digitalnet.com
jessicab@tsales.digitalnet.com
Products/Services: 27,61,73,131,148

Dirad Technologies, Inc. (B)
14 Computer Dr E
Albany, NY 12205
Contact: Curt Alheim
518-458-6000
Fax: 518-458-2782
alheimc@crisny.org
Products/Services: 87,91,92,94-TDD Access to IVR,107

Disaster Recovery Yellow Pages (C)
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Newton, MA 02159
Contact: Steven Lewis
617-332-3496
Fax: 617-332-4358
Products/Services: 137

DITEK (A)
12345-A Starkey Rd
Largo, FL 33773
Contact: Kevin Lockeby
813-535-6007
Fax: 813-539-1842
Products/Services: 21

■ **Diversified Technology, Inc. (A)**
476 Highland Colony Pkwy
Ridgeland, MS 39157
800-443-2667
Fax: 601-856-2888
Products/Services: 6,14,15,18,68

DK Systems (D)
444 N Michigan Ave
Chicago, IL 60611
213-644-2700
Fax: 312-644-2703
www.dksystems.com
Products/Services: 34,40

DuVoice Corporation (A)
150 Lake St, Ste 202
Kirkland, WA 98033
Contact: Jon Dulude
206-887-9790
Fax: 206-889-8799
duvoice.com
jdulude@duvoice.com
Products/Services: 87,107

NCF/INFOCISION 4/C



ALPHABETICAL LISTINGS

DynamicFax Inc. (C)
5301 E State St, Ste 305
Rockford, IL 61108
Contact: James L. Hughes
815-398-9009
Fax: 815-398-5123
www.dynamicfax.com
Products/Services: 32,81,84,87,146



E-Fax Communications, Inc. (C)
1611 Telegraph Ave, #333
Oakland, CA 94612
Contact: William Perell
510-836-6000
Fax: 510-836-8935
www.efaxinc.com
sales@efaxinc.com
Products/Services:
81,83,84,95,101-Web Design &
Hosting

■ **Early, Cloud & Co. (C,D)**
299 Aquidneck Corporate Park
Newport, RI 02840
Contact: Ellice Uffer
401-849-0500
Fax: 401-849-1190
www.websight.com/earlycloud
Products/Services: 29,35,36,135

Easyphone Portugal SA
Av dos Combatentes, 43-8
Lisbon, Portugal 1600
Contact: J. P. Almeida
3511-7205050
Fax: 3511-7205090
easyinfo@easyphone.pt
Products/Services: 29,41-Call
Center Management Software

Edgewater Technology, Inc. (C)
20 Harvard Mill Sq.
Wakefield, MA 01880
Contact: Paula Grieco
617-246-3343
Fax: 617-246-5903
pgrieco@edgewater.com
Products/Services: 35,42,43,89,139

EIS Systems (A)
1351 Washington Blvd
Stamford, CT 06902
203-351-4800
Fax: 203-961-9553
www.eissystems.com
lryan%eis_international@mci-
mail.com
Products/Services: 29,38,46,51,135

Electric Press
11440 Isaac Newton Sq, Ste 205
Reston, VA 20190
Contact: Beth Petrie
800-993-5773
Fax: 703-742-4648
www.elpress.com
info@elpress.com
Products/Services: 100,101-Web
Site Development,142

Electronic Specialists, Inc. (A)
171 S Main St
Natick, MA 01760
Contact: F. J. Stifter

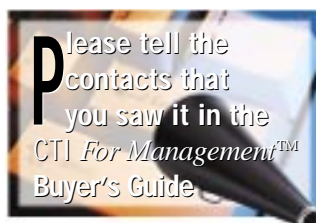
508-655-1532
Fax: 508-653-0268
Products/Services: 12-Lightning
Protection,21,22

**Electronic Technical Services,
Inc (A)**
736 Federal St
Davenport, IA 52803
Contact: Jay Crump
319-322-3562
Fax: 319-322-8805
Products/Services: 38,45,46,51

**Emerging Market Technologies,
Inc. (B)**
1775 The Exchange, Ste 425
Atlanta, GA 30339-9902
Contact: Jeff Multz
770-980-1400
Fax: 770-980-1490
www.emti.com
sales@emti.com
Products/Services: 36,38,135,151

Englebarts & Woyzbun Ltd. (C)
44 Byward Market, Ste 240
Ottawa, Ontario, Canada
K1N 7A2
Contact: Rob Woyzbun
613-789-7331
Fax: 613-789-7333
robwrks@fox.nstn.ca
Products/Services: 141,143-
Marketing Planning,154-Marketing
Training

Enhanced Systems, Inc. (A)
6961 Peachtree Industrial Blvd
Norcross, GA 30092
Contact: Michael Ford
770-662-1504
Fax: 770-242-1630
esisys.com
mikef@esisys.com
Products/Services: 1,2,3,8,10



**Enterprises Computing
Services Inc. (D)**
8744 Main St, Ste 201
Woodstock, GA 30188
Contact: Denis Luber
770-591-8060
Fax: 770-591-5434
72274.2217@compuserve.com
Products/Services: 27,34,36,135,139

Epigraphx (C)
965 Terminal Way
San Carlos, CA 94070
Contact: Debra Sharkey
415-802-5058
www.epigraphx.com
dsharkey@epigraphx.com
Products/Services: 81,84,86-
Interactive Fax Forms,95,99,112-
Fax-Internet Integration

Esna Tech
9120 Leslie St, Ste 203
Richmond Hill, Ontario L4B 3J9

Contact: Davide Petramala
905-707-9700
Fax: 905-707-9170
Products/Services: 26,29,48,106,107

Evergreen Ventures Corp (D)
1150 First Ave, Ste 620
King of Prussia, PA 19406
Contact: Sales Department
610-768-9030
Products/Services: 36,38,41-Sales
Associate,135,151

Evolving Systems, Inc. (D)
6892 S Yosemite St
Englewood, CO 80112
Contact: Jess Gonzales
303-802-1000
Fax: 303-802-5800
www.evolving.com
jgonzal@evolving.com
Products/Services: 29,46,139

EXACOM, Inc. (A)
99 Airport Rd
Concord, NH 03301
Contact: John W. Adams
603-228-0706
Fax: 603-228-0254
exasales@exacomusa.com
Products/Services: 66,71,75,88,107

Excel, Inc. (A)
255 Independence Dr
Hyannis, MA 02601
Contact: Robert Madonna
508-862-3000
Fax: 508-862-3030
www.xl.com
Products/Services: 56,61,68,74,108

**Executive Marketing Services,
Inc. (C)**
184 Shuman Blvd, Ste 300
Naperville, IL 60563
Contact: Mike Haumesser
800-367-7311
Fax: 708-355-3090
emsphone.com
mhaumesser@emsphone.com
Products/Services: 124,125

**Executone Information
Systems, Inc. (A)**
478 Wheeler Farms Rd
Milford, CT 06460
Contact: Michael Persky
203-882-6610
Fax: 203-882-0503
www.executone.com
mpersky@executone.com
Products/Services: 46,50,58,71,107

Expert Systems, Inc. (D)
1301 Hightower Trail, Ste 201
Atlanta, GA 30350
Contact: Alan Hansen
770-642-7575
Fax: 770-587-5547
www.easey.com
sales@easey.com
Products/Services: 29,32,39,42,87

EXSYS, Inc. (A)
1720 Louisiana Blvd, Ste 312
Albuquerque, NM 87110
Contact: Michael Eskew
505-256-8356
Fax: 505-256-8359
www.exsysinfo.com
info@exsysinfo.com
Products/Services: 31,34,42,44-

Expert Systems,101-Internet
Access To Decision-Making
Knowledge

Eyeteel Technologies Inc (A)
501 Goodette Rd N, Ste 306
Naples, FL 34102
Contact: William Follin
941-435-1079
Fax: 941-434-7613
eyeteel.com
sales@eyeteel.com
Products/Services: 11,23,41-
Visual Collaboration,96,103



FAR Systems, Inc. (B,D)
7898 High Ridge Rd
Fort Atkinson, WI 53538
Contact: Helen M. Rose
414-563-2221
Fax: 414-563-1865
hrose@farsystems.com
Products/Services:
32,39,42,71,81,84,87,148

Fax Bureau, Inc. (C)
1111 Street Rd
Southampton, PA 18966
Contact: Irv Safra
800-945-3291
Fax: 215-953-9065
Products/Services: 81,84

FaxBack, Inc. (A)
1100 NW Compton Dr, Ste 200
Beaverton, OR 97006
Contact: Ron Ares
503-645-1114
Fax: 503-690-6399
www.faxback.com
rares@faxback.com
Products/Services: 81,84,85,87,95

Faxts Now (C)
1640 S Sepulveda Blvd, Ste 102
Los Angeles, CA 90025
Contact: Art Jarvis
310-445-1000
Fax: 310-914-0386
art@faxtsnow.com
Products/Services: 81,101-E-Mail
To Fax

Fenestrae Inc. (D)
7094 Peachtree Ind. Blvd, Ste 280
Norcross, GA 30071
Contact: Sales Department
770-446-2280
Fax: 770-446-2290
www.fenestrae.com
info@fenestrae.com
Products/Services: 32,83,85,106

Flowpoint (A)
180 Knowles Dr, Ste 100
Los Gatos, CA 95030
Contact: John Scandalios
408-252-6470
Fax: 408-252-6471
www.flowpoint.com
scan@flowpoint.com
Products/Services: 94-ISDN
Router-Voice/Data, 101-ISDN
Router-Voice/Data,115-ISDN
Router-Voice/Data

Force Computers Inc. (A)
2001 Logic Dr
San Jose, CA 95124-3468
Contact: Steven H. Little
408-369-6232
Fax: 408-371-3992
www.forcecomputers.com
slittle@fci.com
Products/Services: 6,15,18,68,87

Forsgren & Associates Inc (A,B,C,D)
PO Box 6131, Stn A
Saint John, New Brunswick
Contact: Gary Forsgren
800-445-1648
Fax: 506-849-5339
cforsgrn@nbnet.nb.ca
Products/Services: 41-Perform.Monit.,103,135,151,152

Forum Communication Systems, Inc (A)
1223 N Glenville Dr
Richardson, TX 75081
Contact: Gayne R. Ek
214-680-0700
Fax: 214-680-2700
billy1215@aol.com
Products/Services: 47-Audio Conf. Bridges,102

Frank Solutions, Inc. (D)
9280 E Castilla
Englewood, CO 80113
Contact: Greg Trainor
303-792-5500
Fax: 303-799-3621
Products/Services: 29,32,39,84,87

Fujitsu Business Communication Systems (A)
3190 Miraloma Ave
Anaheim, CA 92806
Contact: Patrick O'Rourke
800-553-3263
Fax: 602-721-4800
www.fujitsu.com/fbcs
pato@fbcs.fujitsu.com
Products/Services: 43,50,58,71,87

Fujitsu Software Corporation (D)
1266 E Main St, Soundview Plaza
Stamford, CT 06902
203-326-2700
Fax: 203-964-1007
www.fsc.fujitsu.com
Products/Services: 34,98,104-Data Conferencing,115-Remote Support

FutureLabs, Inc. (D)
5150 El Camino Real, E-21
Los Altos, CA 94022
415-254-9000
Fax: 415-254-9010
www.futurelabs.com
info@futurelabs.com
Products/Services: 41-Document Conferencing,98,99,102

Galacticomm, Inc. (A)
4101 SW 47 Ave, #101
Ft Lauderdale, FL 33314
Contact: Customer Operations
954-583-5990
Fax: 954-583-7846
www.gcomm.com
sales@gcomm.com

Products/Services:
33,43,100,103,105

GammaLink (A)
1314 Chesapeake Terrace
Sunnyvale, CA 94089-1100
Contact: Faith Mason
408-744-1400
Fax: 408-744-1900
www.gammalink.com
faith.mason@gammalink.com
Products/Services: 1,3,81,84,85

Gateway Systems Corporation (D)
4660 S Hagadorn
East Lansing, MI 48823
Contact: Edward Groves
517-337-8960
Fax: 517-337-2868
Products/Services: 27,36,40



GBH Distributing, Inc. (B)
701 W Harvard St
Glendale, CA 91204
Contact: Lucy Koparanyan
800-222-5424
Fax: 818-246-5850
lucy@gbh.ccmail.compuserve.com
Products/Services:
64,65,78,102,103

General Fax, Inc. (C)
55 E Front St, Ste A-103
Bridgeport, PA 19405
Contact: Christopher Stephano
610-277-1722
Fax: 610-277-1748
www.elpro.com/gfi/
Products/Services: 81,84,135

■ **Genesys Telecommunications Laboratories (D)**
1100 Grundy Ln, Ste 125
San Bruno, CA 94066
Contact: Frank Graham
415-588-5149
Fax: 415-588-5527
www.genesyslab.com
info@genesyslab.com
Products/Services:
29,37,46,96,115-Virtual Call Ctr.

Genoa Technology (C,D)
5401 Tech Circle
Moorpark, CA 93021
Contact: Randy Troast
805-531-9030
Fax: 805-531-9045
www.gentech.com
rtroast@gentech.com
Products/Services: 47-Testing

Gentex Corporation (A)
5 Tinkham Ave
Derry, NH 03038
Contact: John Burke
603-434-0311
Fax: 603-434-3002
www.gentexcorp.com
jburke@derry.gentexcorp.com
Products/Services: 65,67-Noise Cancelling Microphones

Gentner Communications Corp (A)
1825 Research Way

Salt Lake City, UT 84119
Contact: LeeAnn Doane
801-975-7200
Fax: 801-977-0087
www.gentner.com
ldaone@gentner.com
Products/Services: 102,140-Conference Call Service

GeoTel Communications Corporation (D)
25 Porter Rd
Littleton, MA 01460
Contact: Nancy Pieretti
508-486-1100
Fax: 508-486-1200
www.geotel.com
nancyp@geotel.com
Products/Services: 37,49

Global Service and Technology (B)
612 Plantation Blvd
Lawrenceville, GA 30245
Contact: Tim Kenyon
770-339-1085
Fax: 770-339-1462
Products/Services:
28,29,48,100,107

GlobeStar Systems Inc. (B)
1815 Ironstone Manor, Unit 7
Pickering, Ontario, Canada
L1W 3W9
Contact: Gladys Nova
905-839-0893
Fax: 905-839-2489
gsnova@inforamp.net
Products/Services: 27,29,50,82,85

GM Productions (C)
3525 Piedmont Rd
Atlanta, GA 30305
Contact: Marcus Graham
404-237-9700
Fax: 404-237-5522
mgramham@gmpvoices.com
Products/Services:
117,135,136,138,139

GN Netcom (A)
7688 Executive Dr
Eden Prairie, MN 55344
Contact: Sales Department
612-949-0011
Fax: 612-949-1030
www.gnnnetcom.com
Products/Services: 65,71,78

GoldMine Software Corp. (A,D)
17383 Sunset Blvd, #801
Pacific Palisades, CA 90272
Contact: Sales Department
310-454-6800
Fax: 310-454-4848
www.goldminesw.com
webmaster@goldminesw.com
Products/Services: 33,36,98,101-Synchronization,105,111

Grainger Advertising (C)
130 Newport Center Dr, Ste 210
Newport Beach, CA 92660
Contact: Gary Grainger
714-721-1900
Fax: 714-721-4233
graingerad.com

graingerad@aol.com
Products/Services: 141,142

Granite Microsystems (A)
10202 N Enterprise Dr
Mequon, WI 53092
Contact: Mitch Bartals
414-242-8800
Fax: 414-242-8825
granitem.com
Products/Services: 1,6,7,14,16,22

Great Elk Company, The (D)
41 Jervois Rd
Auckland, NZ
Contact: Wayne Hall
+649-3788741
Fax: +649-3788756
www.greatelk.com
sales@greatelk.co.nz
Products/Services: 36,38,42

Groupe Conseil Sygertech Inc. (C)
8150, boul. Metropolitain Est
Ste 250
Anjou, Quebec, Canada H1K 1A1
Contact: Tom Samek
514-351-7878
Fax: 514-351-7545
t.samek@sygertech.com
Products/Services: 126-Market Research,135,140-Marketing Strategy

GTS (C)
40 Elmont Rd
Elmont, NY 11003
Contact: Cory Eisner
516-326-1940
Fax: 516-326-6106
Products/Services: 87,132,133,148



Hammer Technologies (A)
226 Lowell St
Wilmington, MA 01887
Contact: Mariana Haven
508-694-9959
Fax: 508-988-0148
www.teradyne.com/hammer
mhaven@hammer.com
Products/Services: 47-CTI Test Systems,71,72,87,90,91

Harcorn Corporation (C)
15550-D Rockfield Blvd
Irvine, CA 92618
Contact: Dan Harris
714-770-5008
Fax: 714-770-1342
Products/Services: 101-Web Page & Site Development,142

Harris Digital Telephone Systems (A)
300 Bel Marin Keys Blvd
Novato, CA 94949
Contact: Julie Heck
415-382-5000
Fax: 415-382-5222
www.dts.harris.com
jheck@dis.harris.com
Products/Services: 47-PBX Switches,48,50,58,61

**HB Distributors (B)**

8741 Shirley Ave
Northridge, CA 91324
Contact: Denise Derrico
818-882-0000
Fax: 818-700-1808
Products/Services: 57,65,93,94-
TDD,136

Health Care Keyboard Company (A)

12040-G West Feerick St
Wauwatosa, WI 53222
Contact: Chris Leick
414-536-2160
Fax: 414-536-2170
Products/Services: 25-Keyboards

Hello Direct, Inc. (B)

5884 Eden Park Pl
San Jose, CA 95138-1859
Contact: Customer Service
800-444-3556
Fax: 408-972-8155
www.hello-direct.com
xpressit@hihello.com
Products/Services:
65,71,99,102,113

Home/Office Communications Supply (B)

430 Woodruff Rd, Ste 300
Greenville, SC 29607
Contact: Mike Coats
800-800-6624
Fax: 888-458-9773
Products/Services: 22,57,58,65,82

HotHaus Technologies (D)

1B-7218 Progress Way
Delta, BC, Canada V4G 1H2
Contact: Paul Shore
604-946-0060
Fax: 604-946-5811
www.hothaus.com
shore@hothaus.com
Products/Services: 30,31,32,39

HTL Telemanagement (D)

3901 National Dr
Burtonsville, MD 20866
Contact: Iris Wolf
301-236-0780
Fax: 301-421-9513
www.htlt.com
iwolf@htlt.com
Products/Services: 40,49,101-
Local Calling Area Software

Hyatt & Associates, Inc. (C)

1498- M Reisterstown Rd
Ste 239
Baltimore, MD 21208
Contact: Lance Hyatt
800-340-2390
Fax: 410-526-2636
Products/Services: 129

**I-Bus (A)**

9174 Sky Park Ct
San Diego, CA 92123
Contact: Mark Gunn
619-974-8400
Fax: 619-268-7863

www.ibus.com
markg@ibus.com
Products/Services: 6,15,16,59,71

I.S.S.I (Integrated Sales Solutions, Inc) (B)

28045 Ashley Circle, Ste 103
Libertyville, IL 60048
Contact: William W. Sultan, Jr.
847-247-2800
Fax: 847-247-9570
bills@issi1.com
Products/Services:
29,32,36,38,41-Business
Integration Software

I.T.I., Inc. (B)

6271 Dixie Hwy
Bridgeport, MI 48722-0620
Contact: Joe James
517-777-2700
Fax: 517-777-9830
Products/Services:
48,57,58,136,139

I.V.S.

1925 Rt 27
Edison, NJ 08817
Contact: Jerry Mahoney
908-777-9600
Fax: 908-777-0330
www.arbon.com/ivs
jmahny@ibm.net
Products/Services: 29,87,99,107

Ibex Technologies, Inc. (D)

4921 R.J. Mathews Pkwy
El Dorado Hills, CA 95762
Contact: Zoeann Meegan
916-939-8888
Fax: 916-939-8899
www.ibex.com
info@ibex.com
Products/Services:
29,32,81,84,105

■ **IBM Corp. (A,C,D)**
3039 Cornwallis Rd
Research Triangle Park, NC 27709
Contact: Steven Cawn
919-254-7452
Fax: 919-254-4913
www.raleigh.ibm.com
scawn@raleigh.ibm.com
Products/Services:
29,39,87,97,106

ichat, Inc. (D)

8303 N Mopac, Ste A114
Austin, TX 78759
Contact: Harry Pape
888-242-8669
Fax: 512-349-0005
www.ichat.com
sales@ichat.com
Products/Services: 41-Business
Chat,101-Real-Time Text
Commun.,104-Chat Conf.

Ideamatics, Inc. (D)

1364 Beverly Rd, Ste 101
McLean, VA 22101-3617
Contact: David L. Danner
703-903-4972
Fax: 703-903-8949
www.mclean.va.us/ideamatics
ideamatics@mclean.va.us
Products/Services: 29,39,41-
Modeling,71,87

IEX Corporation (D)

2425 North Central Expressway
Richardson, TX 75080
Contact: Stan Jasinski
214-301-1300
Fax: 214-301-1200
www.iex.com
info@iex.com
Products/Services: 37,40,61,68,73

IN-GATE Technology (A)

710 Lakeway Dr, Ste 270
Sunnyvale, CA 94086-4013
Contact: Martin Clinton
408-736-9090
Fax: 408-736-9092
Products/Services: 83,106,107

**Incite (A,D)**

5057 Keller Springs Rd
Dallas, TX 75248
Contact: Jerrie Rea
214-447-8822
Fax: 214-447-8205
www.incite.com
jrea@incite.com
Products/Services: 7,11,23,48,50

Industrial Computer Source (A)

9950 Barnes Canyon Rd
San Diego, CA 92121
Contact: Bruce McGrath
800-523-2320
Fax: 619-677-0898
www.industry.net/indcompsrc
industrial.computer@industry.net
Products/Services: 6,14,15,16,19

Inference Corporation (D)

100 Rowland Way
Novato, CA 94945
Contact: Jill Saudan
415-893-7200
Fax: 415-899-9080
www.inference.com
info@inference.com
Products/Services: 34,36,41-
Problem Resolution Software,
Product Selection Software,135

Info Group, The (D)

46 Park St
Framingham, MA 01701
Contact: Tim Galvin
508-628-4500
Fax: 508-628-4566
tgalvin@infogrp.com
Products/Services: 27,29,41-
Enterprisewide Call Center
Management,118,139

Info Systems (D)

1110 Finch Ave W, Ste 906
Toronto, Ontario M3J 2T2
Contact: Alan Cohen
416-665-7638
Fax: 416-665-4193
Products/Services: 42,71,73,84,87

INFO ZERO Un (D)

1134 St Catherine, Ste 301

Montreal, Quebec
Canada H3B 1H4
Contact: Maurice Beauregard
514-861-9255
Fax: 514-861-9209
Products/Services: 38,45,46,123

Info-Chip Communications (A,C)

3137 Kingsway
Vancouver, BC, Canada V5R 5J9
Contact: John Harris
800-881-2833
Fax: 604-439-7562
www.bcyellowpages.com/advert/ivicc/
icc@direct.ca
Products/Services: 41-Digitizing
Audio Files To EROMs,67-
Message On Hold Systems,138

Infocon Technologies Inc. (A)

1099 Edgeleigh Ave, Unit 2
Mississauga, Ontario, Canada
L5T ZG2
Contact: Alan Clyne
905-274-7271
Fax: 905-274-5218
www.ring.nl
Products/Services: 39,43,87,97,107

INFomotion (B)

2715 Electronic Ln
Dallas, TX 75220
Contact: Theresa Smith
214-358-3366
Fax: 214-350-9661
Products/Services: 65,78,86-3D
Fax,102,103

Infonetics Corporation (D)

386 West Main St, Ste 10A
Northboro, MA 01532-2128
Contact: David L. Saad
508-393-8088
Fax: 508-393-8114
www.ask-em.com
dsaad@ask-em.com
Products/Services: 41-Automated
Surveying Software,135

Information Dimensions (D)

6600 Frantz Rd, PO Box 8007
Dublin, OH 43016-2007
Contact: Barbara Johnson
614-761-8083
Fax: 614-761-7290
www.id.cclc.org
bjohnson@idi.cclc.org
Products/Services: 41-Document
Management,100,135

Information Gatekeepers, Inc. (C)

214 Harvard Ave
Boston, MA 02134
Contact: Sales Department
617-232-3111
Fax: 617-734-8562
www.igigroup.com
igiboston@aol.com
Products/Services: 74,110,127,135,151

Information Gateways

Corporation (D)
1577 Spring Hill Rd, Ste 305
Vienna, VA 22182
Contact: Dan Parker
703-760-0000
Fax: 703-760-0098
danparker@juno.com
Products/Services: 29,38,39,45,46

IBM 4/C



ALPHABETICAL LISTINGS

Information Management Associates, Inc. (IMA) (D)
One Corporate Dr, Ste 414
Shelton, CT 06484
Contact: Mary Fiorello
800-776-0462
Fax: 203-925-1170
imainfo@ima-inc.com
Products/Services: 36,38,41-Call
Center Automation Software

Ingram Micro, Inc. (E)
1600 E St Andrew Pl
Santa Ana, CA 92799
Contact: Marcus Garcia
800-456-8000
www.ingram.com
Products/Services: 7,19,23,29,57

Inland Associates, Inc. (B)
15021 W 117th St
Olathe, KS 66062
Contact: Michele Grabber
800-888-7800
Fax: 913-764-8721
Products/Services: 5,6,22,24,89

Inno Media Logic Inc. (A)
3653 Chambly Rd
Longueuil, Quebec
Canada J4L 1N9
Contact: Michel Brule
514-651-8188
Fax: 514-651-8833
www.imal.cti.com
mbrule@evalsys.ca
Products/Services: 7,29,75,89,108

INOVA Corporation (A)
100 Whitewood Rd
Charlottesville, VA 22901
Contact: Beth Callard
800-637-1077
Fax: 804-973-2305
www.inovacorp.com
Products/Services: 54

Insight (B)
1912 W Fourth St
Tempe, AZ 85281
Contact: Rick Rickert
800-467-4448
Fax: 602-902-1180
www.insight.com
sales@insight.com
Products/Services: 5,6,17,19,22

Instant Information Inc (C)
5 Broad St
Boston, MA 02109
Contact: Brian Cavoli
617-523-7636
Fax: 617-523-0768
Products/Services: 81,84,87

Integrated Sales Solutions, Inc. (B)
28045 Ashley Circle, Ste 103
Libertyville, IL 60048
Contact: William W. Sultan, Jr.
847-247-2800
Fax: 847-247-9570
www.issi1.com
bills@issi1.com
Products/Services: 29,36,38,45,136

Intellect, Inc. (A)
1100 Executive Dr
Richardson, TX 75081
Contact: Bill Barnett
214-437-1888
Fax: 214-437-9041

intelectinc.com
104124.3652@compuserve.com
Products/Services: 23,55-Digital
Multiplexers,61,62-Digital
Switches,103

Intelemedia Communications (C)
1701 N Greenville Ave
Richardson, TX 75081-1845
Contact: Deborah Wisynski
214-994-0700
Fax: 214-994-0737
www.intelemedia.com
dfw@intelemedia.com
Products/Services:
81,84,87,95,101-Internet/Intranet
Fax Integration

Intelligent Network Systems (Network Group) (A)
205 East Interstate 30
Rockwall, TX 75087
Contact: Ken Casner
214-772-3200
Fax: 214-772-3383
in-sinc.com
ken@intex.net
Products/Services: 47-
International Call Back,101-X.25
Access,115-International Call
Back,134-International Call Back

Intelligent Switched Systems (D)
33 Westpointe Circle
Nepean, Ontario, Canada K2G 5Y9
Contact: Marc Samson
613-794-9768
Fax: 613-723-8820
www.iswitched.com
info@iswitched.com
Products/Services: 29,41-
Security/Fraud
Prevention,118,134-Secure
Calling Card

Intellisystems, Inc. (D)
64-90 S McCarran Blvd, #33
Reno, NV 89509
Contact: Boris Hallerbach
702-828-2800
Fax: 702-828-2828
www.intellisystems.com
Products/Services: 34,84,87,119-
Automated Tech Support

Inter-Tel Incorporated (A)
7300 W Boston St
Chandler, AZ 85226-3224
602-961-9000
Fax: 602-961-1370
www.inter-tel.com
Products/Services: 29,43,58,61,71

Interactive Response Technologies (D)
4410 N SR7, Ste 200
Ft. Lauderdale, FL 33319
Contact: Howard Glass
954-484-4973
Fax: 954-484-0818
www.callcenter.com
hglass@callcenter.com
Products/Services: 29,36,38,42,96

Interalia Communications (A)
10340 Viking Dr, Ste 135
Eden Prairie, MN 55344
Contact: Tom Peterson
612-942-6088
Fax: 612-942-6172

KEY

A: Manufacturer
B: Value-Added Reseller
C: Service Provider
D: Software Developer
E: Distributor

interalia@mn.state.net
Products/Services: 48,53,138

Interalia Inc. (A)
4110 - 79th Street NW
Calgary, Alberta, Canada
T3B 5C2
Contact: Martin Grace
403-288-2706
Fax: 403-288-5935
interalia@lexicom.ab.ca
Products/Services: 47-Digital Call
Processing Systems, Music On
Hold Systems,53,70,138

InterApps, Inc. (D)
1414 Pacific Coast Hwy, #C
Hermosa Beach, CA 90254
Contact: Jeff Yarrington
310-374-4125
Fax: 310-374-7971
www.interapps.com
71154.3414@compuserve.com
Products/Services: 28,33,34,40,114

Interconnect Services Group, Inc. (ISG) (B)
155 Willowbrook Blvd
Wayne, NJ 07470
Contact: Larry Drinkwater
201-256-2020
Fax: 201-812-6607
Products/Services: 58,71,87,93,103

Interface (A)
747 Pacific Ave
Salt Lake City, UT 84104
Contact: Phil Pearl
801-521-4600
Fax: 801-359-2800
philp@sltrib.com
Products/Services: 26,48,87,100,107

Interlogic Industries (A)
85 Marcus Dr
Melville, NY 11747
Contact: Bert Freifeld
516-420-8111
Fax: 516-420-8007
www.infoview.com
Products/Services: 6,14,15,71

International Connectors and Cable Corporation (A)
16916 Edwards Rd
Cerritos, CA 90703
Contact: Kevin Ott
310-926-0734
Fax: 310-926-5290
www.icc.com
kott@icc.com
Products/Services: 67-Handset
Cords/Line Cords,94-Cat 5
Cabling & Connectors

International Research & Evaluation, Design Concepts Division (A)
21098 IRE Control Ctr
Eagan, MN 55121

Contact: Rick Kenrick
612-888-9635
Fax: 612-888-9124
www.ire-itn.com
kenrick@ire-itn.com
Products/Services: 19,31,71,87,137

International Voice Messaging Systems, Inc. (IVM Systems) (A,C)
490 E 1000 N
North Salt Lake, UT 84054
Contact: Jerry K. Nerdin
801-292-8190
Fax: 801-292-8203
Products/Services: 32,39,87,107,108

International Voice Systems (D)
1925 Rt #27
Edison, NJ 08817
Contact: Jerry Mahoney
908-777-9600
Fax: 908-777-0330
www.arbon.com/ivs
jmahny@ibm.net
Products/Services:
32,39,87,99,107

InterVoice, Inc. (A)
17811 Waterview Pkwy
Dallas, TX 75252
Contact: John Cannon
214-454-8862
Fax: 214-454-8905
www.intervoice.com
jcannon@intervoice.com
Products/Services: 29,46,51,87,99

Interworks Systems, Inc.
1227 Old Walt Whitman Rd
Melville, NY 11747
Contact: Chet Bedell
516-424-9757
Fax: 516-424-9774
www.iworksys.com
mail@iworksys.com
Products/Services: 7,11,12-ISDN
Cards,19,22

ISI - InfoBase Services, Inc. (D)
5656 Corporate Way
West Palm Beach, FL 33407
Contact: Marty Bodelson
800-775-5898
Fax: 561-688-9410
www.ctiguys.com
sales@ctiguys.com
Products/Services: 29,43,45,51,71

IT Research, Inc. (A)
5912 W 35th St
Minneapolis, MN 55416
Contact: Wayne Kewitsch, Sr.
800-657-0110
Fax: 612-927-4230
72301.2313@compuserve.com
Products/Services:
38,45,46,51,135

ITC Media Conferencing (C)
4600 S Ulster St, 5th Fl
Denver, CO 80237
Contact: Dianne Budy
303-267-1272
Fax: 303-267-1287
www.itcmedia.com
dbudy@itcmedia.com
Products/Services:
81,84,96,102,103

ITI Logiciel (D)

4263 Christophe-Colomb
Montreal, Quebec
Canada H2J 3G2
Contact: Gilles Gagnon
514-835-3124
Fax: 514-835-4772
www.iti-logiciel.com
ggagnon@iti-logiciel.com
Products/Services: 42,43,84,87,107

ITS (A,C,D)

444 Brickell Ave, Ste 650
Miami, FL 33131
Contact: Emmil Lopez
800-800-7199
Fax: 305-374-8270
its@netrunner.net
Products/Services: 61,84,87,101-
Prepaid Internet,148

ITT Industries (D)

1919 W Cook Rd, PO Box 3700
Ft Wayne, IN 46801
Contact: Frank W. Smead
219-487-6321
Fax: 219-487-6126
speakerkey@itt.com
Products/Services: 30,39,41-
Speaker Verification,87,94-
Speaker Verification

IVR Systems Corporation (C)

3615 N 113 Ct, Ste 8
Omaha, NE 68164-2772
Contact: Mike Chafin
800-405-8642
Fax: 402-493-6474
www.radiks.net/ivrs
ivrs@radiks.net
Products/Services: 29,71,81,87,135

Iwatsu America (A)

430 Commerce Blvd
Carlstadt, NJ 07072
Contact: Michael Marchioni
800-955-8582
Fax: 201-935-7302
www.iwatsu.com
iwatsu@access.digex.net
Products/Services: 2,29,50,58,71

J

J.D. Hersey & Associates (C)

1685 Old Henderson Rd
Columbus, OH 43220
Contact: Jeffrey D. Hersey
614-459-4555
Fax: 614-459-4544
Products/Services: 140-Executive
Search

JABRA Corporation (A)

9191 Towne Centre Dr, Ste 330
San Diego, CA 92122
Contact: Sales Department
619-622-0764
Fax: 619-622-0353
www.jabra.com
Products/Services: 13,29,65,99,108

JBGL Technological Innovation Group Inc., The (D)

323 Henri Bourassa W, Ste 100
Montreal, Quebec, Canada H3L 1N8

SEE OUR
INDEX
ON PAGE 55

Contact: James Thibault
514-856-9090
Fax: 514-856-6124
Products/Services: 29,41-Music &
Message On-Hold System
Software,53,71

Jetstream Communications Inc (A)

1054 S De Anza Blvd, Ste 110
San Jose, CA 95129
Contact: Marc Cooper
408-777-4324
Fax: 408-777-4343
www.jetstream.com
sales@jetstream.com
Products/Services: 55-Single
Number Find/Routing,62-Personal
PBX,69,71,74,76

JG/Pack & Co. (B)

9 Merlot Ct, Ste 100
Marlton, NJ 08053
Contact: James Giannone
609-988-6997
Fax: 609-988-6905
Products/Services: 46,50,51,87,129

K

KAAAS Com, Inc. (B)

801 W Kearney, Ste 102
Mesquite, TX 75149
Contact: Karl Hall
214-285-9415
Fax: 214-285-9415
www.intur.net/kaaascom
kaaascom@intur.net
Products/Services: 64,65,78,102

KABA Audio Productions (A)

24 Commercial Blvd
Novato, CA 94949
Contact: Lauraine M. Bacon
415-883-5041
Fax: 415-883-5222
Products/Services: 150

Kalglo Electronics Co., Inc. (A)

5911 Colony Dr
Bethlehem, PA 18017-9348
Contact: Charles F. Kerchner, Jr., P.E.
610-837-0700
Fax: 610-837-7978
www.kalglo.com
kalglo@kalglo.com
Products/Services: 21,25-Surge
Protectors

Kalman Technologies Inc. (D)

700-1190 Melville St.
Vancouver, British Columbia
V6E 3W1
Contact: David Smith
604-684-3118
Fax: 604-684-2324
www.interfaceweb.com/kalman/index.htm
daves@kalman.com
Products/Services: 29,39,81,87,107

KGP Telecommunications (B)

2501 Morristown Blvd
Faribault, MN 55021
Contact: Frank Roe
800-724-0007
Fax: 716-429-1275
kgptel.com
Products/Services: 63,64,65,78,93

Kizan Telephony Group, Inc. (B,D)

9400 Williamsburg Plaza, Ste 310
Louisville, KY 40222
Contact: Joe Leist
502-426-6374
Fax: 502-427-7708
kizan.com
joel@kizan.com
Products/Services: 40,46,49,84,87

KLF...at Your Service (B)

5520 W 76th St
Indianapolis, IN 46268-5109
Contact: Donald F. Barrett
317-876-6586
Fax: 317-471-6717
klf-inc.com/klf
dbarrett@klf-inc.com
Products/Services: 53,74,76,77,102

Know IT!, Inc (D)

84 Rowe St
Newton, MA 01266
Contact: Michael Bergman
800-576-9537
Fax: 617-969-7906
Products/Services: 36,38,46,71,75

Konexx (A)

5550 Oberlin Dr
San Diego, CA 92121
Contact: Larry Kettler
619-622-1400
Fax: 619-550-7330
www.konexx.com
lkettler@konexx.com
Products/Services: 5,17,71,102

Konica Business Machines U.S.A., Inc. (A)

500 Day Hill Rd
Windsor, CT 06095
Contact: C. L. Tyler
800-456-6422
Fax: 860-285-7617
Products/Services: 24,82

Koss (A)

4129 N Port Washington Rd
Milwaukee, WI 53212
414-964-5000
Fax: 414-964-8615
www.koss.com
Products/Services: 13,54,65

Kramer & Associates (C)

8044 Montgomery Rd, Ste 227W
Cincinnati, OH 45236
Contact: Lyn Kramer
513-792-5700
Fax: 513-792-5709
www.kramerandassociates.com
Products/Services: 135

L

Lanier Worldwide, Inc. (B)

2300 Parklake Dr
Atlanta, GA 30345

Contact: Rod Reed
770-496-9500
Fax: 770-621-1062
www.lanier.com
rreed@lanier.com
Products/Services: 12-Recording
Systems,39,108,117

Latitude Communications (A)

2121 Tasman Dr
Santa Clara, CA 95054
Contact: Joe McFadden
408-988-7203
www.latitude.com
info@latitude.com
Products/Services: 102

Lava Computer Mfg Inc. (A)

28A Dansk Ct
Rexdale, Ontario, Ontario M9W 5V8
Contact: Bradley Cook
416-674-5942
Fax: 416-674-8262
www.lavalink.com
sales@lavalink.com
Products/Services: 12-I/O
Boards,71,74

Lazer Telecommunications, Inc. (B)

38 Beta Ct, Ste B-4
San Ramon, CA 94583
Contact: Keith Horton
510-831-0302
Fax: 510-831-8214
lazercom@ix.netcom.com
Products/Services:
57,58,59,60,63,77

LDDS WorldCom (C)

515 East Amite St
Jackson, MS 39201-2702
601-360-8600
www.wcom.com
Products/Services: 32,41-Billing
Software,81,132,134-IXC

Lernout & Hauspie Speech Products (D)

20 Mall Road
Burlington, MA 01803
Contact: Renee Keel
617-238-0960
Fax: 617-238-0986
www.lhs.com
rkeel@lhs.com
Products/Services: 90,91,92,94-
Digital Speech Compression

LHS Communications Systems, Inc. (D)

400 Perimeter Center Terr
Ste 575
Atlanta, GA 30346
Contact: John Bartkus
770-671-9777
Fax: 770-671-9791
www.lhs.de
jbartkus@lhscomm.com
Products/Services: 29,39,46,49

Liebert Corporation (A)

1050 Dearborn Drive
Columbus, OH 43229
Contact: Richard Pulse
614-888-0246
Fax: 614-841-6022
www.liebert.com
upstech@liebert.com
Products/Services: 21,22,79-
Enclosures



ALPHABETICAL LISTINGS

Light Industries (D)
8223 Cloverleaf Dr, Ste 100
Millersville, MD 21108
Contact: Rebecca Whalen
410-987-5914
Fax: 410-987-3363
www.webprospector
rwhalen@lightind.com
Products/Services: 36

Linkon Corporation (A)
140 Sherman St
Fairfield, CT 06430
Contact: Patrick Kane
203-319-3123
Fax: 203-319-3150
www.linkon.com
pkane@linkon.com
Products/Services: 1,2,3,4,5

Logica Inc. (C)
32 Hartwell Ave
Lexington, MA 02173
Contact: Eithne Egan
617-476-8000
Fax: 617-476-8010
www.logica.com
egane@logica.com
Products/Services: 71,135,139,142

Logical Operations (D)
500 Canal View Blvd
Rochester, NY 14623
Contact: Sales Department
800-667-2581
Fax: 716-240-7790
logicalops.com
losinfo@zd.com
Products/Services: 34

Logiccode Technology, Inc. (A)
1380 Flynn Rd
Camarillo, CA 93012
Contact: Susan Laury
805-383-2564
Fax: 805-383-2508
www.logiccode.com
logiccode@aol.com
Products/Services: 3,5,89,107,108

Logicom, Inc. (D)
23-00 Route 208
Fair Lawn, NJ 07410
Contact: Val Gurovich
201-703-1188
Fax: 201-703-1830
logicom@panix.com
Products/Services: 3,29,34,39,87

■ **Lucent Technologies, Call Center Solutions (A, D)**
211 Mt Airy Rd
Basking Ridge, NJ 07920
800-325-7466
Fax: 908-953-6404
www.lucent.com
passageway@att.com
Products/Services: 37,50,58,87,96

■ **Lucent Technologies, Computer Telephony Integration (A)**
211 Mt Airy Rd
Basking Ridge, NJ 07920
800-325-7466
Fax: 908-953-2486
www.lucent.com
passageway@attmail.com
Products/Services: 28,29,34,35,71

■ **Lucent Technologies, Multimedia Messaging & Response (A)**
211 Mt Airy Rd
Basking Ridge, NJ 07920
Contact: Art Schoeller
908-953-8604
www.lucent.com
aschoell@attmail.com
Products/Services: 87,102,106,107,108

Lysis Corporation (D)
740 W Peachtree St
Atlanta, GA 30308
Contact: Joe Cox
404-892-3301
Fax: 404-892-3313
www.lysis.com
jcox@lysis.com
Products/Services: 34



MacroTel International Corporation (A)
6001 Park of Commerce Blvd
Boca Raton, FL 33487
Contact: Jose Ferrer
407-997-5500
Fax: 407-997-9922
macrotel.com
jferrer@macrotel.com
Products/Services: 57,58,71,106,107

Magic Solutions (D)
10 Forest Ave
Paramus, NJ 07652
Contact: Sales Department
201-587-1515
Fax: 201-587-8005
www.magicrx.com
info@magicrx.com
Products/Services: 29,34,37,40

Magnasync/Moviola Corporation (B)
1135 North Mansfield Ave
Hollywood, CA 90038
Contact: Richard Haak
213-962-0382
Fax: 213-962-8303
Products/Services: 41-Monitoring & Recorded Voice Playback Software,66,139,144

Magnus Technologies Corporation (D)
4 Barranca Way
Laguna Niguel, CA 92677-3303
Contact: Stephen Mauro
714-363-9438
Fax: 714-499-0924
Products/Services: 55-Internet Message Routing,87,99,106,139

Mailer's Software
970 Calle Negocio
San Clemente, CA 92673-6201
Contact: Sales Department
714-492-7000
Fax: 714-498-8312
www.800mail.com
william@800mail.com
Products/Services: 36,125

Majestic Electronics Ltd (B)
1800 Buzze Hwy

Desplaines, IL 60016
Contact: Mark Pawlowski
800-433-9870
Fax: 847-299-6515
Products/Services: 57,65,82,107

Marc X (B)
127 E Main St
Woodstock, GA 30188
Contact: Gary Klingler
770-591-7065
Fax: 770-591-8504
102416.1044@compuserve.com
Products/Services: 33,34,36,38,81

March Ten, Inc. (A)
7654 Executive Dr
Eden Prairie, MN 55344
Contact: Melissa Walth
800-644-1482
Fax: 612-949-1030
Products/Services: 65,71

Market Power, Inc. (D)
101 Providence Mine Rd, #104
Nevada City, CA 95959
Contact: Carey Holladay
916-265-5000
Fax: 916-265-5171
www.mpinet.com
Products/Services: 36,40



Marketing Information Systems, Inc. (D)
1840 Oak Ave, Ste 400
Evanston, IL 60201
Contact: Sales Department
847-491-3885
Fax: 847-491-0682
www.msmsys.com
jfkened@msmsys.com
Products/Services: 36,38,71

Marketing Messages (C)
72 Rowe Street
Newton, MA 02166
Contact: Richard M. Snider
617-527-3023
Fax: 617-527-3728
www.marketingmessages.com
Products/Services: 39,87,109-Voice Prompts,138

Marketing Technologies Group (B)
55 Broad St, 10th Fl.
New York, NY 10004
Contact: Robert Rothschild
212-824-2900
Fax: 212-824-4929
73172.1434@compuserve.com
Products/Services: 29,36,38,45,87

Marktrieve Company (D)
50 Nashua Rd, Ste 108
Londonderry, NH 03053
Contact: Alyson Bruu
800-234-6587
Fax: 603-425-2450
Products/Services: 27,34,36,38

MarTel Group Inc., The (D)
4226 Kansas Ave
Kansas City, KS 66106

Contact: Sheree Nelson
913-321-6100
Fax: 913-321-0303
Products/Services: 36,38,45,46

MasterMind Technologies, Inc. (D)
1005 N Glebe Rd, Ste 605
Arlington, VA 22201-4751
Contact: David Lowenstein
703-276-9300
Fax: 703-276-9301
www.mastermind-tech.com
dlowenst@mastermind-tech.com
Products/Services: 29,32,39,42,87

Matsch Systems (B,D)
911 N Division Ave
Grand Rapids, MI 49503
Contact: Robert Matthews
616-459-0782
Fax: 616-459-3609
www.matsch.com
bob@matsch.com
Products/Services: 27,34,40,87,118

Maxbase, Inc. (A)
668 American Legion Dr
Teaneck, NJ 07666
Contact: Sales Department
201-836-6300
Fax: 201-836-0565
users.aol.com/maxshare
maxshare@aol.com
Products/Services: 5,56,57,58,76

Maximizer Technologies, Inc. (D)
1909 W Pender St, 9th Fl
Vancouver, British Columbia
V6E 2N7
Contact: Terry Power
604-601-8000
Fax: 604-601-8188
www.maximizer.com
tjp@maximizer.com
Products/Services: 36

MaxQ Technologies, Inc. (D)
565 WillowBrook Office Park
Fairport, NY 14450
Contact: Diane C. Lipa
716-389-1500
Fax: 716-385-4032
www.maxq.com
dlippa@maxq.com
Products/Services: 29,40,43,106,107

Maxxar Corporation (A)
23800 Industrial Park Dr
Farmington Hills, MI 48335-2871
Contact: Max Bishop
810-615-1414
Fax: 810-616-4499
marketing@maxxar.com
Products/Services: 42,71,87,91,108

MCI (C)
6 Concourse Pkwy
Atlanta, GA 30328
Contact: Doug Tavolacci
770-677-1126
Fax: 770-677-1123
www.mci.com
mci@mail@3667338
Products/Services: 71,87,99,127,135

MCN (C,D)
High Ground, Jubilee Rd
Finchampstead, United Kingdom
Contact: Robert Dombkowski
441189732727
Fax: 441189735515
Products/Services: 73,85,102,132,148

LUCENT 4/C



MDW Communications (B,D)
1809 Black Rock Turnpike
Fairfield, CT 06430
Contact: Robert Alicea
203-384-1800
Fax: 203-384-1809
Products/Services: 58,63,71,103,136

MEANS/Polaris Telcom (C)
10300 Sixth Avenue N
Plymouth, MN 55441
Contact: Julie Beaton
612-230-4400
Fax: 612-230-4224
www.polaristel.net
info@polaristel.net
Products/Services:
81,84,87,103,109-Group Voice
Messaging

Media Express Telemarketing Corp. (C)
Ste-Catherine West
Montreal, Quebec, Canada
H3B 1H4
Contact: Claude Cohen
800-563-6655
Fax: 514-876-8746
mediaex@cam.org
Products/Services:
117,135,151,154-Training
Programs/Sessions/Workshops

Mediaphonics SA (A)
114, allée des Champs-Elysees
Evry Courcouronnes, France
F-21080
Contact: T. Cossavella
33-169474420
Fax: 33-169474439
mediaphonics.com
Products/Services: 2,3,4,5,12-
Telephony Boards

MediaSoft Telecom Inc. (D)
8600 Decarle Blvd, Ste 215
Montreal, Quebec, BC H4P 2N2
Contact: Gabor Barta
514-731-3838
Fax: 514-731-3833
www.mediasoft.ca
gibarta@mediasoft.ca
Products/Services: 29,39,42,43,87

Mediaway Inc (D)
Rte 242
Montgomery Center, VT 05471
Contact: L McMinn
802-326-4215
Fax: 802-326-4488
Products/Services: 41-Remote
Support & Training, 99,100,
103,139

Mediawerks (C)
1400 Homer Rd
Winona, MN 55987
Contact: Susan Rollins
507-454-1400
Fax: 507-454-1402
www.luminet.net/~mwerks/
mwerks@luminet.net
Products/Services:
135,141,142,150,153

Melita International (A,D)
5051 Peachtree Corners Circle
Norcross, GA 30092
Contact: Steve F. Dmetruk
770-409-4405
Fax: 770-409-4725

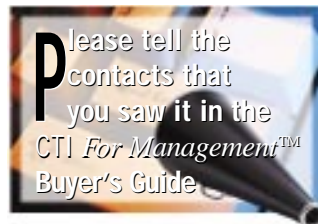
sdmetruk@melita.com
Products/Services: 7,29,46,51,71,139

Mer Communication Systems, Inc. (A)
420 5th Ave
New York, NY 10018
Contact: Doris Schwartzblat
212-719-5959
Fax: 212-719-4588
www.tabsbymer.com
103171.11@compuserve.com
Products/Services: 27,117,118

Merchant Services, Inc. (D)
13570 Grove Dr
Maple Grove, MN 55311
Contact: John Eliason
612-425-9039
Fax: 612-425-1502
Products/Services: 147

Mercury Marketing (B)
River Rd
Fairlawn, NJ 07410
Contact: Lisa
201-796-5552
Fax: 201-796-2250
Products/Services: 36,38,41-
Contact Mgmt Software,45,148

Merge Technologies Group (A)
211 Gateway Rd W, Ste 201
Napa, CA 94558
Contact: Tom Joseph
707-252-6686
Fax: 707-752-6687
www.napanet.net/merge
merge@napanet.net
Products/Services: 74



Metrix, Inc. (D)
20975 Swenson Dr
Waukesha, WI 53186
Contact: Matt Krueger
414-798-8560
Fax: 414-798-8562
www.metrix-inc.com
info@metrix-inc.com
Products/Services: 34,40,41-
Depot Repair Contracts,55-Field
Dispatch,115-Remote Field
Service,143

Metroline Inc. (B)
1845 Oak St, Ste 14
Northfield, IL 60062
Contact: Eric Kettelhut
847-441-5405
Fax: 847-441-5483
Products/Services: 63,77

Metromail Corporation (C)
One E 22nd St, One Imperial Pl
Lombard, IL 60148
Contact: Jela Trivunovic
800-927-2238
Fax: 708-916-1336
Products/Services:
28,123,124,128

MFD Headsets & Radio Systems (A,B,C)
128 Latch Dr
San Antonio, TX 78213
Contact: Judy Hendrix
210-736-4161
Fax: 210-736-0314
cmsmfd@txdirect.net
Products/Services:
63,64,65,66,67-Two-Way Radio &
Wireless Systems

MGV America, Inc. (D)
900 Ridgefield Dr, Ste 130
Raleigh, NC 27609
Contact: James Healey
800-849-6482
Fax: 919-790-8214
jhealey@mgv.com
Products/Services: 34,122-
Outsourced Help Desk Service

MICOM Communications Corp. (A)
4100 Los Angeles Ave
Simi Valley, CA 93063
Contact: Sharon Porter
805-583-8600
Fax: 805-583-1997
www.micom.com
sporter@micom.com
Products/Services: 12-Data/Voice
Routers&Multiplexers,41-G.729-
Quality Voice,75,89,93

Micro-Tel, Inc. (A)
3700 Holcomb Bridge Rd
Norcross, GA 30092
Contact: Paula Cady
800-622-2285
Fax: 770-263-0602
microcall.com
sales@microcall.com
Products/Services: 27,118

MicroAutomation, Inc. (D)
8201 Greensboro Dr, #611
McLean, VA 22102
Contact: Dennis Aanderud
703-847-9865
Fax: 703-847-9870
daanderud@microaut.com
Products/Services: 12-OEM
Remarketer,29,46,71,87

MicroKnowledge (D)
200 Cordwainer Dr
Norwell, MA 02061
Contact: Norman Platt
617-871-6624
Fax: 617-871-2454
sales@mk1.com
Products/Services: 15,29,84,87,92

Micronique, Inc. (B,C,D)
2070 Business Center Dr, #160
Irvine, CA 92715
Contact: Mark Ives
714-955-0616
Fax: 714-955-2851
72630,2227@compuserve.com
Products/Services: 29,32,33,34,36

Microsoft Corp. (A)
One Microsoft Way
Redmond, WA 98052
Contact: Mark Lee
206-882-8080
Fax: 206-936-7329
www.microsoft.com
marklee@microsoft.com
Products/Services: 31,39,43

Microsystems Software, Inc. (D)
600 Worcester Rd
Framingham, MA 01701
Contact: Sales Department
800-489-2001
Fax: 508-626-8515
www.microsys.com
info@microsys.com
Products/Services: 33,41-Adaptive
Access Software,101-Internet
Filtering Software

Midwest Teletron Inc. (E)
5208 Mayview Rd
Minnetonka, MN 55345
Contact: Doug Kurkowski
800-827-9715
Fax: 612-932-7264
Products/Services: 64,65

Milkyway Networks Corporation (D)
4655 Old Ironsides Dr, Ste 490
Santa Clara, CA 95054
Contact: David Della-Maggiore
408-566-0800
Fax: 408-566-8010
www.milkyway.com
info@milkyway.com
Products/Services: 100,101-
Internet Security

Mitel Corporation (A,C,D)
350 Legget Dr, PO Box 13089
Kanata, Ontario, Canada K2K 1X3
613-592-2122
Fax: 613-592-4784
www.mitel.com
pbxcti@mitel.com
Products/Services:
29,33,34,43,48,58,71

MKS Marketing Inc. (C)
736 S 153rd Circle
Omaha, NE 68154
Contact: Jerry Schoemann
800-544-8989
Fax: 402-333-9810
Products/Services: 84,135,148

Molloy Group (D)
Four Century Dr
Parsippany, NJ 07054
Contact: Peter Dorfman
201-540-1212
Fax: 201-292-9407
www.molloy.com
marketng@molloy.com
Products/Services: 34,37

MOSCOM Corporation (A,D)
3750 Monroe Ave
Pittsford, NY 14534
Contact: Gerry Henderson
716-383-6831
Products/Services: 8,27,30,39,70

Mountain Systems, Inc. (D)
153 Mimosa St
Grundy, VA 24614
Contact: David Bevins
540-935-2275
Fax: 540-935-5613
www.mtnsys.com
msi@naxs.com
Products/Services: 27,29,39,41-
Caller ID Apps,107

Mr. Headset, Inc. (B)
35606 Calla Ct
Lansburg, FL 34788
Contact: Jim Powell

352-483-2660
 Fax: 352-483-3666
 Products/Services: 64,65,66,67-
 Headset Rentals

MSDC Enterprises (North America) Inc. (B)
 1597 Golf Club Dr
 Delta, British Columbia V4M 4E6
 Contact: Edward Liao
 604-943-8578
 Fax: 604-943-8192
 Products/Services: 48,53,66,69,136

Multi-Tech Systems, Inc. (A)
 2205 Woodale Dr
 Mounds View, MN 55112
 Contact: Sales Department
 612-785-3500
 Fax: 612-785-9874
 www.multitech.com
 mtssales@multitech.com
 Products/Services: 5,74,85,89,113

MultiLink (A)
 6 Riverside Dr
 Andover, MA 01810
 Contact: Maria Tricca
 508-691-2100
 Fax: 508-691-2190
 www.multilink.com
 mtricca@multilink.com
 Products/Services: 102,103

Mustard Research Ltd. (B)
 14 Osprey Dr

Seymour, CT 06483
 Contact: Dave Marsh
 203-732-3611
 Fax: 203-732-3910
 www.mustard-research.com
 dave@mrl.u-net.com
 Products/Services: 41-Secure PC
 Access,109-Secure E-Mail
 Systems,135,149-Secure Funds
 Transfer Gateways



N-SOFT (D)
 36-40 rue Pierre Larousse
 Paris, France 75005
 33-145407373
 Fax: 33-145409413
 www.n-soft.com
 nsoft@n-soft.com
 Products/Services:
 29,42,43,87,102

Nabnasset Corporation (D)
 15 Craig Rd
 Acton, MA 01720
 Contact: Carol Wennerstrand
 508-787-2800
 Fax: 508-787-2834
 74407.1013@compuserve.com
 Products/Services: 29,34,36,37,40

NACT (A)
 382 E 720 S
 Orem, UT 84058
 Contact: Ben Winnie
 801-225-6248
 Fax: 801-222-8456
 Products/Services: 61,62-Prepaid
 Switching Equipment,68,73

Nady Systems, Inc. (A)
 6701 Bay St
 Emeryville, CA 94608
 Contact: Cora Racher
 510-652-2411
 Fax: 510-652-5075
 www.nadywireless.com
 Products/Services: 65

National Calling Plan Inc (NCP) (B)
 23 Spring St
 Ossining, NY 10562
 Contact: Russell Markman
 914-762-6800
 Fax: 914-762-7356
 Products/Services:
 110,127,129,131,132

National Instruments (A)
 6504 Bridge Point Pkwy
 Austin, TX 78730
 512-794-0100
 Fax: 512-794-8411
 www.natinst.com
 Products/Services: 4,13,30,41-
 Test Software Data Acquisition/
 Analysis, Signal Analysis,43

Natural MicroSystems (A)
 8 Erie Dr
 Natick, MA 01760
 Contact: Patrick Fetterman
 508-650-1300
 Fax: 508-650-1350
 www.nmss.com
 patrick_fetterman@nmss.com
 Products/Services: 3,43,61,87,106

NCR Corporation (A,C)
 1700 S Patterson Blvd
 Dayton, OH 45479
 800-225-5627
 www.ncr.com
 Products/Services: 16,18,29,135,139

NEC America, Inc. (A)
 1555 W Walnut Hill Ln
 Irving, TX 75038
 Contact: Roger Rains
 800-TEAM-NEC
 Fax: 214-518-4441
 www.nec.com
 Products/Services: 57,58,71,102,103

Net Xchange Communications (D)
 225 Bush St, #1625
 San Francisco, CA 94104
 Contact: David Blumberg
 415-346-4131
 Fax: 415-346-2430
 www.ntxc.com
 david@ntxc.com
 Products/Services: 95,100,101-
 Internet Software



Netaccess, Inc. (A)
18 Kerwaydin Dr
Salem, NH 03079
Contact: Richard Sterry
603-898-1800
Fax: 603-894-4545
www.xircom.com
dick_sterry@xircom.com
Products/Services: 5,12-
ISDN,74,113

NetCount LLC (C)
1645 N Vine St
Los Angeles, CA 90028
Contact: Yvette Herrera
213-848-5700
Fax: 213-848-5750
www.netcount.com
yherrera@netcount.com
Products/Services: 143-Web Site
Traffic Measurement

NetPhone Inc (A)
313 Boston Post Rd W
Marlborough, MA 01792
Contact: Charlie Mooney
508-787-1000
Fax: 508-787-1030
www.netphone.com
info@netphone.com
Products/Services: 29,59,60,71,75

NetPhonic Communications, Inc. (D)
1580 W El Camino Rd, Ste 8

Mountain View, CA 94040
Contact: Cindi Shandera
415-962-1111
Fax: 415-962-1370
www.netphonic.com
cindi@netphonic.com
Products/Services: 29,34,86-Voice
Browser,87,99

NetSpeak Corporation (D)
902 Clint Moore Rd, Ste 104
Boca Raton, FL 33487
Contact: Robin Rednor
407-997-4001
Fax: 407-997-2401
www.netspeak.com
robin@netspeak.com
Products/Services: 29,34,39,49,99

Networking Dynamics Corp. (D)
101 N Garden Ave, Ste 220
Clearwater, FL 34615
Contact: Larry Marshall
800-275-6321
Fax: 813-446-4511
Products/Services: 32,34,85

New Horizons Development Group, Inc. (D)
324 Willowbrook Ln
West Chester, PA 19382
Contact: Bruce Koepcke
610-692-5999
Fax: 610-429-9691
www.nhdg.com

SEE OUR INDEX ON PAGE 55

mupinfo@nhdg.com
Products/Services: 36

NewVoice Inc. (A)
1893 Preston White Dr, Ste 120
Reston, VA 22191-5449
Contact: Paul Winders
703-648-0585
Fax: 703-648-9430
newvoice@planetcom.com
Products/Services: 2,61,69,71,108

NICE Systems Inc. (A)
150 Broadway, Ste 1200
New York, NY 10038
Contact: Ted Mooney
212-267-3545
Fax: 212-267-3669
www.nice.com
marketing@nice.com
Products/Services: 29,66,71

Nicollet Technologies, Inc. (A)
7901 12th Ave S
Bloomington, MN 55425
Contact: Brian Follett
612-854-3336
Fax: 612-854-5774
74034,1476@compuserve.com
Products/Services: 69,79-DID and
E+M Interfaces

Nitsuko America (A)
4 Forest Pkwy
Shelton, CT 06484
Contact: Erin Bukoski
800-365-1928
Fax: 203-926-5458
Products/Services: 48,50,57,58,81

Noble Systems Corp. (A)
4151 Ashford Dunwoody Rd
Atlanta, GA 30319
Contact: Jim Noble
800-933-6726
Fax: 404-851-1421
Products/Services:
38,46,51,71,89

North Coast Logic, Inc. (D)
4100 Holiday St
Canton, OH 44718-2532
Contact: Jonathan Breger
330-492-4499
Fax: 330-492-4489
jrb@incg.com
Products/Services:
27,87,97,99,107

Northern Telecom (Nortel) (A)
PO Box 833858
Richardson, TX 75083
Contact: Information Center
800-466-7835
Fax: 800-598-6726
www.nortel.com
rich_smic@nt.com
Products/Services:
43,48,50,58,71,87

Nova CTI (D)
30 Yorkbrook Rd
Canton, MA 02021
617-821-0989
Fax: 617-821-0688
Products/Services: 29,37,40,49,54

Novell (A)
2180 Fortune Dr
San Jose, CA 95131
408-434-2300
Fax: 408-577-5850
telephony.novell.com
telephony_services@novell.com
Products/Services: 71,75,87,121

Nuntius Corporation (D)
8045 Big Bend Blvd, Ste 110
St. Louis, MO 63119
Contact: Richard Shockey
314-968-1009
Fax: 314-968-3163
rschockey@ix.netcom.com
Products/Services: 39,80,81,83,84



Octel Communications Corporation (A)
1001 Murphy Ranch Road
Milpitas, CA 95035
Contact: Octel Telesales
800-444-5590
Fax: 408-324-3254
www.octel.com
Products/Services: 32,39,87,106,107

Omega Systems
3301 Sunrise Blvd, Ste D
Rancho Cordova, CA 95742
Contact: Dale Waldo
800-556-6342
Fax: 916-635-7497
Products/Services: 46

Omnia Group Incorporated, The (C)
601 South Blvd
Tampa, FL 33606
Contact: Mary R. Austen
813-254-9449
Fax: 813-254-8558
www.omniagroup.com
omnia@omniagroup.com
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Selection Tools,154-Training
Managers

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Contact: William E. Jones
860-928-0377
Fax: 860-928-0377
Products/Services: 66

Omnitrend (D)
15 Winchester Ct
Farmington, CT 06032-3423
Contact: Thomas Carbone
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Seattle, WA 98109
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206-624-4985
Fax: 206-624-5610
swelch@omnitronix.com
Products/Services: 25-SMDR
Buffers

Omtool (D)

8A Industrial Way
Salem, NH 03079
Contact: Craig Randall
603-898-8900
Fax: 603-890-6756
www.omtool.com
randall@omtool.com
Products/Services: 32,81,85,106

On Hold Productions/Creative Audio Enterprises, Inc. (C)

266 Harristown Rd, Ste 203
Glen Rock, NJ 07452
Contact: Harvey Edelman
201-444-6488
Fax: 201-445-4653
www.holdcom.com
harvey@qnn.com
Products/Services: 138

On-Hold Agency Inc., The (C)

339 Circle Freeway Dr
Cincinnati, OH 45246-1207
Contact: Jane FitzGerald
800-688-8944
Fax: 513-881-6511
www2.cinbus.com/cinbus/on-hold
on-hold@cinbus.com
Products/Services: 138,150

OneWave, Inc. (D)

One Arsenal Marketplace
Watertown, MA
Contact: Jennifer Marshall
617-923-6500
Fax: 617-923-6563
www.onewave.com
Products/Services: 40,43,96,100,135

Ontario Systems Corporation (D)

1150 W Kilgore Ave
Muncie, IN 47305
Contact: Jeff Imel
800-283-3227
Fax: 317-751-7198
www.ontario.com
jsi@ontario.com
Products/Services: 46,51,100,142

ONYX Software Corporation (D)

330 120th Ave NE, Ste 210
Bellevue, WA 98005
Contact: Leslie Kim
206-451-8060
Fax: 206-451-8277
www.onyxcorp.com
lesliek@onyxcorp.com
Products/Services: 33,34,36,40

Open Development (D)

315 Norwood Park S
Norwood, MA 02062
Contact: Kathy Ringer
617-440-5000
Fax: 617-440-5100
www.opendev.com

kringer@opendev.com
Products/Services: 29,41-Call
Processing Software,47-Enhanced
Services Platforms & Apps.,139,148

Open Text Corporation (D)

180 Columbia St W
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N2L 3L3
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519-888-7111
Fax: 519-888-0677
www.opentext.com
info@opentext.com
Products/Services: 100,101-
Internet Client Software,113,142

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Des Moines, IA 50309
Contact: Deb Bracewell
800-395-0209
Fax: 515-284-5147
www.opis.com
dbrace@opis.com
Products/Services: 34

Optima Technologies, Inc. (D)

2110 Newmarket Pkwy, Ste 104
Marietta, GA 30067
Contact: Scott Dios
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Fax: 770-951-1161
www.optima-tech.com
sdios@aol.com
Products/Services: 33,36,40,42

ORA Electronics (A)

9410 Owensmouth Ave
Chatsworth, CA 91311
Contact: Elaine Murphy
818-772-4433
Fax: 818-718-8626
www.orausa.com
orapr@orausa.com
Products/Services: 13,25-Cable
Assemblies,69,71,80

Orion Telecom Inc (D)

1925 E Beltline Rd, Ste 405
Carrollton, TX 75006
Contact: Sales Department
214-416-3720
Fax: 214-416-4141
sales@voicefx.com
Products/Services: 29,39,48,81,83

Overland Data (A)

8975 Balboa Ave
San Diego, CA 92123-1599
Contact: Rebecca Amroian
619-571-5555
Fax: 619-571-3664
www.ovrland.com/odisales
odisales@ovrland.com
Products/Services: 25-Tape Drives



P-STAT, Inc (D)

230 Lambertville-Hopewell Rd
Hopewell, NJ 08525-2809
Contact: D. E. Buhler
609-466-9200
Fax: 609-466-1688
www.pstat.com
sales@pstat.com
Products/Services: 36

PaceCom Technologies, Inc. (D)

7268 William Roger Rd
Indianola, WA 98342
Contact: Karen Davis
800-346-1336
Fax: 360-598-5777
Products/Services: 40,41-
Historical Reporting
Software,49,54

Pacific Telephony Design (B)

140 Gardenside Dr, Ste 101
San Francisco, CA 94131
Contact: Brian McConnell
415-647-9911
Fax: 415-647-9912
www.phonezone.com
brian@phonezone.com
Products/Services: 19,43

PAGE TeleCOMPUTING, Inc. (D)

1561 S Congress Ave, Box 233
Delray Beach, FL 33445
Contact: Paul B. Baron
561-279-0340
Fax: 561-279-0187
www.page-tel.com
pbaron@page-tel.com
Products/Services: 29,35,36,38,45



Panamax (A)

150 Mitchell Blvd
San Rafael, CA 94903
Contact: Chris Ducey
415-499-3900
Fax: 415-472-5540
www.panamax.com/panamax
Products/Services: 21,25-Surge
Protectors

Panasonic Information & Communications Company (A)

Two Panasonic Way, 7B-3
Secaucus, NJ 07094
Contact: Edward Caliendo
201-392-4220
Fax: 201-392-4738
edoshon@aol.com
Products/Services: 57,58,69,71

Paradigm Technologies (B)

3119 Central Park W Dr, Ste G
Toledo, OH 43617-1083
Contact: Todd S. Herzog
419-843-7878
Fax: 419-843-7299
Products/Services:
29,75,87,106,107

Parity Software (A)

One Harbor Dr, Ste 110
Sausalito, CA 94965
Contact: Jason Cigarran
415-332-5656
Fax: 415-332-5657
www.paritysw.com
jasonc@paritysw.com
Products/Services:
29,32,39,42,43

ParkerVision (A)

8493 Baymeadows Way
Jacksonville, FL 32256
Contact: Sales Department
904-737-1367
Fax: 904-731-0958
www.parkervision.com
Products/Services: 23,103

Parwan Electronics Corporation (D)

47 Gordons Corner Rd
Marlboro, NJ 07746
Contact: Suraj P. Tschand
908-536-7500
Fax: 908-536-1729
www.voicesaver.com
pec@skyweb.com
Products/Services: 26,45,85,88,107

PC Voice Inc (A)

19 E Central Ave
Paoli, PA 19301
610-251-9401
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76620.3634@compuserve.com
Products/Services: 25-Digital
Voice Recording

PCS Telecom, Inc. (A)

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Jupiter, FL 33477
Contact: Shelley Green
561-745-1688
Fax: 561-745-1169
www.pcstelecom.com
shelley@pcstelecom.com
Products/Services: 32,39,62-PC-
Based Switch,87,148

Pegasystems Inc. (D)

101 Main St
Cambridge, MA 02142-1590
Contact: Jack McAvoy
617-374-9600
Fax: 617-374-9620
www.pegasystems.com
pega@versal.com
Products/Services: 29,34,41-
Customer Service Workflow,49,51

People's Interface (D)

1722 First St
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Contact: Bruce Levin
847-266-9696
Fax: 847-266-9626
blevin@peoplesinterface.com
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Perigee Communications Inc. (B)

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Contact: Nick Schlee
612-378-4400
Fax: 612-378-4401
www.perigee.com
nschlee@perigee.com
Products/Services: 71,103,106,113,135

Perimeter Technology (A)

540 N Commercial St
Manchester, NH 03101-1146
Contact: Debbie Goff
800-645-1650
Fax: 603-645-1424
Products/Services: 40,49,54

Periphonics Corporation (A)

4000 Veterans Memorial Hwy
Bohemia, NY 11716
Contact: Karen L. Ferraro



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 www.peri.com
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 Stamford, CT 06901
 Contact: Frances Tischler
 203-356-7700
 Fax: 203-356-7900
 www.prohelpdesk.com
 info@prohelpdesk.com
 Products/Services: 34

Phillip Sherman & Associates (C)
 1128 N Harris Dr
 Mesa, AZ 85203
 Contact: Phillip A. Sherman
 602-890-9689
 Fax: 602-890-9689
 telecom313@aol.com
 Products/Services: 57,58,71,87,135

PHiTECH, Inc (D)
 345 California St, Ste 950
 San Francisco, CA 94104
 Contact: Hinda S. Gilbert
 415-677-8200
 Fax: 415-677-8222
 www.phitech.com
 hinda@phitech.com
 Products/Services: 35

Phone Masters (B)
 1022 S La Cienega Blvd
 Los Angeles, CA 90035
 Contact: A. J. Jafari
 310-289-0222
 Fax: 310-360-2075
 calis.net
 aj@calis.net
 Products/Services: 71,72,73,113,142

Phone Supplements Inc. (C)
 1247 N Tustin Ave
 Anaheim, CA 90255
 Contact: Peggy Farnfa
 714-632-3838
 Fax: 714-632-3803
 Products/Services: 63,64,102

Phonettix Intelcom Inc. (B,C,D)
 2 E Beaver Creek, Bldg 2
 Richmond Hill, Ontario L4B 2N3
 Contact: Jacques L'Africain
 905-707-1777
 Fax: 905-707-1015
 jaclaf.inforamp.net
 Products/Services: 29,32,39,40,46,87

Picture Phone Direct, Inc. (B)
 200 Commerce Dr
 Rochester, NY 14623
 Contact: Roland Kleitz
 716-334-9040
 Fax: 716-359-4999
 www.picturephone.com
 pp000231@interramp.com
 Products/Services: 23,103

Picture Talk, Inc. (D)
 4234 Hacienda Dr, Ste 200
 Pleasanton, CA 94588-2721
 510-467-5300



Fax: 510-467-5310
 www.picturetalk.com
 info@picturetalk.com
 Products/Services: 41-Visual
 Commun. Software,100,104-
 Data/Visual Conferencing

PIKA Technologies Inc. (A)
 155 Terence Matthews Crescent
 Kanata, Ontario, Canada
 K2M 2A8
 Contact: Rahul Virmani
 613-591-1555
 Fax: 613-591-1488
 www.pika.ca
 rahul.virmani@pika.ca
 Products/Services: 2,3,9,59,69,88

Pilot Network Services, Inc. (C)
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 Alameda, CA 94501
 Contact: Emma Rosen
 510-433-7800
 Fax: 510-433-7809
 www.pilot.net
 rosen@pilot.net
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 800-642-3539
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 Products/Services: 22,55-D-4
 Channel Banks,57,58,65

Plant Equipment, Inc. (A,D)
 28075 Diaz Road
 Temecula, CA 92540
 Contact: B. Fuller
 909-676-4802
 Fax: 909-676-9651
 www.peinc.com
 bfuller@peinc.com
 Products/Services: 69,71

Plantronics, Computer and Mobile System Division (A)
 345 Encinal St
 Santa Cruz, CA 95060-2132
 Contact: Genelle Stenton
 408-426-5868
 Fax: 408-458-0423
 www.plantronics.com
 genelle.stenton@plantronics.com
 Products/Services: 65

Plantronics, Inc. (A)
 345 Encinal St
 Santa Cruz, CA 95060
 Contact: Greg Ryan
 408-458-4401
 Fax: 408-425-8053
 www.plantronics.com
 Products/Services: 65

Please Hold Promotions (C)
 2323 W 14th St, Ste 409
 Tempe, AZ 85282
 Contact: Lori Herrera
 602-731-3426
 Fax: 602-731-3435
 Products/Services: 138

POINT Information Systems, Inc. (D)
 1100 Abernathy Rd, Bldg 500
 Ste 720
 Atlanta, GA 30328
 Contact: Monanita Ghosal
 770-551-1950
 Fax: 770-551-1949
 mg@pointatlanta.ccmil.com-
 puserve.com
 Products/Services: 34,36,38

Polaroid Corporation (A)
 1 Upland Road, N2-1K
 Norwood, MA 02062
 Contact: Customer Service
 800-225-2770
 Fax: 617-446-4600
 www.polaroid.com
 polarizer@polaroid.com
 Products/Services: 13

Polycom, Inc. (A)
 2584 Junction Ave
 San Jose, CA 95134
 Contact: Sales Department
 408-526-9000
 Fax: 408-526-9100
 www.polycom.com
 Products/Services: 102,104-Data
 Conferencing

Postalsoft, Inc. (D)
 4439 Mormon Coulee Rd
 La Crosse, WI 54601-8231
 Contact: Product Information
 800-831-6245
 Fax: 608-788-1188
 www.postalsoft.com
 prodinfo@postalsoft.com
 Products/Services: 41-Data
 Integrity,135

Pottsville Republican Newspaper, New Horizons Group (D)
 111 Mahantongo St
 Pottsville, PA 17901
 Contact: Sharon Smith
 717-628-6076
 Fax: 717-621-3308
 www.pottsville.com/infocon/
 sesmith@pottsville.infi.net
 Products/Services: 26,85,94-ISDN
 Data Exchange Software,135,142

Power Integrity Corporation (A)
 1834 Pembroke Rd
 Greensboro, NC 27408
 Contact: James T. Fesmire
 800-237-6260
 Fax: 910-379-1301
 Products/Services: 21,22

PowerHouse Productions (C)
 4221 W Alexis Rd
 Toledo, OH 43623
 Contact: Jerry Brown
 800-473-9004
 Fax: 419-473-6338
 www.powerhouseprod.com
 Products/Services: 55-Audio
 Productions For ACD Systems,94-
 Audio Prod For IVR Systems,150

Prairie Systems (C)
 2200 World Communications Dr
 Omaha, NE 68122
 Contact: Wendy Wiseman
 800-274-8914
 Fax: 800-274-8914
 www.prairiesys.com
 wiseman@synergy.net
 Products/Services: 81,84,102,106,148

Precision Systems, Inc. (D)
 11800 30th Ct N
 St. Petersburg, FL 33716
 Contact: Paula Burk
 813-572-9300
 Fax: 813-573-9193
 www.talkpsi.com
 pburk@talkpsi.com
 Products/Services: 2,7,29,35,39

PredictAbility PLUS, Inc. (D)
 Colonial Ct, Ste 3, 256 Great Rd
 Littleton, MA 01460-1916
 Contact: Gerald G. Abrahamson
 508-486-0962
 Fax: 508-486-0971
 paplus.com
 mail@paplus.com
 Products/Services: 36,38,46,51,116

Predictive Software Inc. (D)
 5047-A Backlick Rd
 Annandale, VA 22003
 Contact: Ron Tomasch
 800-418-9415
 Fax: 703-750-9340
 psisales@erols.com
 Products/Services: 29,38,45,46,100

Predictive Solutions, Inc. (C)
 128 Kings Mill Dr
 Fredericksburg, VA 22401
 Contact: Alex Luciani
 540-373-6630
 Fax: 540-373-8503
 psiserv@erols.com
 Products/Services: 46,51,52,101-
 Internet Customer Software,123

Premenos Corp. (D)
 1000 Burnett Ave
 Concord, CA 94520
 Contact: Lori Aldus
 800-571-4334
 Fax: 510-688-3096
 www.premenos.com
 loria@premenos.com
 Products/Services: 41-EDI,99

Princeton Management Resources, Inc. (C)
 101 College Rd E
 Princeton, NJ 08540
 Contact: Eileen Esposito
 609-275-6700
 Fax: 609-275-5757
 Products/Services: 117,135

Priority Call Management (A)
226 Lowell Street
Wilmington, MA 01887
Contact: Mary Sullivan
508-694-2579
Fax: 508-694-2579
www.prioritycall.com
sullivan@prioritycall.com
Products/Services: 39,73,106,112,148

Pro CD (D)
222 Rosewood Dr
Danverts, MA 01923
Contact: Brett M. DeBarba
800-992-3766
Fax: 508-750-0060
www.procd.com
bdebarba@procd.com
Products/Services: 28,29,36,71,120

Pro-Log Corporation (A)
12 Upper Ragsdale Dr
Monterey, CA 93940
Contact: Dennis Aldridge
408-372-4593
Fax: 408-655-0754
www.prolog.com
daldridge@prolog.com
Products/Services: 6,14,15,19,71

ProAmerica Systems, Inc. (D)
959 E Collins
Richardson, TX 75081
Contact: Bruce Benesh
800-888-9600
Fax: 214-680-6145
www.proam.com
bruceb@proam.com
Products/Services: 34

Process Software Corporation (D)
959 Concord Street
Framingham, MA 01701
Contact: Beth Hennessy
508-879-6994
Fax: 508-879-0042
www.process.com
info@process.com
Products/Services: 41-Web Server Software,100

ProCom Supply Corporation (B)
4935 Mercury Street
San Diego, CA 92111
Contact: Gina Lusk
800-776-2661
Fax: 619-565-9589
procom@phones.com
Products/Services: 48,57,58,59,71

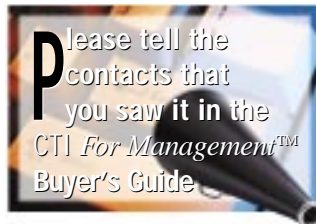
ProCommunications (C)
8100 Stansbury Rd, Ste 200
Baltimore, MD 21222
Contact: Ed Gorman
800-705-3965
Fax: 800-705-3979
www.procommunications.com
Products/Services: 81,83,84,106,107

Product Marketing & Mgmt. (C)
5824 Bee Ridge Rd, Ste 164
Sarasota, FL 34233-1504
Contact: Steve Ragan
941-925-4707
Fax: 941-923-3488
Products/Services: 40,53,54,108,109-
Agent Personal Response Systems

Professional Inbound, Inc. (D)
714 Union St
Manchester, NH 03104

Contact: Dale Schafer
800-344-9944
Fax: 603-644-8083
www.executive-pi.com
pi.executive-pi.com
Products/Services: 34,38,41-
Order Entry,42,49

Professional Resource Management, Inc. (D)
50 N Brockway, Ste 3-5
Palatine, IL 60067
Contact: Dave Scott
847-359-3990
Fax: 847-359-6088
Products/Services: 40,49,54



Professionally Yours (B)
76 Mountain Ave
Summit, NJ 07901
Contact: Walter Behnke
908-273-1929
Fax: 908-273-1929
Products/Services: 33,36,46,81,105

Profidex Corporation (D)
80 Park Ave
Hoboken, NJ 07030
Contact: Douglas Salmon
800-229-8353
Fax: 201-420-9013
Products/Services: 34,36,38

Profits Software Group, Inc, The (D)
6715 Green Haven Rd
Seabrook, MD 20706
Contact: Donna Weaver
301-961-8518
Fax: 301-459-8775
www.webcreations.com/profits
donnawe@erols.com
Products/Services: 36,38,40

Progressive Ideas Inc. (B)
11 Laurelgate Pl
Millersville, PA 17551
Contact: Albert Chadwick
717-872-5284
Fax: 717-872-9742
Products/Services: 13,63,64,65,102

Prolin Software Inc. (D)
2 Stamford Plaza, 281 Tresser Blvd
Stamford, CT 06901
Contact: Paul Barringer
203-406-1239
Fax: 203-406-1236
www.prolin.com
prolinus@prolin.nl
Products/Services: 34,119-IT
Service Management Software

■ **Pronexus (D)**
112 John Cavanagh Rd, RR1
Carp, Ontario, Canada K0A 1L0
Contact: Marc Wolvin
613-839-0033
Fax: 613-839-0035
www.pronexus.com
marc@pronexus.com
Products/Services: 29,32,39,42,43

ProTel, Inc. (D)
1336 S 1100 E
Salt Lake City, UT 84105
Contact: Chris Levin
801-485-1107
Fax: 801-486-2419
www.protel-cti.com
levin@protel-cti.com
Products/Services: 29,61,87,99,114

Proximity (B)
7 Kilburn Street
Burlington, VT 05401
Contact: Ken Gingras
802-865-1134
Fax: 802-865-1133
www.proximity.com
kg@proximity.com
Products/Services: 11,23,103,122-
Video Conf. Public Rooms,135

Pulizzi Engineering Inc. (A)
3260 S Susan St
Santa Ana, CA 92704-6865
Contact: Peter S. Pulizzi
714-540-4229
Fax: 714-641-9062
www.pulizzi.com
sales@pulizzi.com
Products/Services: 61

PULSE Technologies, Inc. (D)
4455 Brookfield Corp. Dr, Ste 100
Chantilly, VA 22021
Contact: William Hamilton
703-802-3580
Fax: 703-802-9035
www.pulsetech.com
whamilton@pulsetech.com
Products/Services: 29,40,49,117,139

PureSpeech, Inc. (D)
100 Cambridge Park Dr
Cambridge, MA 02140
Contact: Amy Limb
617-441-0000
Fax: 617-441-0001
www.speech.com
amy@speech.com
Products/Services: 30,43,90,135

Pyramid Interactive (C)
9401 W Beloit Rd, Ste 114
Milwaukee, WI 53227
Contact: Bob Meister
414-328-5454
Fax: 414-328-5450
Products/Services: 36,87,132,135,148



Q & I Computer Systems Inc (B)
115 Symons St
Toronto, Ontario, Canada M8V 1V1
Contact: Ben Schloo
416-253-5555
Fax: 416-252-6991
www.qisys.com
bschloo@qisys.com
Products/Services: 29,32,34,36,38

QNX Software Systems Ltd (D)
175 Terence Matthews Crescent
Kanata, Ontario, Canada K2M 1W8
Contact: Sales Department
613-591-0931
Fax: 613-591-3579

www.qnx.com
Products/Services: 31,42,43

QSYS Inc (D)
4370 Malsbary Rd, Ste 100
Cincinnati, OH 45242
Contact: Thomas Konat
513-745-8070
Fax: 513-745-8952
tkonat@qsys.com
Products/Services: 29,33,35,71

Quicknet Technologies, Inc. (A)
324 Ritch St
San Francisco, CA
Contact: Elaine Statchakis
415-495-7960
Fax: 415-495-7954
www.quicknet.net
info@quicknet.net
Products/Services: 59,75,99,102,108

Quintrex Data Systems Corp. (D)
509 33rd Ave SW
Cedar Rapids, IA 52404
Contact: Kimberly Williams
319-363-5508
Fax: 319-363-5516
www.quintrex.com
webmaster@quintrex.com
Products/Services: 41-Billing
Software, Accounting Software

Quintus Corporation (D)
47212 Mission Falls Ct
Fremont, CA 94539
Contact: Lisa Green
510-624-2800
Fax: 510-770-1377
www.quintus.com
lisa.green@quintus.com
Products/Services: 34,101-Universal
Client Access To Help Desk,135



Racal Recorders, Inc. (A)
15375 Barranca Pkwy, Ste H-101
Irvine, CA 92718
Contact: C. J. Elias-West
800-847-1226
Fax: 714-727-1774
www.racal.com
recorders@usa.racal.com
Products/Services: 66

Radcom Equipment Inc. (A)
900 Corporate Dr
Mahwah, NJ 07430
Contact: Avi Zamir
201-529-2020
Fax: 201-529-0808
www.radcom-inc.com
Products/Services: 72

RadLinx Inc. (A)
900 Corporate Dr
Mahwah, NJ 07430
Contact: Varda Lubling
201-529-1100
Fax: 201-529-5777
www.radlinx.rad.co.il
Products/Services: 1,32,80,85,95

RadVision Inc. (A)
900 Corporate Dr
Mahwah, NJ 07430
Contact: Shykeh Gordon



KEY

- A: Manufacturer**
- B: Value-Added Reseller**
- C: Service Provider**
- D: Software Developer**
- E: Distributor**

201-529-4300
 Fax: 201-529-3516
 www.radvision.com
 Products/Services: 11,23,103

Raima Corporation (D)
 1605 NW Sammamish Rd, Ste 200
 Issaquah, WA 98027
 Contact: Ted Kenney
 206-557-0200
 Fax: 206-557-5200
 www.raima.com
 tkennedy@raima.com
 Products/Services: 41-Database
 Software

Rainbow Software Inc. (D)
 936 West 22nd Ave
 Vancouver, British Columbia
 V5Z 2A1
 Contact: Doug Batchelor
 604-732-8027
 Fax: 604-732-8043
 www.rainsoft.com
 broadfax@rainsoft.com
 Products/Services: 1,32,81,85

Raosoft, Inc. (D)
 6645 NE Windermere Rd
 Seattle, WA 98115
 Contact: Catherine McDole
 raosoft.com/raosoft/
 raosoft@raosoft.com
 Products/Services: 34,36,38,40,42

Rapid Systems, Inc. (A)
 5010 14th Ave NW
 Seattle, WA 98107
 Contact: Jann Hegle
 206-784-4311
 Fax: 206-784-0333
 Products/Services: 14,15,16

Read/Right (A)
 650 East Crescent Ave
 Upper Saddle River, NJ 07458
 Contact: Michael Schuetz
 800-327-1237
 Fax: 800-569-3600
 www.texwipe.com
 Products/Services: 25-Cleaning
 Products

Redcom Laboratories, Inc. (A)
 One Redcom Center
 Victor, NY 14564
 Contact: W. George Perrin
 716-924-7550
 Fax: 716-924-6572
 www.redcom.com
 info@redcom.com
 Products/Services: 48,49,53,56,58

Republic Group, The (C)
 608 E Broadway, #100
 Anaheim, CA 92805
 Contact: John Lagatta
 714-774-5855
 Fax: 714-774-7505
 Products/Services: 116

**Resource Center for Cust Serv
 Professionals (B)**
 4924 Central Ave
 Western Springs, IL 60558-1705
 Contact: Nina Kawalek
 708-246-0320
 Fax: 708-246-0251
 nmkawalek@aol.com
 Products/Services: 150,151,152,
 153,154-External Classes

**Resource Partners, Inc. (Fax
 Resource) (D)**
 11 Meadow St, Box 689

Wakefield, NH 03872
 Contact: David Horton
 603-522-9500
 Fax: 603-522-9747
 www.faxresource.com
 dhorton@rpi.ccmil.comuserve.com
 Products/Services:
 32,43,81,83,85

REVOX Corporation (A)
 31 N Main St
 Alpharetta, GA 30201
 Contact: Jerry Reeder
 770-667-6104

Fax: 667-410-9764
 jreeder@revox.com
 Products/Services:
 39,85,87,106,107

RF Industries, Ltd. (A)
 7610 Miramar Rd
 San Diego, CA 92126-4202
 Contact: Les Perlman
 619-549-6340
 Fax: 619-549-6345
 102061.2261@compuserve.com
 Products/Services: 5,47-Data
 Transreceivers,93,108,111



ALPHABETICAL LISTINGS

Rhetorex, Inc. (A)
151 Albright Way
Los Gatos, CA 95030
Contact: Stephen Weekley
408-370-0881
Fax: 408-370-1171
www.rhetorex.com
stephen.weekley@octel.com
Products/Services: 3,43,71,87,108

RightFAX, Inc. (A)
4400 E Broadway, #312
Tucson, AZ 85711
Contact: Cheri R. Hilderbrand
520-327-1357
Fax: 520-321-7456
www.rightfax.com
crh@rightfax.com
Products/Services: 3,32,81,83,85

Robins Press (C)
2675 Henry Hudson Pkwy
Riverdale, NY 10463
Contact: Marc Robins
718-548-7245
Fax: 718-548-7237
mmdimensions.com
robinspr@ix.netcom.com
Products/Services: 135,140-
Marketing Services,142,151,154-
Seminars, On-Site Training
Courses

Rochelle Communications, Inc. (A)
8906 Wall St, Ste 205
Austin, TX 78754
Contact: Heather Poggi-Mannin
512-339-8188
Fax: 512-339-1299
www.rochelle.com
heather@rochelle.com
Products/Services: 43,69,71,72

■ **Rockwell Switching Systems Division (A)**
1431 Opus Place
Downers Grove, IL 60515
Contact: Tom Mikol
800-416-8199
Fax: 708-960-8165
www.switch.rockwell.com
Products/Services:
49,50,71,135,139

RTL Corporation (D)
16700 Valley View Ave, Ste 22
La Mirada, CA 90638
Contact: Larry Tong
714-562-8608
Fax: 714-562-8609
rtlvoxbox@aol.com
Products/Services:
84,87,107,146,147



S & J Products And Services (Boulder Telecom)
111 S 3rd Ave
Yakima, WA 98902
Contact: Jack
509-575-1797
Fax: 509-575-1875
Products/Services:
32,129,132,133

KEY

A: Manufacturer
B: Value-Added Reseller
C: Service Provider
D: Software Developer
E: Distributor

SAI (C,D)
4987 Golden Foothill Pkwy
El Dorado Hills, CA 95762
Contact: Laurie C. Waters
916-939-8500
Fax: 916-939-4171
www.saitel.com
laurie@saitel.com
Products/Services: 27,118

Sales Tech Int'l PR
One Parker Plaza
Fort Lee, NJ 07024
Contact: Ilene Wiener
201-461-1400
Fax: 201-461-0850
102437.1221@compuserve.com
Products/Services: 141,143-Public
Relations for High-Tech
Companies

Salecaster Displays Corporation (B)
1010 E Elizabeth Ave
Linden, NJ 07036
Contact: Dennis Tort
908-925-3450
Fax: 908-925-7506
salecaster@worldnet.att.net
Products/Services: 49,54

Samsung Telecommunications America (A)
1350 East Newport Center Dr, Ste 110
Deerfield Beach, FL 33442
Contact: Jaime Guidice
954-426-4100
Fax: 954-426-5093
Products/Services: 27,48,57,69,71

Sawejko Communications (B)
1665 S Main St
Fall River, MA 02724
Contact: Carl F. Sawejko
508-673-0329
Fax: 508-676-9729
Products/Services: 48,57,58,59,71

SBS Corporation (D)
2084 Valleydale Rd
Birmingham, AL 35244
Contact: Angela King
205-444-1800
Fax: 205-444-1805
sbscorp.com
info@sbscorp.com
Products/Services: 87,135,142

SCG Carrier Services (C)
575 Scherers Ct
Worthington, OH 43085
Contact: Greg Garrett
800-622-2200
Fax: 614-847-2395
www.scglink.net
Products/Services: 127,132,133

Science Dynamics Corporation (A)
1919 Springdale Road
Cherry Hill, NJ 08003-1609

Contact: Joseph Lawless
609-424-0068
Fax: 609-751-7361
Products/Services: 53,68

Scopus Technology (D)
1900 Powell Street, 7th Fl
Emeryville, CA 94608
Contact: Greg Bruno
510-597-5800
Fax: 510-428-1027
www.scopus.com
info@scopus.com
Products/Services: 29,34,36,38,71

SDC Software Inc (D)
110 E Ann St
Carson City, NV 89701
Contact: Steven Dion
702-883-9339
Fax: 702-883-8417
sdcsoftware.com
steve@sdcssoftware.com
Products/Services: 36,38,40

SDT (D)
121 S Webster St
Naperville, IL 60540
Contact: Charles Borso
708-355-7331
Fax: 708-355-1971
www.sdtinc.com
sdt@sdtinc.com
Products/Services:
27,28,29,36,79-Caller ID Software



Seltronics Eyretel Inc. (A)
9475 Lottsford Rd
Landover, MD 20774
Contact: Lynn Miller
800-895-0803
Fax: 301-925-4780
www.eyretel.com
Products/Services: 66,117

Sencommunications, Inc. (B)
1921 Tampa East Blvd
Tampa, FL 33619-3023
Contact: Paul W. Senory
813-626-4404
Fax: 813-621-2280
Products/Services: 64,65,66

Shaw & Co. (D)
27363 Matterhorn Dr
Lake Arrowhead, CA 92352-0447
Contact: John Shaw
909-336-3751
Fax: 909-336-2855
76400.3457@compuserve.com
Products/Services: 29,36,38

Shelcad Engineering Ltd. (A)
9 Hatahasia St, PO Box 403
Tel Hanan, Israel 20302
Contact: Doron Shachar
9724-8210844
Fax: 9724-8210740
www.altcom.co.il/~shelcad

shelcad@actcom.co.il
Products/Services: 46,69,87,99,107

Showtronics (A)
6091 Pony Express Trail
Pollock Pines, CA 95726
Contact: Darryl Ferges
916-644-6664
Fax: 916-644-6644
Products/Services: 54

■ **Siemens Rolm Communications Inc (A)**
4900 Old Ironsides Dr
Santa Clara, CA 95054
Contact: Janyce Harper
408-492-6967
Fax: 408-492-2160
www.siemensrolm.com
janyce.harper@siemensrolm.com
Products/Services: 29,37,50,87,139

Siemens Stromberg-Carlson (A)
900 Broken Sound Pkwy
Boca Raton, FL 33487
Contact: John Davis
561-955-8357
Fax: 561-955-8351
www.ssc.siemens.com
Products/Services: 62-Central
Office Switching
Systems,74,78,101-
Hardware/Software for
ISPs,113,137,139

Sim-phony (D)
7305 Woodbine Ave, Ste 91
Markham, Ontario, Canada L3R 3V7
905-477-0355
Fax: 905-475-3329
www.sim-phony.com
Products/Services: 42,71,84,87,107

SiMIN Business Systems, Inc. (D)
28 Hunter Ave
Hudson, MA 01749
Contact: Scott Crossen
508-568-1831
Fax: 508-562-6597
www.simin.com/~scottc
scottc@simin.com
Products/Services: 36,38,81,114

Slappay Communications Services (B)
3296 Cahaba Heights Rd
Birmingham, AL 35243
Contact: Sales Department
205-967-1777
Fax: 205-970-4205
Products/Services: 37,45,58,99,106

Smallwonder! Softworks (D)
604 South King St
Leesburg, VA 22075
Contact: Bruce Barker
703-771-3333
Fax: 703-771-4030
barker_b@mediasoft.net
Products/Services: 2,6,7,9,13

Smart Services (B)
1319 Ransom Rd, #4A
Grand Island, NY 14072
Contact: Ali Shah
716-775-3830
www.camiaabgroup.com
sas29@vivanet.com
Products/Services: 5,6,13,14,17



SMART Technologies Inc.
 1177 11 Ave SW, Ste 600
 Calgary, Alberta, Canada T2R 1K9
 Contact: Natalie Young
 403-245-0333
 Fax: 403-245-0366
 www.smarttech.com
 market@smarttech.com
 Products/Services: 23,25-
 Electronic White Boards,33,104-
 Data Conferencing

SmartNet (B,D)
 226 East 54th St
 New York, NY 10022
 Contact: Sheila Peterson
 212-230-1200
 Fax: 212-230-1216
 Products/Services: 71,73,74,95,148

Soft-Com Inc (D)
 140 W 22nd St
 New York, NY 10011
 Contact: Sales Department
 212-242-9595
 Fax: 212-691-6223
 73537.1006@compuserve.com
 Products/Services: 27,28,29,45

SoftKlone (D)
 327 Office Plaza Dr, Ste 100
 Tallahassee, FL 32301
 Contact: Kari E. Downey
 904-878-8564
 Fax: 904-877-9763
 www.softklone.com/
 kari@softklone.com
 Products/Services: 29,32,39,84,87

SoftSteele, Inc. (D)
 14350 NE 6th Ave
 North Miami, FL 33161
 Contact: Ahmed A. Macklai
 800-992-7638
 Fax: 305-949-4041
 www.igc.net/~glc/ss
 glc@igc.net
 Products/Services: 38,45,46,71,139

Software Artistry, Inc. (A,D)
 9449 Priority Way
 Indianapolis, IN 46240
 317-843-1663
 Fax: 317-574-5867
 www.softart.com
 info@softart.com
 Products/Services: 34

Software Security, Inc. (A)
 6 Thorndal Circle
 Darien, CT 06820
 Contact: Debra Dajigas
 203-656-3000
 Fax: 203-656-3932
 www.softsec.com
 softsec@softsec.com
 Products/Services: 25-Security
 Hardware,140-Security

Software Support, Inc. (C)
 300 International Pkwy, Ste 320

Heathrow, FL 32746
 Contact: Kera Martin
 407-333-4433
 Fax: 407-333-9080
 www.ssisupport.com
 kmartin@ssisupport.com
 Products/Services: 140-Overflow Call
 Support/Call Center Outsourcing

Sonic Foundry, Inc. (D)
 100 South Baldwin St, Ste 204
 Madison, WI 53703
 Contact: Rimas Buinevicus
 608-256-3133
 Fax: 608-256-7300

www.sfoundry.com
 sales@sfoundry.com
 Products/Services: 30,41-Sound
 Editing Software

Sound Technology (B)
 2109 Oxford Rd
 Des Plaines, IL 60018
 Contact: Peggy Lahart
 847-299-3434
 Fax: 847-299-7804
 Products/Services: 63,64,65

Soundview Productions (C)
 406 Soundview Ave

Mararoneck, NY 10543
 Contact: Arne Ruud
 914-698-3059
 Fax: 914-698-1952
 Products/Services: 143-Broadcast
 Producers,153

Source Inc.
 14060 Proton Rd
 Dallas, TX 75244
 800-608-6508
 Fax: 214-450-2668
 www.source.com
 sales@source.com
 Products/Services: 57,58,77,107,116



ALPHABETICAL LISTINGS

Source International (B)
8018 E Santa Ana Canyon Rd,
Ste 100184
Anaheim Hills, CA 92808-1102
Contact: Robyn Gallor
714-280-1058
Fax: 714-280-1339
www.cyber-core.com/source
sourcein@hlc.com
Products/Services: 3,29,61,87,108

Source Media (C)
8140 Walnut Hill Ln, Ste 1000
Dallas, TX 75231
Contact: Darrell Farhat
214-890-9050
Fax: 214-890-9014
Products/Services: 26,39,87,94-
IVR Content,135

SouthWare Innovations, Inc. (D)
555 Stage Rd
Auburn, AL 36830
Contact: Rick Hulsey
334-821-1108
Fax: 334-821-1146
southware.com
rhulsey@southware.com
Products/Services: 36,38

Spanish Online Services (C)
955 W Chandler Blvd, Ste 14
Chandler, AZ 85226
Contact: Dan Gonzalez
888-821-8656
Fax: 602-821-4866
ground1@aol.com
Products/Services: 117,135,141

■ **Spanlink Communications, Inc. (D)**
One Main St SE
Minneapolis, MN 55414
Contact: Kristen Jacobsen
612-362-8147
Fax: 612-362-8347
www.spanlink.com
mktg@spanlink.com
Products/Services: 29,34,39,87,96

SPECOM Technologies Corp. (D)
2322 Walsh Ave
Santa Clara, CA 95051
Contact: May Lee
408-982-1880
Fax: 408-982-1883
www.specom.com
sales@specom.com
Products/Services: 52,99,103,106,107

SpectraFAX Corp. (A)
3050 N Horseshoe Dr, Ste 100
Naples, FL 34104
Contact: Kent Conwell
941-643-5060
Fax: 941-643-5070
naples.com/spectrafax
specfax@gate.net
Products/Services: 81,83,84,85,106

Spectrum Corporation (A)
10048 Easthaven
Houston, TX 77075
Contact: Gary Liddell
713-944-6200
Fax: 713-944-1290
www.specorp.com
info@specorp.com
Products/Services: 34,49,54

KEY
A: Manufacturer
B: Value-Added Reseller
C: Service Provider
D: Software Developer
E: Distributor

Spectrum Signal Processing, Inc. (A)
8525 Baxter Pl, Ste 100
Burnaby, British Columbia
V5A 4V7
Contact: Samina Tajwar
604-421-5422
Fax: 604-421-1764
www.spectrumsignal.com
saminatajwar@spectrumsignal.com
Products/Services: 4,12-
Boards/Voice & Fax,59,71,89

Speech Technology Research (STR) Ltd. (B,D)
1623 Mckenzie Ave, Ste B
Victoria, British Columbia
V8N 1A6
Contact: Jocelyn Claydars
604-477-0544
Fax: 604-477-2540
www.speechtech.com/home/
speechtech
jawc@speechtech.com
Products/Services: 39,87,92,106,108

SpeechSoft Inc (A,D)
32 Manners Rd
Ringoes, NJ 08551-1714
Contact: Mike Chadwick
609-466-1100
Fax: 609-466-0757
www.speechsoft.com
chadwick@speechsoft.com
Products/Services: 26,29,39,42,87

Sprint Products Group (A)
600 New Century Pkwy
New Century, KS 66031
Contact: Amy Barrett
913-791-7727
Fax: 913-791-7022
Products/Services: 57,69,71

SQL Software (D)
8500 Leesburge Pike
Vienna, VA 22182
Contact: Reggie Phillips
703-760-0448
Fax: 703-760-0446
www.sql.com
info@sql.com
Products/Services: 44-Process
Configuration Management

Stancil Corporation (A)
2644 S Crodry Way
Santa Ana, CA 92704
Contact: Guy Churchouse
714-546-2002
Fax: 714-546-2092
Products/Services: 66

Starkey Laboratories, Inc. (A)
6700 Washington Ave S
Eden Prairie, MN 55344
Contact: David C. Olson
800-262-8611

Fax: 612-828-6972
starkey.com
dave.olson@starkey.com
Products/Services: 65

Starlink Communications LLC (B,C)
1200 Fifth Ave, #701
Seattle, WA 98101
Contact: Michael D. Mudd
206-622-7100
Fax: 206-622-7171
Products/Services:
127,128,129,131,132

Stonehouse & Co. (A)
4100 Spring Valley Rd, #400
Dallas, TX 75244
Contact: Cheryl L. End
214-960-1566
Fax: 214-770-6909
www.ncc.com/stonehouse
Products/Services: 27,34,41-
Network Management Software,
Billing Systems Software,105,118

Stratasoft (D)
6401 Southwest Freeway, Ste 250
Houston, TX 77074
Contact: Steve Machiorletto
800-825-2669
Fax: 713-795-2296
www.stratasoft.com
smachior@allstar
Products/Services: 29,38,46,47-
Unattended Dialers,53

SEE OUR INDEX ON PAGE 55

Strategic Marketing Solutions, Inc. (D)
312 W First St, Ste 404
Sanford, FL 32771
Contact: Eric Datz
407-324-0606
Fax: 407-324-0140
Products/Services: 27,34,36,38

STS International, Inc. (D)
501 W Wimpson Chapel Rd, Ste 411
Bloomington, IN 47404
Contact: David Lankford
812-876-7555
Fax: 812-876-3288
sts_intl@bluemarble.net
Products/Services: 27,36,38,41-
Healthcare Software

Stylus (A)
201 Broadway
Cambridge, MA 02139
Contact: Rob Brown
617-621-9545
Fax: 617-621-7862
www.stylus.com
sales@stylus.com
Products/Services: 29,32,42,43,87

Sun Microsystems, Inc. (A)
2550 Garcia Ave
Mountain View, CA 94043-1100

Contact: Karen Richards
415-336-2814
Fax: 415-336-3535
www.sun.com
karen.lusardirichards@corp.sun.com
Products/Services: 19

Sunburst Software (D)
23440 Hawthorne Blvd, #290
Torrance, CA 90505
Contact: Terri Miller
310-791-5060
Fax: 310-791-5062
Products/Services: 27,29,49,71,87

Superior Modular Products (A)
130-B Buckeye Cove Rd
Swannanoa, NC 28778
Contact: Dru Heldman
704-298-2260
Fax: 704-298-2487
www.superiormod.com
dru@supermod.com
Products/Services: 71,79-Outlets,
Patch Panels

Sutton Designs, Inc. (A)
215 North Cayuga St
Ithaca, NY 14850
Contact: Mark Miller
800-326-8119
Fax: 607-277-6983
Products/Services: 21,22

Swieter Design U.S. (C)
3227 McKinney Ave, Ste 201
Dallas, TX 75204
Contact: Lowry Davison
214-720-6020
Fax: 214-871-2544
www.swieter.com
Products/Services: 141,142,143-
Graphic Design

Switchview Inc. (D)
801 E Campbell Rd, Ste 575
Richardson, TX 75081
Contact: Deborah LeBlanc
214-918-9979
Fax: 214-918-9969
Products/Services: 27,28,40,117

Symetrics Industries, Inc. (D)
305 North Dr
Melbourne, FL 32934
Contact: Joe Tirado
407-255-7700
Fax: 407-253-3911
jtirado@symetrics.com
Products/Services: 29,42,71,73,87

Symon Communications, Inc. (D)
10701 Corporate Dr, Ste 290
Stafford, TX 77477
Contact: Karen Edwards
713-240-5555
Fax: 713-240-4895
www.symon.com
sales@symon.com
Products/Services: 34,49,54,55-
Desktop Messaging,109-Paging
Software

Synctronics (A)
980 Buenos Ave, Ste C2
San Diego, CA 92110
Contact: James M. Gibson
800-444-5397
Fax: 619-275-3520
Products/Services: 13,25-
Customizable Keyboards

SPANLINK 4/C



ALPHABETICAL LISTINGS

Synergistic Computer Solutions (B)
3320 E Chapman Ave, #396
Orange, CA 92669
Contact: Chuck Kutcher
714-997-0264
Fax: 714-639-7668
ckutcher@scsc.com
Products/Services:
19,23,90,100,139

■ **Syntellect Inc. (A,D)**
**1000 Holcomb Woods Pkwy
Ste 410A
Roswell, GA 30076**
Contact: Ann Conrad
770-587-0700
Fax: **770-587-0589**
www.syntellect.com
aconrad@syntellect.com
Products/Services:
**46,71,87,90,99,138,149-PPV
Order Processing**

**System Management Software
Inc (D)**
2845 N Hamline Ave, Ste 231
St Paul, MN 55113
Contact: Ken Stagg
612-633-2552
Fax: 612-633-8244
Products/Services: 40,41-ACD
Reporting Software,48,54,55-ACD
Off-Site Routing



■ **TAA (The Automatic Answer) (D)**
**27121 Calle Arroyo, Bldg 2200
San Juan Capistrano, CA 92675**
Contact: Sales Department
714-661-2660
Fax: **714-661-0998**
www.taa.com
sales@taa.com
Products/Services: **29,87,97,99**

Tadiran Telecommunications Inc (A)
5733 Myerlake Circle
Clearwater, FL 34620
Contact: J. Dabnor
813-523-0000
Fax: 813-523-0010
tadiran-us.com
75672.2537@compuserve.com
Products/Services:
50,61,71,78,139

Talking Technology, Inc.
1125 Atlantic Ave
Alameda, CA 94501
Contact: Jeremy Burton
800-759-4884
Fax: 510-522-5556
www.tti.net
jeremy@tti.net
Products/Services: 2,39,84,87,107

TantaComm Systems (A)
10187 J St
Omaha, NE 68127
Contact: Alf Gizzo
303-838-8850
Fax: 303-838-8493
Products/Services: 12-Digital
Recording Systems,66,117

Target Technologies, Inc. (A)
6714 Netherlands Dr
Wilmington, NC 28405
Contact: Patti Pocsik
910-395-6100
Fax: 910-395-6108
www.cphone.com
cphone@cphone.com
Products/Services: 23,103

Taske Technology (D)
11801 W Silver Spring Dr, Ste 101
Milwaukee, WI 53225
Contact: Malcolm Teasdale
414-462-0100
Fax: 414-462-0101
www.taske.com
malcolm@taske.com
Products/Services: 48,49,53,54

TCS Management Group, Inc. (D)
210 25th Ave N, Ste 800
Nashville, TN 37203
Contact: Sales Department
615-327-0811
Fax: 615-327-7943
www.tcsmgmt.com
sales@tcsmgmt.com
Products/Services: 37,40,135

TDS Telecom (C)
301 S Westfield Rd
Madison, WI 53717-1707
Contact: Thomas E. Bogucki
608-845-4534
Fax: 608-845-4515
thomas.bogucki@teldta.com
Products/Services: 27,29,30,46,48

TEAC America, Inc. (A)
7733 Telegraph Road
Montebello, CA 90640
Contact: Al McGowan
213-726-0303
Fax: 213-727-7621
Products/Services: 66

Tec International (A)
17401 Armstrong Ave
Irvine, CA 92714
Contact: Art O'Hare
714-250-9400
Fax: 714-261-1169
home.manisoft.com/vip/tecint.htm
tecmail@aol.com
Products/Services: 48,52,102

Technology Marketing Partners (C)
1794 Sonoma Ave
Berkeley, CA 94707
Contact: Susan Mills
510-524-3434
Fax: 510-524-9252
75703,2347@compuserve.com
Products/Services: 135,143-
Strategic Partnering

Technology Resource Group (C)
1624 Market St, Ste 201
Denver, CO 80202
Contact: David Sowar
303-595-0040
Fax: 303-595-0045
www.trg-telecom.com
davids@trg-telecom.com
Products/Services: 61,73,131,148

Technology Solutions Company (C)
205 N Michigan Ave

KEY

A: Manufacturer
B: Value-Added Reseller
C: Service Provider
D: Software Developer
E: Distributor

Chicago, IL 60601
Contact: Heidi Dethloff
312-228-4500
Fax: 312-228-4501
www.techsol.com
heididethloff@techsol.com
Products/Services: 29,35,37,43,135

**Technology Solutions
International (C)**
5775 Glenridge Dr
Atlanta, GA 30328
Contact: Chip Franzoni
404-847-8700
Fax: 404-847-8701
quality@tsi.tsifax.com
Products/Services: 81,84,86-Fax
Survey Collection

Tekelec (A)
26580 W Agoura Rd
Calabasas, CA 91302
Contact: Tracy Dupree
818-880-5656
Fax: 818-880-6993
www.tekelec.com
info@tekelec.com
Products/Services: 44-Protocol
Development Tools,62-Signal
Transfer Point,68,79-Wireless
Netwk Testing,Netwk Monit &
Testing,115-Remote Netwk Te

**Teknekron Infoswitch
Corporation (D)**
4425 Cambridge Rd
Fort Worth, TX 76155
Contact: Ditto Hook
800-835-6357
Fax: 941-435-9959
www.teknekron.com
info@teknekron.com
Products/Services: 29,50,71,87,117

**SEE OUR
INDEX
ON PAGE 55**

Tekno Industries, Inc. (A)
795 Eagle Dr
Bensenville, IL 60106
Contact: Ernest C. Karras
630-766-6960
Fax: 603-766-6533
Products/Services: 27,40,66,68,118

**Teknor Industrial Computers
Inc. (A)**
616 Cure-Boivin
Boisbriand, Quebec
Canada J7G 2A7
Contact: Monica Tawa
514-437-5682

Fax: 514-437-8053
www.teknor.com
mtawa@teknor.com
Products/Services: 6,14

Telamon (D)
492 Ninth St, Ste 310
Oakland, CA 94607-4098
Contact: Gina Cannon
916-622-0630
Fax: 916-622-0738
www.telamon.com
gina@solcentr.com
Products/Services: 87,115-
Paging & Voice Notification,135

Telco Research Corporation (D)
616 Marriott Drive
Nashville, TN 37214
Contact: Stephen Doster
615-231-6149
Fax: 615-231-6144
www.telcores.com
doster@vax.telcores.com
Products/Services: 27,28,41-
Telemanagement,118

Telcom Technologies (A)
981 Corporate Center Dr
Pomona, CA 91768
Contact: Richard M. Widney
909-620-7711
Fax: 909-620-9438
rwidny2mkt@aol.com
Products/Services: 48,50,75

Telcomp, Inc. (A,D)
PO Drawer 2065
Apopka, FL 32704-2065
Contact: Larry L. Loveland
407-889-7377
Fax: 407-880-2543
telcomp.com
larry@telcomp.com
Products/Services: 29,35,69,71,72

Teleco, Inc. (A)
430 Woodruff Rd, Ste 300
Greenville, SC 29607
Contact: Candace Glover
864-297-4400
Fax: 864-297-9983
www.teleco.com
Products/Services: 2,26,27,84,107

**Telecommunications on
Demand, Inc. (C)**
Pinebrook Pl, Ste 350
Orwigsburg, PA 17961
Contact: Jeffrey Bornsten
717-366-8783
Fax: 717-366-1851
www.ao.net/~tcdemand
tcondemand@aol.com
Products/Services:
127,129,131,132,135

Telecorp Products (B,D)
2000 E Oakley Park Rd
Walled Lake, MI 48390
Contact: Kirk Goodell
810-960-1000
Fax: 810-960-1085
Products/Services: 49,54,65,78

Teledata Solutions (A)
2901 Finley, Ste 107
Downers Grove, IL 60515
Contact: Jim Nelson

708-620-5298
 Fax: 708-620-5274
 tds@tdata.com
 Products/Services: 29,49,51,71

Teledata Technology Inc (D)
 500 Rt 17
 Hasbrouck Heights, NJ 07604
 Contact: Arie Bawnik
 201-288-4118
 Fax: 201-288-0860
 Products/Services: 3,26,45,87,107

TeleDesign Management, Inc. (C)
 1633 Bayshore Hwy, Ste 120
 Burlingame, CA 94010
 Contact: Brian McDaniel
 415-259-1688
 Fax: 415-259-1690
 teledesign@mcimail.com
 Products/Services: 62-All
 Switches,71,75,101-Security,118

Teledirect International (A)
 5510 Utica Ridge Rd
 Davenport, IA 52807
 Contact: William Sparks
 800-531-6440
 Fax: 319-355-4890
 wspark@tdirect.com
 Products/Services: 42,46,47-
 Agent At Home Software

Telegenix Inc (A,D)
 26 Olney Ave



Cherry Hill, NJ 08003
 609-424-5220
 Fax: 609-424-2022
 Products/Services: 34,49,54

Telegroup, Inc. (C)
 505 N 3rd St
 Fairfield, IA 52556
 Contact: Tim Bregenzer
 515-472-5000
 Fax: 515-472-0845
 www.telegroup.com
 tbregenzer@telegroup.com
 Products/Services: 129,131,132

Telekol Corporation (A)
 130 3rd Ave
 Waltham, MA 02154
 Contact: Roy Ball
 617-487-7100
 Fax: 617-487-0210
 roy@telekol.com
 Products/Services: 26,29,81,83,84

Telelaison Inc (A)
 1850 32nd Ave
 Lachine, Quebec, Canada H8T 3J7
 Contact: Georges Bettan
 514-636-5151
 Fax: 514-636-6888
 geobett@montreal.net.ca
 Products/Services:
 73,84,87,88,107

TeleMagic, Inc. (A)
 17950 Preston Rd, Ste 800
 Dallas, TX 75252
 Contact: Karen Brittain
 214-733-4292
 Fax: 214-930-8808
 www.telemagic.com
 789@daceasy.mhs.
 compuserve.com
 Products/Services: 30,32,33,34,36

Telemarket Resources, Inc (C)
 6671 Sorensen Pkwy
 Omaha, NE 68152
 Contact: Marvin Holst
 402-572-0350
 Fax: 402-572-0249
 www.tmkt-resources.com
 mholst@tmkt-resources.com
 Products/Services: 64,65,66,77,78

Telematics (D)
 9665 Second St N
 St Petersburg, FL 33702
 Contact: Richard A. Premack

813-579-4658
 Fax: 813-579-4658
 Products/Services:
 29,32,39,87,139

Telematrix Solutions (A,D)
 21311 Banff Ln
 Huntington Beach, CA 92646
 Contact: David Anderson
 714-969-2727
 Fax: 714-969-1927
 Products/Services: 26,39,62-CTI
 Switch Matrix,69,79-CTI Voice
 Logger

Telephone Answering Exchange (C)
 61 Alden Pl
 Somerset, MA 02725
 Contact: Kathleen Talbot
 508-673-6131
 Fax: 508-674-5719
 Products/Services:
 107,111,112,117,122-Telephone
 Answering Services

Telephone Broadcast Systems, Inc./Integrated Data Concepts, Inc.
 6290 Sunset Blvd, Ste 303
 Los Angeles, CA 90028
 Contact: Warren Jason
 213-469-3380
 Fax: 213-962-9040
 Products/Services: 3,26,84,87,107



Telephone Response Technologies, Inc. (TRT) (D)
1624 Santa Clara Dr
Roseville, CA 95661
Contact: Sales Department
800-878-3947
Fax: 916-784-7781
www.trt.com
Products/Services: 42,48,81,84,107

Telephonetics International, Inc. (A)
4330 NW 207th Dr
Miami, FL 33055
Contact: Alan Kvares
800-446-5366
Fax: 305-625-3026
www.telephonetics.com
fonaudio@telephonetics.com
Products/Services: 25-Digital
Announcer,94-Voice Prompt
Recording

Telephony Experts (A)
1900 S Sepulveda Blvd, Ste 212
Los Angeles, CA 90025
Contact: Barry Sher
310-445-1822
Fax: 310-445-1452
www.webcom.com/experts
75663,3147@compuserve.com
Products/Services:
38,39,73,84,87,107

Teleprompt Software and Services (D)
1015 E Hillsdale Blvd, Ste 206
Foster City, CA 94404
Contact: David Griffis
415-574-0178
Fax: 415-574-0164
www.teleprompt.com
tprompt@ix.netcom.com
Products/Services:
29,34,36,38,119-Programming

TeleRelation Systems, Inc. (D)
201 San Antonio Circle, #270
Mountain View, CA 84040-1234
415-941-6001
Fax: 415-941-7305
trsinc@aol.com
Products/Services: 29,37,45,46

Telerep (B)
105 Cedros 333
Lima 27, Peru
Contact: Luis Adrianzen
511-221-7710
Products/Services: 57,74,89,93,110

Telescan Corporation (D)
10679 Midwest Industrial Blvd
St Louis, MO 63132
Contact: Ken Scott
314-426-7662
Fax: 314-426-1357
www.i1.net/~telescan
telescan@i1.net
Products/Services:
16,29,49,71,107

TeleServ Corporation (C)
2700 Prosperity Ave, Ste 100
Fairfax, VA 22031
Contact: Sales Department
703-205-0050
Fax: 703-205-9046
www.phoneheads.com
salvarez@i95.com
Products/Services: 123,132,139

KEY
A: Manufacturer
B: Value-Added Reseller
C: Service Provider
D: Software Developer
E: Distributor

Teleservice Technologies (D)
4001 S 700 E, Suite 500
Salt Lake City, UT 84107
Contact: Vance Brand
801-483-3333
Fax: 801-483-5656
Products/Services: 29,38,71,96,99

Televell Inc. (D)
1629 S Main St
Milpitas, CA 95035
Contact: Andrew Hoerner
408-956-0511
Fax: 408-956-0202
Products/Services: 33,34,36,38

TeleVoice Incorporated (D)
11767 Katy Freeway, Ste 425
Houston, TX 77079
Contact: Rusty Groos
713-497-8000
Fax: 713-496-7712
Products/Services: 39,84

Teloquent Communications Corporation (D)
4 Federal St
Billerica, MA 01821
Contact: Bob McGrail
508-436-3059
Fax: 508-663-7543
www.teloquent.com
bobm@teloquent.com
Products/Services: 29,34,37,49,71

Telrad Telecommunications, Inc.
135 Crossways Park Dr
Woodbury, NY 11797
Contact: Deborah Bergin
516-921-8300
Fax: 516-921-8064
www.telrad.com
Products/Services:
38,50,58,71,106

Teltone Corporation (A)
22121 20th Ave SE
Bothell, WA 98021
Contact: John Kutz
206-487-1515
Fax: 206-487-2288
www.teltone.com
info@teltone.com
Products/Services: 29,45,71,72,113

Teltrol Systems, Division of Communication Controls Inc (A)
15 Hulthenius St
Plainville, CT 06062
Contact: Don Isakson
860-793-9621
Fax: 860-747-2744
Products/Services: 69,73,118,148

Teltronics Inc (A)
2150 Whitfield Industrial Way
Sarasota, FL 34243
Contact: Chuckie Englehardt
941-753-5000

Fax: 941-751-7724
teltronics.com
c.engehardt@teltronics.com
Products/Services:
6,23,27,45,140-National
Installation & Training Services

Teradyne Software & Systems Test, Inc. (D)
44 Simon Street
Nashua, NH 03060
Contact: Mark Myers
800-996-8778
Fax: 603-791-3075
www.teradyne.com/sst
testmaster@sst.teradyne.com
Products/Services: 41-Testing
Software

TeraTech Inc. (D)
100 Park Ave, Ste 360
Rockville, MD 20850
Contact: Michael Smith
301-424-3903
Fax: 301-762-8185
www.teratech.com/teratech
msmith@teratech.com
Products/Services: 2,43,135

Teubner & Associates, Inc. (D)
623 S Main Street
Stillwater, OH 74074
Contact: S. T. Johnson
405-624-8000
Fax: 405-797-8420
www.teubner.com
todd@teubner.com
Products/Services: 32,81,83,85,95

Texas Digital Systems, Inc. (A)
512 West Loop
College Station, TX 77845
Contact: Chuck Bartlett
409-693-9378
Fax: 409-764-8650
www.txdigital.com
sales@txdigital.com
Products/Services: 48,54



Texas Microsystems (A)
5959 Corporate Dr, Ste 1600
Houston, TX 77036
Contact: Sandy Travis
713-541-8200
Fax: 713-541-8226
www.texmicro.com
sandy@texmicro.com
Products/Services: 6,14,16,20-
Handheld PCs,71

Theis Research & Engineering LLC (C)
4249 Grove Ave
Gurnee, IL 60031
Contact: Peter Theis
847-662-4924
Fax: 847-263-7666
Products/Services: 87

TimeMaster Corporation (A)
7092 Shady Oak Rd

Eden Prairie, MN 55344
612-941-9080
Fax: 612-947-0841
www.timemaster.com
wireless@timemaster.com
Products/Services: 78

TKM Communications Inc. (B)
60 Columbia Way, Ste 530
Markham, Ontario, Canada
L3R 0G9
Contact: Fred Gallagher
905-470-5225
Fax: 905-470-7008
www.tkm.com
fredg@tkm.com
Products/Services: 29,32,34,36,37

Toshiba America Telecommunications System Division (A)
9740 Irvine Blvd
Irvine, CA 92618
Contact: Jerry L. Green
telecom.toshiba.com
jerrygreen@smtpgate.tais.com
Products/Services: 29,57,58,71,107

Total Network Telemarketing (C)
5047-B Backlick Rd
Annandale, VA 22003
Contact: Ron Tomasch
800-418-9415
Fax: 703-750-9340
psisales@erols.com
Products/Services: 71,116,129,142,148

Total Systems, Inc. (B)
9855 Crosspoint Blvd, Ste 136
Indianapolis, IN 46236
Contact: Thomas J. Foltz
317-596-3800
Fax: 317-596-3805
73067.714@compuserve.com
Products/Services: 29,36,38,87,92

Tower Advertising (C)
3151 Airway, Bldg #2
Costa Mesa, CA 92626
Contact: Carol Hightower
714-545-2455
Fax: 714-545-2814
Products/Services: 141

Traffic USA (A)
Two E Camino Real, Ste 213A
Boca Raton, FL 33432
Contact: Magnus Bergsson
407-394-7050
www.traffic.is
magnus_bergsson@msn.com
Products/Services: 32,81,85

Trans Telecomm International, Inc. (C,D)
1640 Akron Peninsula Rd, #202
Akron, OH 44313
Contact: Ron Thorne
330-928-2800
Fax: 330-928-9848
www.transtelecomm.com
thorne@transtelecomm.com
Products/Services: 4,17,39,46,87

Transcribe Technologies (A)
60 rue de Pressense
Saint-Denis, France 93200
33-148331709
Fax: 33-149371016
www.transcrib.com
Products/Services: 5,145

Transcribe Technologies (A)

60, rue de Pressense
F-93200 Saint-Denis, France
33-48331709
Fax: 33-49371016
www.transcrib.com
laluyaux@worldnet.fr
Products/Services: 5,25-Bar Code to DTMF Modems,87,145

Trenton Technology Inc (A)

2350 Centennial Dr
Gainesville, GA 30504
Contact: Dwight Justice
800-875-6031
Fax: 770-287-3150
trentonprocessors.com
djustice@trentonprocessors.com
Products/Services: 6

Trippe Lite (A)

500 N Orleans
Chicago, IL 60610
Contact: Jeffrey Mladenik
312-755-5405
Fax: 312-329-9620
tripplite.com
jmladenik.tripplite@mcimail.com
Products/Services: 22,25-Surge Suppression,41-Power Management

TRITECH Information Strategies

5542 Monterey Rd, Ste 218
San Jose, CA 95138-1529
Contact: John Schofield
408-531-8070
Fax: 408-531-8071
www.tritechis.com
tritech@ix.netcom.com
Products/Services: 34,36,38,135,139

TS&M Inc (B)

1145 Silver Ave
High Point, NC 27263
Contact: Barbara Flynt
800-582-4166
Fax: 910-886-1783
Products/Services: 22,65

TsDesign Inc.

4340 Georgetown Sq, Ste 601
Atlanta, GA 30338
Contact: Dawn Billett
770-454-6001
Fax: 770-452-0130
tsdusa@mindspring.com
Products/Services: 62-Intelligent Networking Protocol Switches,72,74,79-E1T1 Add-in PC Cards, SS7

TSM (D)

11320 Random Hills Rd
Fairfax, VA 22030
Contact: Jan Poort
703-385-1212
Fax: 703-385-2091
Products/Services: 29,38

TTM & Assoc. (D)

271 E Imperial Hwy, Ste 641
Fullerton, CA 92635
Contact: Jeff Weiner
714-449-8700
Fax: 714-449-8705
www.ttmnc.com
Products/Services: 42,43,102,135

TTSI (B)

18 Worlds Fair Dr



Somerset, NJ 08873
Contact: Ray Pabon
908-563-6600
Fax: 908-356-1366
tts.com
ray@tts.com
Products/Services: 13,19,23,50,57,58

TV Equipment (A)

133 Boway Rd
South Salem, NY 10590
Contact: Sales Department
914-763-8893
Fax: 914-763-9158
Products/Services: 65,93



U.S. Monitor (C)

86 Maple Ave
New City, NY 10956-5036
Contact: Paul Errolino
914-634-1331
Fax: 914-634-9618
usmon@aol.com
Products/Services: 117,126-Telephone List Protection

U.S. Telecom International, Inc. (A)

211 Main, Ste 401
Joplin, MO 64801
Contact: Jack Lowry
417-781-7000
Fax: 417-623-2963
usti.com
jackl@usti.com
Products/Services: 107,113

UNEX Corporation (A)

77 Northeastern Blvd
Nashua, NH 03062
Contact: B. DeLaney
800-345-8639
Fax: 603-598-1122
Products/Services: 65

Unicom Technologies Inc (B, D)

62 Sandmere Ave
Brampton, Ontario, Canada L6Z 4A1
Contact: Arshad Patez
905-840-1872
Fax: 905-840-2832
unicom@inforamp.net
Products/Services: 27,37,39,45,59,60

Unicon, Inc. (A)

4246 Park Glen Rd
Minneapolis, MN 55416
Contact: Sales Department
800-747-9615
Fax: 612-925-0826
telephone-headset.com
Products/Services: 64,65

Uniden America Corp. (A)

4700 Amon Carter Blvd
Fort Worth, TX 76155

Contact: Benn Stanton
817-858-3300
Fax: 817-858-3333
www.uniden.com
bstanton@uniden.com
Products/Services: 65,78,110,111

Unimax Systems Corp. (D)

430 First Ave N, Ste 790
Minneapolis, MN 55401
Contact: Jan Carron
612-341-0946
Fax: 612-338-5436
www.unimax.com
jcarron@unimax.com
Products/Services: 62-PBX Administration,71,75,139,140-PBX/Voice Mail Configuration Management

Unipac Service Corporation (C)

3015 S Parker Rd, Ste 400
Aurora, CO 80014
Contact: Brooke Hartman
303-676-3699
Fax: 303-676-5175
www.us2.com
busdev@unipac.com
Products/Services: 101-Site Provider,137,142,143-Web Site Design,145

Unisys Corporation (A)

PO Box 500
Blue Bell, PA 19424-0001
Contact: Dora Langsbury
215-986-2908
Fax: 215-986-7046
www.unisys.com
dora.langsbury@unn.unisys.com
Products/Services: 26,42,68,106,135

Unitrac Software Corporation (D)

141 East Michigan Ave
Kalamazoo, MI 49007-3911
Contact: Rori Gammons
616-344-0220
Fax: 616-344-2027
www.unitrac.com
sales@unitrac.com
Products/Services: 34,36,38

Unleash Corporation (B)

5397 Eglinton Ave W, Ste 210
Etobicoke, Ontario, Canada M9C 5K6
Contact: Rick Vyrosto
416-622-7658
Fax: 416-622-7631
unleashcorp.com
rvyrosto@unleashcorp.com
Products/Services: 29,36,38,42,135

US Logic (A)

5055 Viewridge Ave
San Diego, CA 92123
Contact: Mark Laine
619-467-1100
Fax: 619-467-1011
www.uslogic.com
sales@uslogic.com
Products/Services: 6,13,14,19,20-Rackmount Computers

Utopia Technology Partners, Inc. (D)

125 E Sir Francis Drake Blvd, #300
Larkspur, CA 94939
Contact: Tim Faust
415-464-4500

Fax: 415-464-4510
www.utosoft.com
fhaust@utosoft.com
Products/Services: 34,41-Asset Management,154-Training Admin. Software



V*Channel, Inc. (D)

3080 Olcott St, #1356
Santa Clara, CA 95054
Contact: Alan S. Yatagai
408-980-9999
Fax: 408-492-9999
www.vchannel.com
vci@ix.netcom.com
Products/Services: 32,84,85,87,95

Vanguard Communications Corporation (C)

100 American Rd
Morris Plains, NJ 07950
Contact: Sales Department
201-605-8000
vanguard.net
Products/Services: 87,89,99,106,135

VCON (A)

22 Maskit St
Herzliya, Israel 46733
Contact: Michael Lahav
972-9-590003
Fax: 972-9-567244
Products/Services: 11,23,103

Ventura Telephone Equipment (B)

2300 W Wetmore Rd
Tucson, AZ 85705
Contact: B. J. Thompson
800-338-8108
Fax: 800-858-8892
www.venturatel.com
venturat@aol.com
Products/Services: 45,57,58,107

Venturian Software (A)

1300 Second Street S
Hopkins, MN 55343
Contact: Amy Anderson
612-931-2456
Fax: 612-931-2459
www.venturin.com
amya@vent.com
Products/Services: 27,29,37,39,41-Internet Call Center Software

Vericon Inc (C)

4109 Goshen Rd
Newtown Square, PA 19073
Contact: Diana Barry
610-353-5555
Fax: 610-356-5759
Products/Services: 144,149-Sales Transaction Verification

Versatility, Inc. (D)

11781 Lee Jackson Memorial Hwy, Ste 600
Fairfax, VA 22033
Contact: Lana Sansur
703-591-2900
Fax: 703-591-2992
www.versatility.com
lsansur@msmail.versatility.com
Products/Services: 29,30,31,36,37



ALPHABETICAL LISTINGS

Versit (C)

c/o LeadServe, 26 Lake St
Ramsey, NJ 07446
800-803-6240
Fax: 800-803-6241
www.versit.com
info@versit.com
Products/Services: 140-
Specifications, Association

Vidicode datacommunications (A)

1220 Cypress Dr
Wilmington, NC 28401
Contact: Danny Edwards
910-452-5600
Fax: 910-343-1201
www.vidicode.com
danny@vidicode.com
Products/Services: 32,81,84,85,95

ViewSonic Corporation (Opti-UPS) (A)

20480 Business Pkwy
Walnut, CA 91789
Contact: Lawren Markle
909-444-8845
Fax: 909-468-3756
www.viewsonic.com
ssourcemt@aol.com
Products/Services: 22

Viking Electronics, Inc. (A)

1531 Industrial St
Hudson, WI 54016
Contact: Carol Lieb
715-386-8861
Fax: 715-386-4344
www.vikingelectronics.com
sales@vikingelectronics.com
Products/Services: 52,53,72,76,115-
Remote Access Device

Virtual Telecommunications (B)

1038 Canyon Creek Pl
Escondido, CA 92025
Contact: John Ellis
619-737-2500
Fax: 619-737-2629
Products/Services: 29,50,135

VistaCom, Inc.

20431 Stevens Creek Blvd, #240
Cupertino, CA 95014
Contact: Birgitta Strom
408-253-5167
Fax: 408-253-5170
www.vistacom.fi
birgitta@ix.netcom.com
Products/Services: 11,23,103

Vitel Software, Inc. (D)

1200 Millbury St
Worcester, MA 01607
Contact: Sue Andersen
508-831-9700
Fax: 508-751-4052
www.vitelsoftware.com
suea@vitelsoftware.com
Products/Services: 27,29,34,39,107

Vive Synergies Inc. (A)

30 W Beaver Creek Rd
Richmond Hill, Ontario L4B 3K1
Contact: Peter Capraro
905-882-6107
Fax: 905-882-6238
www.vive.com
peter@vive.com
Products/Services:
45,69,73,107,148

KEY

- A: Manufacturer**
- B: Value-Added Reseller**
- C: Service Provider**
- D: Software Developer**
- E: Distributor**

Viziflex Seels, Inc (A)

16 E Lafayette St
Hackensack, NJ 07601
Contact: Michael Glicksman
201-487-8080
Fax: 201-487-6637
viziflex@aol.com
Products/Services: 13,67-Overlays

Vodavi Communications Systems (A)

8300 E Raintree Drive
Scottsdale, AZ 85260
Contact: Larry Steinmetz
602-443-6000
Fax: 602-998-2469
www.vodavi.com
salesinfo@vodavi.com
Products/Services: 57,71,78,87,107

Voice FX Corporation (C)

1100 E Hector St, Ste 416
Conshohocken, PA 19428
Contact: Scott Karlin
610-941-1000
Fax: 610-941-9844
skarlin@aol.com
Products/Services: 87,126-Name
& Address Capture,132,142,146

Voice Information Systems, Inc. (D)

2118 Wilshire Blvd, Ste 973
Santa Monica, CA 90403
Contact: Andrew Michalik
800-234-8474
Fax: 310-392-5511
vinfo.com
sales@vinfo.com
Products/Services: 44,87,92,94-
Prompt Editor

Voice Integrators, Inc. (B)

600 E Crescent Ave
Upper Saddle River, NJ 07458
Contact: Jay Castergine
210-818-6600
Fax: 201-818-6161
www.voiceint.com
voiceint@ix.netcom.com
Products/Services: 26,29,42,87,106

Voice Processing Corporation (D)

1 Main St
Cambridge, MA 02142
617-494-0100
Fax: 617-494-4970
www.vpro.com
dpersson@ypro.com
Products/Services: 8,30,90,91,108

Voice Technologies Group, Inc. (A)

2350 North Forest Rd
Buffalo, NY 14068-1296
Contact: Kathryn Apenowich
716-689-6700
Fax: 716-689-6800
www.vtg.com
info@vtg.com
Products/Services: 7,29,43,75,106

Voicefile, Inc. (A)

250 Pomeroy Ave
Meriden, CT 06450
Contact: Tom Brask
203-238-9592
Fax: 203-630-2816
Products/Services: 2,29,39,66,117

Voicegate Technologies (A)

16 ESNA Park Dr, Ste 5
Markham, Ontario, Canada
L3R 5X1
Contact: Paul Perryman
905-513-1403
Fax: 905-479-6999
voicegatecorp.com
voicegate@voicegatecorp.com
Products/Services:
71,84,87,106,107

VoiceLog, LLC (C)

2004 Hileman Rd
Falls Church, VA 22043
Contact: Larry Leikin
703-356-1325
Fax: 704-543-1458
Products/Services:
66,91,117,146,149-Transaction
Verification

VoicePRO Systems, Inc. (A)

901 Jefferson Ave, Ste 301
Saint Paul, MN 55102
Contact: Reinhold Henke
612-293-0535
Fax: 612-225-4533
Products/Services: 71,73,80-
Interface Converters



Voicetek Corporation (A)

19 Alpha Rd
Chelmsford, MA 01824
Contact: Dan Poranski
508-250-9393
Fax: 508-250-9378
www.voicetek.com
Products/Services: 29,39,42,84,87

Voiceware Systems (D)

1109 Okeechobee Rd, Ste 11
West Palm Beach, FL 33401
Contact: Brian Betron
561-655-1770
Fax: 561-655-2104
bbetron@magg.net
Products/Services: 26,73,74,79-
Prepaid Calling Card,87

Votan Corporation (A,D)

7020 Koll Center Pkwy, #142
Pleasanton, CA 94566
Contact: Ron Rutherford
510-426-5600
Fax: 510-426-6767
Products/Services: 8,30,39,41-
Voice Verification,71

Voysys Corporation (A)

48634 Milmont Dr

Fremont, CA 94538
Contact: Ashlie M. Bryant
510-252-1100
Fax: 510-252-1101
www.voysys.com
abryant@voysys.com
Products/Services: 42,43,87,108

VSN Systemen BV (A)

Acacia Straat 17
Venray, Netherlands, NL-5802EK
Contact: R Peeters
31478-555000
Fax: 31478-589563
Products/Services: 48,59,60,61,71

VSR (Voice Systems Research)

4095 Delmar Ave, Ste 10
Rocklin, CA 95677
Contact: Mark Cederloff
916-624-6300
Fax: 916-632-9555
www.vsrusa.com
input@vsrusa.com
Products/Services: 71,81,84,106,107

VXI Corporation (A)

One Front St, Box 490
Rollinsford, NH 03869
Contact: Hank Gale
603-742-2888
Fax: 603-742-5065
Products/Services: 65,71



Warner Electric, Linear and Electronics Division (A)

383 Middle St
Bristol, CT 06010
Contact: Ted Gladis
860-585-4556
Fax: 860-582-3784
Products/Services: 21,22,25-
Surge Suppressors

Watts Communications (C)

839 Oxford St
Toronto, ON M8Z 5Z2
Contact: John Cockerill
416-255-8000
Fax: 416-255-4735
72102,1133@compuserve.com
Products/Services: 135,137

Wesson, Taylor, Wells & Assoc. (D)

5001 S Miami Blvd, Ste 118
PO Box 2274
Research Triangle Park, NC
27709
Contact: Randy Kauftheil
919-941-0081
Fax: 919-941-9632
73321,3537@compuserve.com
Products/Services: 29,71,99,135,139

White Pine Software (D)

40 Simon St
Nashua, NH 03060
Contact: Julie Held
603-886-9050
Fax: 603-886-9051
www.wpine.com
jheld@wpine.com
Products/Services: 103



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Please complete all of the following:

1. Type of Business (check one)

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- 1. Manufacturing (non-computer)
- 2. Business Services
- 3. Government
- 4. Wholesale/Distribution/Retail
- 5. Transportation/Utilities
- 6. Finance/Banking/Insurance/Hospitality
- 7. Healthcare/Medical
- 8. Other _____

COMPUTER

- 9. VAR/VAD/Systems or Network Integrator
- 10. Distributor/Reseller/Wholesaler
- 11. Consultant
- 12. Manufacturer/Developer
- 13. Service
- 13A. Other _____

TELEPHONY

- 14. Telecom Developer
- 15. Manufacturer
- 16. Telecommunications/Broadcast/Cable
- 17. Distributor/Reseller/Wholesaler
- 18. Other _____

2. Job Title (please check one only)

- 1. MIS/DP Management (VP/Director/Manager)
- 2. Telecommunications/Data Communications Mgmt. (VP/Director/Manager/Analyst/Engineer/Consultant)
- 3. Software/Engineering (Analyst/Engineer/Appl. Dev.)
- 4. Corporate/General Management (Chairman/Pres./Partner/CEO/VP/General Manager)
- 5. Sales/Marketing Management (VP/Director/Manager)
- 6. Other (specify) _____

3. Annual Sales Volume

- 1. \$500+ Million
- 2. \$100-\$500 Million
- 3. \$50-\$100 Million
- 4. \$10-\$50 Million

- 5. \$1-\$10 Million
- 6. Under \$1 Million
- 7. Unknown
- 8. Not Applicable

4. Number of Employees (all locations)

- 1. Over 10,000
- 2. 5,000-9,999
- 3. 1,000-4,999
- 4. 500-999
- 5. 100-499
- 6. Under 100
- 7. Unknown
- 8. Not Applicable

5. Operating Systems

- 1. DOS
- 2. OS/2
- 3. Macintosh
- 4. Windows
- 5. Windows NT
- 6. UNIX Based
- 7. QNX
- 8. Other _____

6. Network Operating Systems

- 1. NetWare
- 2. NT Windows Server
- 3. OS/2
- 4. UNIX
- 5. LANtastic
- 6. AppleShare
- 7. Vines
- 8. Proprietary Mini/Mainframe
- 9. Other _____

7. Which of the following products do you buy, specify, recommend or approve the purchase of?

- 1. Telephony Products
- 2. Application Software
- 3. Operating Environments

- 4. Computers
- 5. Networking Equipment
- 6. Consulting/Programming Services

8. When will you implement CTI in your business?

- 1. Currently implemented
- 2. In 12 months
- 3. In 24 months
- 4. Not Sure
- 5. Not applicable

9. Please indicate the total number of PCs/Macs/workstations at the entire location or company.

- 1. 25,000+
- 2. 10,000-24,999
- 3. 5,000-9,999
- 4. 2,500-4,999
- 5. 1,000-2,499
- 6. 500-999
- 7. 200-499
- 8. 100-199
- 9. 50-99
- 10. 25-49
- 11. 10-24
- 12. 1-9
- 13. None

10. Over the course of one year, do you specify, recommend, buy, sell, resell or approve the purchase of computer, telephony, CTI equipment, products or services worth

- 1. \$5,000,000 or more
- 2. \$2,500,000 to \$4,999,999
- 3. \$1,000,000 to \$2,499,999
- 4. \$600,000 to \$999,999
- 5. \$400,000 to \$599,999
- 6. \$200,000 to \$399,999
- 7. \$100,000 to \$199,999
- 8. \$50,000 to \$99,999
- 9. \$25,000 to \$49,999
- 10. Under \$25,000

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ALPHABETICAL LISTINGS

KEY

- A: Manufacturer**
B: Value-Added Reseller
C: Service Provider
D: Software Developer
E: Distributor

Wicom (A)

2630 Townsgate Rd
 Westlake Village, CA 91361
 Contact: Michael Weiser
 805-494-1903
 Fax: 805-494-4213
 www.wilcom.com
 Products/Services: 65

Wilco Inc (dba) Certified Phone Solutions Sales Company (B)

8511-C Wellsford Pl
 Santa Fe Springs, CA 90670
 Contact: David C. Williamson
 310-464-3164
 Fax: 310-464-3166
 Products/Services: 57,59,69,74,87

WildCard Technologies Inc. (A)

180 W Beaver Creek Rd
 Richmond Hill, Ontario L4B 1B4
 Contact: Angel Tar
 905-731-6444
 Fax: 905-731-7017
 wildcardtech.com
 angel-tar@wildcardtech.com
 Products/Services: 1,3,5,84,90

Wildfire Communications, Inc. (D)

20 Maquire Rd
 Lexington, MA 02173
 Contact: Michael Hartnett
 617-674-1500
 Fax: 617-674-1501
 www.wildfire.com
 mch@wildfire.com
 Products/Services: 30,39,102,106,113

Williams & Company Consulting, Inc. (C)

814 Pierce St
 Sioux City, IA 51102
 Contact: Laura Pinto
 712-252-4041
 Fax: 712-252-5974
 williams.com
 llp@williams.com
 Products/Services: 135,140-
 Marketing Consulting,141,142

■ **Win Communications Corporation (A)**
6755 Jimmy Carter Blvd
Norcross, GA 30071
Contact: Mark Halaszynski
770-447-9555
Fax: 770-449-3999
Products/Services:
27,29,48,49,50

Wincite Systems (D)

30 W Monroe, #300
 Chicago, IL 60603
 Contact: Jeff Smaga
 312-443-8958
 Fax: 312-443-0038
 www.wincite.com

jsmaga@brauntech.com
 Products/Services: 33,36

Windheim & Associates (B)

217 Country Place, #133
 Sacramento, CA 95831
 Contact: Eric Windheim
 916-395-7336
 Fax: 916-392-5094
 Products/Services: 45,46

Witec (A)

2630 Townsgate Rd, Ste E
 Westlake Village, CA 91361
 Contact: Michael Weiser
 805-494-1903
 Fax: 805-494-4213
 Products/Services: 65

Witness Systems, Inc. (D)

3901 Roswell Rd Ne, Ste 310
 Marietta, GA 30062
 Contact: Kirk Knous
 770-565-8700
 Fax: 770-565-5025
 www.witsys.com
 kknous@witsys.com
 Products/Services: 41-
 Monitoring,66

Wonderlic Personnel Test, Inc. (C)

1509 N Milwaukee Ave
 Libertyville, IL 60048-1387
 Contact: Ernie Giarelli
 800-323-3742
 Fax: 847-680-9492
 www.wonderlic.com
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SEE OUR
INDEX
 ON PAGE 55

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60 Skiff St, Ste 5
 Hamden, CT 06517
 Contact: Thomas Williams
 203-281-1335
 Fax: 203-288-7077
 worldcontact.com
 office@worldcontact.com
 Products/Services: 34,36,38,41-
 Customizable Contact
 Management Software,135

World Services International (B,D)

1034 East St
 Walpole, MA 02081
 Contact: Sales Department
 508-429-7232
 Fax: 508-429-7749
 Products/Services: 1,2,3,19,22

Worldly Voices

1805 Hayes St, Ste 200
 Nashville, TN 37203
 Contact: Mark Manz
 615-321-8802
 Fax: 615-321-8804
 vinfo.com/~voices

wvoices@aol.com
 Products/Services: 86-Voice
 Prompt Recording and Digitizing
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 Most Languages,101-Recordings
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 Portland, OR 97205
 Contact: Bob Stull
 503-227-6901
 Fax: 503-227-8501
 www.wygantsci.com
 bstull@wygant.com
 Products/Services: 29,32,39,81,84



Xenix Communications, Ltd. (D)

4532 Telephone Rd, #118
 Ventura, CA 93003
 Contact: Sales Department
 805-642-4676
 Fax: 805-642-3572
 Products/Services: 29,45,49,51

Xinex Networks, Inc. (A,B)

1520 Cliveden Ave, Unit 2
 Annacis Island
 New Westminster, British
 Columbia V3M 6J8
 Contact: Perry Quarengi
 604-526-1585
 Fax: 604-540-5600
 www.xinex.com/xinex
 Products/Services: 29,70,71

Xircom Systems Division (A)

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 Salem, NH 03079
 Contact: Richard E. Sterry
 603-898-1800
 Fax: 603-894-4545
 www.xircom.com
 dick_sterry@xircom.com
 Products/Services: 5,71,74,75,113

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 Eatontown, NJ 07719
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 800-546-1541
 Fax: 908-389-5984
 www.xpedite.com
 steve@mail.xpedite.com
 Products/Services: 81,83,84,95,105

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171 Madison Ave
 New York, NY 10016
 Contact: Seth Loonan
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 Fax: 212-951-7683
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 28,29,39,60,106

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750 N Maple Rd
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 http://xycom.com/
 Products/Services: 15,16



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 Santa Rosa, CA 95404
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 Fax: 707-528-3680
 www.ychange.com
 jsmith@ychange.com
 Products/Services:
 135,137,139,141,142

Yeung Communications Canada Inc. (C)

804 Oxford St
 Winnipeg, Manitoba, Canada
 R3M 3K2
 Contact: Peter Yeung
 204-488-0219
 Fax: 204-488-0069
 pyeung@suntek.com.ca
 Products/Services: 150,151,153



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 Norcross, GA 30071
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 800-240-4637
 Fax: 770-263-0049
 www.zeusphonstuff.com
 dedwards@zeusphonstuff.com
 Products/Services: 69,87,115-
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 Remote Call Traffic Analysis

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 Fax: 516-437-1305
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 Fax: 617-423-3923
 www.zoomtel.com
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 5,45,89,100,113

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Most Influential/Most Interesting

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We will decide which questions we will pose to the companies, but we will make every effort to take reader interests into account. When you fill out the form below, feel free to note what issues you would like to see addressed. (This part is entirely optional.)

List as many companies as you like, but please include at least five. We want to be sure the final selection exhibits some variety. List additional companies on another sheet.

Company:	Point of interest (optional):
1. _____	_____
2. _____	_____
3. _____	_____
4. _____	_____
5. _____	_____

Fax the form to **203-853-2845**. Alternatively, e-mail your choices to us at **editorial@tmcnet.com** or visit our Web site at **www.tmcnet.com**, where a version of this form will appear. Send snail mail to **CTI Readers' Poll, Technology Marketing Corporation, 1 Technology Plaza, Norwalk, CT 06854**.



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BUYER'S GUIDE

SUMMARY OF PRODUCT/ SERVICE LISTINGS

COMPUTER HARDWARE

Boards98

1. Boards/Fax
2. Boards/Voice
3. Boards/Voice+Fax
4. DSP Chips & Boards
5. Modems
6. Motherboards/Single-Board Computers
7. Network Interface Cards
8. Speech Recognition Cards
9. Station Interface Cards
10. Text-To-Speech Cards
11. Video Conferencing Cards
12. Other

Workstations/ Minicomputers100

13. Computer Accessories
14. Computer Chassis
15. Computers/Fault Tolerant
16. Computers/Heavy Duty
17. Computers/Laptops
18. Computers/Multi-Processing
19. Servers/Workstations
20. Other

Peripherals/Accessories101

21. Power Control/Conditioning
22. UPS (Uninterrupted Power Supply)
23. Videoconferencing Equipment
24. Printers
25. Other

SOFTWARE

Applications102

26. Audiotext Software
27. Call Accounting Software
28. Corporate Directories
29. CTI Software
30. DSP/Speech Recognition Software
31. Embedded Operating Systems
32. Fax Application Software
33. Groupware
34. Help Desk Software
35. Middleware
36. Sales/Marketing Software
37. Skills-Based Routing Software
38. Telemarketing Software For Minis & PCs
39. Voice Application Software
40. Workforce Management Software
41. Other

Development Tools110

42. Application Generators
43. Toolkits
44. Other

TELECOMMUNICATIONS SYSTEMS

Dialing111

45. Auto/Power/Preview Dialers
46. Predictive Dialers
47. Other

Routing112

48. ACD Products/Auto Attendant
49. ACD Software
50. ACDs
51. Call Blending
52. Call Sequencers
53. Digital Announcers (ACD)
54. Electronic Message Display Boards
55. Other

Switching114

56. Dumb Switches
57. Key Systems
58. PBXs
59. PC-Based PBX Hardware
60. PC-Based PBX Software
61. Programmable Switches
62. Other

Telephone System Accessories116

63. Handsets
64. Headset Repair
65. Headsets
66. Recording And Logging Equipment
67. Other

Other Telephone System Equipment117

68. AIN/TELCO Platforms
69. Caller ID/Automatic Number Identification
70. Centrex
71. Computer-Telephony Integration
72. CTI Testing Tools/Line Simulators
73. International Call Back Equipment
74. ISDN
75. LAN-Based Telephony
76. Line Sharing Devices
77. Reconditioned Phone Systems
78. Wireless Phone Systems
79. Other

FAX, VOICE, DATA, INTERNET

Fax120

80. Fax Accessories
81. Fax Broadcasting
82. Fax Machines
83. Fax Mail
84. Fax-On-Demand
85. Fax Servers
86. Other

Voice And Data122

87. IVR Products
88. Pulse-To-Tone Converters
89. Simultaneous Voice/Data
90. Speech Recognition/ Speech-To-Text
91. Voice Recognition/Voice-To-Text
92. Text-To-Speech Conversion
93. Voice Line And Data Equipment
94. Other

Internet124

95. Internet Access To Fax Servers
96. Internet Access To Live Agents
97. Internet Access To Voice Mail
98. Internet Screen Synchronization/ Remote Control
99. Internet Telephony
100. Intranet Hardware/Software
101. Other

CONFERRING126

102. Audioconferencing
103. Videoconferencing
104. Other

MESSAGING127

105. E-Mail
106. Integrated/Unified Messaging
107. Voice Mail
108. Voice Products (Hardware)
109. Other

REMOTE ACCESS/ CAPABILITIES129

110. Cellular Mobile Phones
111. Pagers/Wireless Network Equipment
112. Pagers/Wireless Network Services
113. Telecommuting
114. Telephony PIMS
115. Other

SERVICES Call Center Management Services129

116. Rentals/Leasing/ Financing
117. Telephone Monitoring Services
118. Toll Fraud
119. Other

Directory Services130

120. Desktop Directory Services
121. Network Directory Services
122. Other

Lists/List Services130

123. On-Line Databases
124. Telephone Number Look-Up Services
125. ZIP Plus 4 Software
126. Other

Long-Distance Services130

127. Common Carriers
128. Directory Assistance
129. Long-Distance Brokers
131. Resellers
132. Toll-Free (800)
133. 900, 976
134. Other

Other Services132

135. Consulting
136. CTI Distributors/Resellers
137. Disaster Recovery
138. On-Hold Services
139. Systems Integration
140. Other

MISCELLANEOUS Advertising133

141. Ad Agencies
142. Internet & WWW Marketing Services
143. Other

Transaction Processing134

144. Audio Order Form Verification
145. Bar Coding For Order Entry
146. Check And CC Verification
147. Credit Card Merchant Accounts
148. Prepaid Calling Cards
149. Other

Training Products135

150. Audio Cassettes
151. Books/Workbooks
152. Interactive Videodiscs
153. Videotapes
154. Other

■ Denotes a company with an advertisement in this issue.

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Marcus Garcia, 800-456-8000

Inno Media Logic Inc.
Michel Brule, 514-651-8188

Interworks Systems, Inc.
Chet Bedell, 516-424-9757

SEE OUR
INDEX
ON PAGE 55

Melita International
Steve F. Dmetruk, 770-409-4405

Precision Systems, Inc.
Paula Burk, 813-572-9300

Smallwonder! Softworks
Bruce Barker, 703-771-3333

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Eyeteel Technologies Inc
William Follin, 941-435-1079

Incite
Jerrie Rea, 214-447-8822

Interworks Systems, Inc.
Chet Bedell, 516-424-9757

Proximity
Ken Gingras, 802-865-1134

RadVision Inc.
Shykeh Gordon, 201-529-4300

VCON
Michael Lahav, 972-9-590003

VistaCom, Inc.
Birgitta Strom, 408-253-5167

Other

AGT International, Inc.
Daniel Casey, 614-784-8000
IVR Hardware

Banneker Systems
Bruno L. Nosiglia, 508-821-4440
Protocol Conversion & Interface
Boards, Protocol Conversion &
Interface Dev.

Bit 3 Computer Corporation
Jerry Medley, 612-881-6955
Bus Hardware

BOARDS

ChatCom, Inc.
John Lillywhite, 408-541-0246
Rack Mount Computer Systems

Crytcal Services Management
William Benson, 414-687-2100
Security Modems

Defenders Network, Inc.
Helmut Julinot, 334-661-1244
Power Savers

Electronic Specialists, Inc.
F. J. Stifter, 508-655-1532
Lightning Protection



Interworks Systems, Inc.
Chet Bedell, 516-424-9757
ISDN Cards

Lanier Worldwide, Inc.
Rod Reed, 770-496-9500
Recording Systems

Lava Computer Mfg Inc.
Bradley Cook, 416-674-5942
I/O Boards

Mediaphonics SA
T. Cossavella, 33-169474420
Telephony Boards

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Sharon Porter, 805-583-8600
Data/Voice Routers & Multiplexers

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Industrial Computer Source
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Insight
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Monitor Power Savers

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APPRO International, Inc.
David Lee, 800-927-5464

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Larry Bobrowski, 608-565-7200

CABLExpress
Cynthia Renno, 315-476-3100

**SEE OUR
INDEX
ON PAGE 55**

Columbia Ultimate
Susan Garrett, 360-256-7358

Deltec Corporation
Sharon Coutts, 619-291-4211

Electronic Specialists, Inc.
F. J. Stifter, 508-655-1532

Granite Microsystems
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Protocol Conversion & Interface
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Surge Protectors

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Surge Suppression

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Newspaper, New Horizons
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David Anderson, 714-969-2727

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Unisys Corporation
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CCS Enterprises, Inc.
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Systems Inc.**
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Connections
714-637-3064

CTI Data Solutions (USA) Inc
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Systems**
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Debit Card Systems, Inc.
Ted Cording, 416-762-1082

Dees Communications
Sales Department, 206-869-1963

Digital Technologies, Inc.
Michael Dodge, 800-952-2629

**Enterprises Computing
Services Inc.**
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GlobeStar Systems Inc.
Gladys Nova, 905-839-0893

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Robert Matthews, 616-459-0782

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Doris Schwartzblat, 212-719-5959

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Omnitrend
Thomas Carbone, 860-678-7679

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SDT
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AltiGen Communications, Inc.
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Mike Woodson, 888-422-5577

Cybernetics
Lori Fratilla, 305-529-0020

DAC Systems
Sales Department, 203-924-7000

DalTech International, Inc.
George Miller, 214-458-7744

Datamax Services Inc.
Ron Collins, 716-381-8590

Davis Software Engineering, Inc.
Dawn M. Smith, 214-746-5210

SEE OUR INDEX ON PAGE 55

Davox Corporation
Jim Mazzeo, 508-952-0200

dba Telecommunication Systems
Steve Boulton, 604-985-9521

DBI Marketing Inc.
D. Rivers, 305-385-8888

Dees Communications
Garry Shearer, 604-946-8433

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Digisoft Computers, Inc.
Bruce Adams, 212-581-2190

Digital Speech Systems, Inc.
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Digital Systems International
Joe Higueta, 800-877-8642

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Gladys Nova, 905-839-0893

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IntegratedSales Solutions, Inc.
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APPLICATIONS

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Sales Department, 201-587-1515

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Open Development
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Sales Department, 214-416-3720

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104 **CTI For ManagementSM** Buyer's Guide

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Jason Cigarran, 415-332-5656

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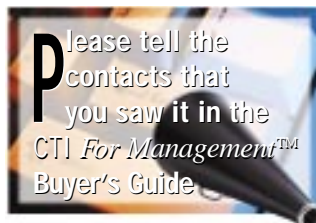
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Chris Levin, 801-485-1107



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Thomas Konat, 513-745-8070

Scopus Technology
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Vance Brand, 801-483-3333

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Corporation
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SEE OUR INDEX ON PAGE 55

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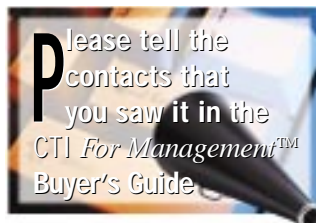
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SEE OUR INDEX ON PAGE 55

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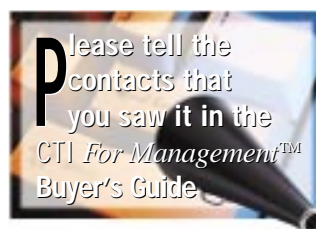
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Dan Parker, 703-760-0000

International Voice Messaging Systems, Inc. (IVM Systems)
Jerry K. Nerdin, 801-292-8190

International Voice Systems
Jerry Mahoney, 908-777-9600

ITT Industries
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Kalman Technologies Inc.
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Lanier Worldwide, Inc.
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APPLICATIONS

LHS Communications Systems, Inc.
John Bartkus, 770-671-9777

Logicom, Inc.
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Marketing Messages
Richard M. Snider, 617-527-3023

MasterMind Technologies, Inc.
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MediaSoft Telecom Inc.
Gabor Barta, 514-731-3838

Microsoft Corp.
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MOSCOM Corporation
Gerry Henderson, 716-383-6831

Mountain Systems, Inc.
David Bevins, 540-935-2275

NetSpeak Corporation
Robin Rednor, 407-997-4001

Nuntius Corporation
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Octel Communications Corporation
Octel Telesales, 800-444-5590

Orion Telecom Inc
Sales Department, 214-416-3720

■ **Parity Software**
Jason Cigarran, 415-332-5656

PCS Telecom, Inc.
Shelley Green, 561-745-1688

Phonettix Intelcom Inc.
Jacques L'Africain, 905-707-1777

Precision Systems, Inc.
Paula Burk, 813-572-9300

Priority Call Management
Mary Sullivan, 508-694-2579

■ **Pronexus**
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REVOX Corporation
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SoftKlone
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Source Media
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■ **Spanlink Communications, Inc.**
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Speech Technology Research (STR) Ltd.
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SpeechSoft Inc
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Talking Technology, Inc.
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Telematics
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Telematrix Solutions
David Anderson, 714-969-2727

Telephony Experts
Barry Sher, 310-445-1822

TeleVoice Incorporated
Rusty Groos, 713-497-8000

Trans Telecomm International, Inc.
Ron Thorne, 330-928-2800

Unicom Technologies Inc
Arshad Patez, 905-840-1872

Venturian Software
Amy Anderson, 612-931-2456

Vitel Software, Inc.
Sue Andersen, 508-831-9700

Voicefile, Inc.
Tom Brask, 203-238-9592

Voicetek Corporation
Dan Poranski, 508-250-9393

Votan Corporation
Ron Rutherford, 510-426-5600

Wildfire Communications, Inc.
Michael Hartnett, 617-674-1500

Wygant Scientific, Inc.
Bob Stull, 503-227-6901

Xtend Communications
Seth Loonan, 212-951-7600

Workforce Management

AAC Corporation
Susan Saldibar, 714-756-2700

Appintec Corp.
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Austin Logistics Incorporated
Mike Kuryak, 512-328-8215

Commence Corporation
Sales Department, 908-530-4666

Core Technology Corporation
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Cybernetics
Lori Fratilla, 305-529-0020

Dapix Inc
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Data Code, Inc.
Michael J. Hills, 407-351-3441

Data Management Associates
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Data Systems Support
Jessica Cohn, 212-888-3288

DK Systems
213-644-2700

Gateway Systems Corporation
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HTL Telemanagement
Iris Wolf, 301-236-0780

IEX Corporation
Stan Jasinski, 214-301-1300

InterApps, Inc.
Jeff Yarrington, 310-374-4125

Kizan Telephony Group, Inc.
Joe Leist, 502-426-6374

Magic Solutions
Sales Department, 201-587-1515

Market Power, Inc.
Carey Holladay, 916-265-5000

Matsch Systems
Robert Matthews, 616-459-0782

SEE OUR INDEX ON PAGE 55

MaxQ Technologies, Inc.
Diane C. Lippa, 716-389-1500

Metrix, Inc.
Matt Krueger, 414-798-8560

Nabnasset Corporation
Carol Wennerstrand, 508-787-2800

■ **Nova CTI**
617-821-0989

OneWave, Inc.
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ONYX Software Corporation
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Optima Technologies, Inc.
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PaceCom Technologies, Inc.
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Perimeter Technology
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Phonettix Intelcom Inc.
Jacques L'Africain, 905-707-1777

Product Marketing & Mgmt.
Steve Ragan, 941-925-4707

Professional Resource Management, Inc.
Dave Scott, 847-359-3990

Profits Software Group, Inc, The
Donna Weaver, 301-961-8518

PULSE Technologies, Inc.
William Hamilton, 703-802-3580

Raosoftware, Inc.
Catherine McDole,

SDC Software Inc
Steven Dion, 702-883-9339

Switchview Inc.
Deborah LeBlanc, 214-918-9979

System Management Software Inc
Ken Stagg, 612-633-2552

TCS Management Group, Inc.
Sales Department, 615-327-0811

Tekno Industries, Inc.
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Other

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Michael Sisk, 619-273-3036
Call Center Statistics Display Software

AnswerSoft, Inc.
Steve Bostwick, 214-612-5130
Intelligent Routing, Business Process Automation Software

Arkansas Systems
Rob Roedel, 501-227-8471
Payment Systems

Austin Logistics Incorporated
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Resource Optimization

Axon Communications, Inc.
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Bentley Company, The
Jesse Knowles, 508-562-4200
Service Automation Consulting

Best Power
Larry Bobrowski, 608-565-7200
Power Management & Shutdown

Calico Technology
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Configuration Software

Cardiff Software
Tim Dubes, 619-752-5000
Forms Processing

Commetrex Corporation
Martin Lippman, 770-449-7775
DSP-Based Software

Data Management Associates
Bruce Goldstein, 314-205-2828
Accounting Software

Demas
Chuck Kanupke, 609-866-1212
SS7 Software

Dharma Systems, Inc.
Dennis Coraccio, 603-886-1400
Database Software

Easyphone Portugal SA
J. P. Almeida, 3511-7205050
Call Center Mgmt. Software

Evergreen Ventures Corp
Sales Department, 610-768-9030
Sales Associate

Eyetel Technologies Inc
William Follin, 941-435-1079
Visual Collaboration

APPLICATIONS

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Performance Monitoring

FutureLabs, Inc.
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Document Conferencing

I.S.S.I (IntegratedSales Solutions, Inc)
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Business Integration Software

ichat, Inc.
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Business Chat

Ideamatics, Inc.
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Modeling

Inference Corporation
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Problem Resolution Software-
Product Selection Software

Info Group, The
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Enterprisewide Call Center Mgmt.

Info-Chip Communications
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Digitizing Audio Files To EROMs,
Message On Hold Systems

Infonetics Corporation
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Automated Surveying Software

Information Dimensions
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Document Management

Information Management Associates, Inc. (IMA)
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Call Center Automation Software

Intelligent Switched Systems
Marc Samson, 613-794-9768
Security/Fraud Prevention

ITT Industries
Frank W. Smead, 219-487-6321
Speaker Verification

JBGL Technological Innovation Group Inc., The
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Music & Message On-Hold
System Software

LDDS WorldCom
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Billing Software

Magnasync/Moviola Corporation
Richard Haak, 213-962-0382
Monitoring & Recorded Voice
Playback Software

Mediaway Inc
L McMinn, 802-326-4215
Remote Support & Training

Mercury Marketing
Lisa201-796-5552
Contact Mgmt. Software

Metrix, Inc.
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Depot Repair Contracts

MICOM Communications Corp.
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G.729-Quality Voice

Microsystems Software, Inc.
Sales Department, 800-489-2001
Adaptive Access Software

Mountain Systems, Inc.
David Bevins, 540-935-2275
Caller ID Applications

Mustard Research Ltd.
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Secure PC Access

National Instruments
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Test Software Data Acquisition/
Analysis, Signal Analysis

Open Development
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Call Processing Software

PaceCom Technologies, Inc.
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Historical Reporting Software

Pegasystems Inc.
Jack McAvoy, 617-374-9600
Customer Service Workflow

Picture Talk, Inc.
510-467-5300
Visual Commun. Software

Postalsoft, Inc.
Product Information, 800-831-6245
Data Integrity

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EDI

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Web Server Software

Professional Inbound, Inc.
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Order Entry

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Billing Software, Accounting
Software

Raima Corporation
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Database Software

Sonic Foundry, Inc.
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Sound Editing Software

Stonehouse & Co.
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Network Management Software-
Billing Systems Software

STS International, Inc.
David Lankford, 812-876-7555
Healthcare Software

System Management Software Inc
Ken Stagg, 612-633-2552
ACD Reporting Software, ACD
Off-Site Routing

Telco Research Corporation
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Telemanagement

Teradyne Software & Systems Test, Inc.
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Testing Software

Trippe Lite
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Power Management

Utopia Technology Partners, Inc.
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Asset Management

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Internet Call Center Software



Votan Corporation
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Voice Verification

Witness Systems, Inc.
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Monitoring

World Contact, Inc.
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Customizable Contact
Management Software

SOFTWARE DEVELOPMENT TOOLS

Application Generators

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Ameritec Corporation
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N-SOFT
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Optima Technologies, Inc.
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SOFTWARE DEVELOPMENT TOOLS

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Professional Inbound, Inc.
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Symetrics Industries, Inc.
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Unleash Corporation
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Voice Integrators, Inc.
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Voicetek Corporation
Dan Poranski, 508-250-9393

Voysys Corporation
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Toolkits

Aculab
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Alterna Technologies Group Inc.
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AnswerSoft, Inc.
Steve Bostwick, 214-612-5130

Aristacom International, Inc.
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Artisoft, Inc.
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■ **BICOM, Inc.**
203-268-4484

Black Ice Software Inc
Carolyn S. Doherty, 603-673-1019

Boston Technology, Inc.
Mary G. Cormier, 617-246-9000

Cascade Technologies, Inc.
Christine Shepherd, 908-906-2020

Computer Telephony Product Group, Artisoft, Inc.
Dave Krupinski, 617-621-9545

Datamax Services Inc.
Ron Collins, 716-381-8590

Edgewater Technology, Inc.
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Fujitsu Business Communication Systems
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Galacticomm, Inc.
Customer Operations, 954-583-5990

Infocon Technologies Inc.
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Inter-Tel Incorporated
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ISI - InfoBase Services, Inc.
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ITI Logiciel
Gilles Gagnon, 514-835-3124

MaxQ Technologies, Inc.
Diane C. Lippa, 716-389-1500

MediaSoft Telecom Inc.
Gabor Barta, 514-731-3838

Microsoft Corp.
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■ **Mitel Corporation**
613-592-2122

N-SOFT
33-145407373

National Instruments
512-794-0100

Natural MicroSystems
Patrick Fetterman, 508-650-1300

■ **Northern Telecom (Nortel) Information Center,**
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OneWave, Inc.
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Pacific Telephony Design
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■ **Parity Software**
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■ **Pronexus**
Marc Wolvin, 613-839-0033

PureSpeech, Inc.
Amy Limb, 617-441-0000

QNX Software Systems Ltd
Sales Department, 613-591-0931

Resource Partners, Inc. (Fax Resource)
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Rhetorex, Inc.
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Rochelle Communications, Inc.
Heather Poggi-Mannis, 512-339-8188

Stylus
Rob Brown, 617-621-9545

Technology Solutions Company
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TeraTech Inc.
Michael Smith, 301-424-3903

TTM & Assoc.
Jeff Weiner, 714-449-8700

Voice Technologies Group, Inc.
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Voysys Corporation
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Other

Ameritec Corporation
William E. Gunning, 818-915-5441
Impairment Test Sets

EXSYS, Inc.
Michael Eskew, 505-256-8356
Expert Systems

SQL Software
Reggie Phillips, 703-760-0448
Process Configuration Management

Tekelec
Tracy Dupree, 818-880-5656
Protocol Development Tools

Voice Information Systems, Inc.
Andrew Michalik, 800-234-8474

SEE OUR
INDEX
ON PAGE 55

DIALING

Auto/Power/Preview Dialers

ALB Associates
L. Bullman, 215-750-9530

Big Island Communications, Inc.
David L'Heureux, 800-788-7751

Carpenter: Computing, Inc.
Chris Heline, 617-639-2500

CAS (Communications Asystance Systems)
Larry McAllister, 617-324-0140

Columbia Ultimate
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Davis Software Engineering, Inc.
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Digisoft Computers, Inc.
Bruce Adams, 212-581-2190

Electronic Technical Services, Inc
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INFO ZERO Un
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Information Gateways Corporation
Dan Parker, 703-760-0000

IntegratedSales Solutions, Inc.
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ISI - InfoBase Services, Inc.
Marty Bodelson, 800-775-5898

IT Research, Inc.
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Marketing Technologies Group
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MarTel Group Inc., The
Sheree Nelson, 913-321-6100

Mercury Marketing
Lisa201-796-5552

PAGE TeleCOMPUTING, Inc.
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Parwan Electronics Corporation
Suraj P. Tschand, 908-536-7500

People's Interface
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Predictive Software Inc.
Ron Tomasch, 800-418-9415

Slappay Communications Services
Sales Department, 205-967-1777

Soft-Com Inc
Sales Department, 212-242-9595

SoftSteele, Inc.
Ahmed A. Macklai, 800-992-7638

Teledata Technology Inc
Arie Bawnik, 201-288-4118

TeleRelation Systems, Inc.
415-941-6001

DIALING

Teltone Corporation
John Kutz, 206-487-1515

Teltronics Inc
Chuckie Englehardt, 941-753-5000

Unicom Technologies Inc
Arshad Patez, 905-840-1872

Ventura Telephone Equipment
B. J. Thompson, 800-338-8108

Vive Synergies Inc.
Peter Capraro, 905-882-6107

Windheim & Associates
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Xenium Communications, Ltd.
Sales Department, 805-642-4676

Zoom Telephonics, Inc.
Leonard Phillips, 617-423-1072

Predictive Dialers

AdVoTech Inc.
Ken Gryger, 412-283-4497

ALB Associates
L. Bullman, 215-750-9530

■ **Buffalo International, Inc.**
David Friedman, 914-747-8500

CAS (Communications Assistance Systems)
Larry McAllister, 617-324-0140

Columbia Ultimate
Susan Garrett, 360-256-7358

DalTech International, Inc.
George Miller, 214-458-7744

Davis Software Engineering, Inc.
Dawn M. Smith, 214-746-5210

Davox Corporation
Jim Mazzeo, 508-952-0200

Digital Systems International
Joe Higueta, 800-877-8642

EIS Systems
203-351-4800

Electronic Technical Services, Inc
Jay Crump, 319-322-3562

Evolving Systems, Inc.
Jess Gonzales, 303-802-1000

Executone Information Systems, Inc.
Michael Persky, 203-882-6610

■ **Genesys Telecommunications Laboratories**
Frank Graham, 415-588-5149

INFO ZERO Un
Maurice Beauregard, 514-861-9255

Information Gateways Corporation
Dan Parker, 703-760-0000
■ **InterVoice, Inc.**
John Cannon, 214-454-8862

IT Research, Inc.
Wayne Kewitsch, Sr., 800-657-0110

JG/Pack & Co.
James Giannone, 609-988-6997

Kizan Telephony Group, Inc.
Joe Leist, 502-426-6374

Know IT!, Inc
Michael Bergman, 800-576-9537

LHS Communications Systems, Inc.
John Bartkus, 770-671-9777

MarTel Group Inc., The
Sheree Nelson, 913-321-6100

Melita International
Steve F. Dmetruk, 770-409-4405

MicroAutomation, Inc.
Dennis Aanderud, 703-847-9865

■ **Noble Systems Corp.**
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Omega Systems
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Ontario Systems Corporation
Jeff Imel, 800-283-3227

People's Interface
Bruce Levin, 847-266-9696

Phonetix Intelecom Inc.
Jacques L'Africain, 905-707-1777

PredictAbility PLUS, Inc.
Gerald G. Abrahamson, 508-486-0962

Predictive Software Inc.
Ron Tomasch, 800-418-9415

Predictive Solutions, Inc.
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Shelcad Engineering Ltd.
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SoftSteele, Inc.
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Stratasoft
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■ **Syntellect Inc.**
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Teledirect International
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TeleRelation Systems, Inc.
415-941-6001

Trans Telecomm International, Inc.
Ron Thorne, 330-928-2800

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Other

Crytycal Services Management
William Benson, 414-687-2100
Equipment Monitoring

Demas
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AIN Intelligent Peripheral Service Nodes

Forum Communication Systems, Inc
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Audio Conf. Bridges

Genoa Technology
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Testing

Hammer Technologies
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CTI Test Systems

Harris Digital Telephone Systems
Julie Heck, 415-382-5000
PBX Switches

Intelligent Network Systems (Network Group)
Ken Casner, 214-772-3200
International Call Back

Interalia Inc.
Martin Grace, 403-288-2706
Digital Call Processing Systems,
Music On Hold Systems

Open Development
Kathy Ringer, 617-440-5000
Enhanced Services Platforms &
Applications

RF Industries, Ltd.
Les Perlman, 619-549-6340
Data Transreceivers

Stratasoft
Steve Machiorlette, 800-825-2669
Unattended Dialers

Teledirect International
William Sparks, 800-531-6440
Agent-At-Home Software

ROUTING

ACD Products/ Auto Attendant

Aspect Telecommunications
Carole Gumm, 408-325-2200

BCS Technologies, Inc.
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Call Management Products
Lori Thompson, 800-245-9933

Cintech Telemanagement Systems Inc.
Bruce Plummer, 513-731-6000

Dash Open Phone Systems
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Dictaphone Canada (1995) Inc.
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Esna Tech
Davide Petramala, 905-707-9700

Global Service and Technology
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Harris Digital Telephone Systems
Julie Heck, 415-382-5000

I.T.I., Inc.
Joe James, 517-777-2700

Incite
Jerrie Rea, 214-447-8822

Interalia Communications
Tom Peterson, 612-942-6088

Interface
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■ **Mitel Corporation**
613-592-2122

MSDC Enterprises (North America) Inc.
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■ **Northern Telecom (Nortel) Information Center, 800-466-7835**

Orion Telecom Inc
Sales Department, 214-416-3720

ProCom Supply Corporation
Gina Lusk, 800-776-2661

Redcom Laboratories, Inc.
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Samsung Telecommunications America
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Sawejko Communications
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System Management Software Inc
Ken Stagg, 612-633-2552

ROUTING

Taske Technology
Malcolm Teasdale, 414-462-0100

TDS Telecom
Thomas E. Bogucki, 608-845-4534

Tec International
Art O'Hare, 714-250-9400

Telcom Technologies
Richard M. Widney, 909-620-7711

Telephone Response Technologies, Inc. (TRT)
Sales Department, 800-878-3947

Texas Digital Systems, Inc.
Chuck Bartlett, 409-693-9378

VSN Systemen BV
R Peeters, 31478-555000

■ **Win Communications Corporation**
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ACD Software

AAC Corporation
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Aspect Telecommunications
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AT&T Call Center Solutions
800-811-2077

Aurora Systems, Inc.
Sandy Scheer, 508-263-4141

Axon Communications, Inc.
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Cintech Telemanagement Systems Inc.
Bruce Plummer, 513-731-6000

Cybernetics
Lori Fratilla, 305-529-0020

GeoTel Communications Corporation
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HTL Telemanagement
Iris Wolf, 301-236-0780

Kizan Telephony Group, Inc.
Joe Leist, 502-426-6374

LHS Communications Systems, Inc.
John Bartkus, 770-671-9777

NetSpeak Corporation
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■ **Nova CTI**
617-821-0989

PaceCom Technologies, Inc.
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GlobeStar Systems Inc.
Gladys Nova, 905-839-0893

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Incite
Jerrie Rea, 214-447-8822

SEE OUR INDEX ON PAGE 55

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602-961-9000

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Sales Department, 201-993-3000**

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Rahul Virmani, 613-591-1555

ProCom Supply Corporation
Gina Lusk, 800-776-2661

Quicknet Technologies, Inc.
Elaine Statchakis, 415-495-7960

**SEE OUR
INDEX
ON PAGE 55**

Sawejko Communications
Carl F. Sawejko, 508-673-0329

Spectrum Signal Processing, Inc.
Samina Tajwar, 604-421-5422

Unicom Technologies Inc
Arshad Patez, 905-840-1872

VSN Systemen BV
R Peeters, 31478-555000

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506-444-0471

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NetPhone Inc
Charlie Mooney, 508-787-1000

Unicom Technologies Inc
Arshad Patez, 905-840-1872

VSN Systemen BV
R Peeters, 31478-555000

Xtend Communications
Seth Loonan, 212-951-7600

Programmable Switches

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Gary Andresen, 510-252-9712

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Jon Forrest, 800-692-6726

Centrepoint Technologies Inc.
Michael G. Taylor, 613-235-7054

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Robert Madonna, 508-862-3000

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Julie Heck, 415-382-5000

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Stan Jasinski, 214-301-1300

Intellect, Inc.
Bill Barnett, 214-437-1888

Inter-Tel Incorporated
602-961-9000

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Emmil Lopez, 800-800-7199

NACT
Ben Winnie, 801-225-6248

Natural MicroSystems
Patrick Fetterman, 508-650-1300

NewVoice Inc.
Paul Winders, 703-648-0585

ProTel, Inc.
Chris Levin, 801-485-1107

Source International
Robyn Gallor, 714-280-1058

Tadiran Telecommunications Inc
J. Dabnor, 813-523-0000

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David Sogar, 303-595-0040

VSN Systemen BV
R Peeters, 31478-555000

Other

**Communication Systems
Technology, Inc.**
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410-381-5080
Voice/Data Switching

Intellect, Inc.
Bill Barnett, 214-437-1888
Digital Switches

Jetstream Communications Inc
Marc Cooper, 408-777-4324
Personal PBX

NACT
Ben Winnie, 801-225-6248
Prepaid Switching Equipment

PCS Telecom, Inc.
Shelley Green, 561-745-1688
PC-Based Switch

Siemens Stromberg-Carlson
John Davis, 561-955-8357
Central Office Switching Systems

Tekelec
Tracy Dupree, 818-880-5656
Signal Transfer Point

SWITCHING

TeleDesign Management, Inc.
Brian McDaniel,
415-259-1688
All Switches

Telematrix Solutions
David Anderson,
714-969-2727
CTI Switch Matrix

TsDesign Inc.
Dawn Billett, 770-454-6001
Intelligent Networking Protocol
Switches

Unimax Systems Corp.
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612-341-0946
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Peggy Lahart, 847-299-3434

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Telecorp Products
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Marvin Holst, 402-572-0350

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Telemarket Resources, Inc
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Other

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Overlays

SEE OUR
INDEX
ON PAGE 55

OTHER TELEPHONE SYSTEM EQUIPMENT

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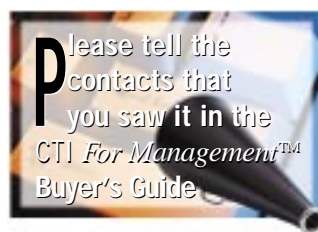
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SEE OUR INDEX ON PAGE 55

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INDEX
ON PAGE 55

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SEE OUR INDEX ON PAGE 55

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124 **CTI For Management**™ Buyer's Guide

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Shelcad Engineering Ltd.
Doron Shachar, 9724-8210844

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Sales Department, 714-661-2660

Teleservice Technologies
Vance Brand, 801-483-3333

**Vanguard Communications
Corporation**
Sales Department, 201-605-8000

**SEE OUR
INDEX
ON PAGE 55**

Wesson, Taylor, Wells & Assoc.
Randy Kauftheil, 919-941-0081

Intranet Hardware/ Software

Alpha Information Systems
Chuck Toussieng, 909-693-9888

Bedford Associates, Inc.
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Interface
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Mediaway Inc
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510-467-5300

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Process Software Corporation
Beth Hennessy, 508-879-6994

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Zoom Telephonics, Inc.
Leonard Phillips, 617-423-1072

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Internet/WWW Access

America II Direct
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Web Site Design

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Internet Access To Software
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Internet Access To Decision-
Making Knowledge

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E-Mail To Fax

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Synchronization

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Local Calling Area Software

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TeleDesign Management, Inc.

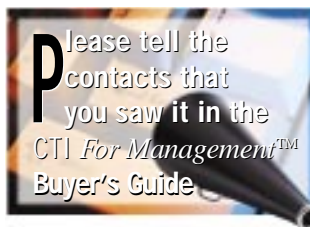
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Videoconferencing

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Picture Talk, Inc.
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**SEE OUR
INDEX
ON PAGE 55**

Perigee Communications Inc.
Nick Schlee, 612-378-4400

Pilot Network Services, Inc.
Emma Rosen, 510-433-7800

Prairie Systems
Wendy Wiseman, 800-274-8914

Priority Call Management
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Dash Open Phone Systems
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Dictaphone Canada (1995) Inc.
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Voice Processing Corporation
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Voysys Corporation
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Jack Lowry, 417-781-7000

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SEE OUR INDEX ON PAGE 55

Ziehl Associates, Inc.
Peg Thompson, 516-437-1300

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Leonard Phillips, 617-423-1072

ZyXEL Communications Inc.
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Telephony PIMS

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Other

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Pro CD
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Network Directory Services

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Connections
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Novell
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130 **CTI For Management**SM Buyer's Guide

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Michael Dodge, 800-952-2629

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Michael D. Mudd, 206-622-7100

Technology Resource Group
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MCN
Robert Dombkowski, 441-189-7327

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Russell Markman, 914-762-6800

Pyramid Interactive
Bob Meister, 414-328-5454

**SEE OUR
INDEX
ON PAGE 55**

S & J Products And Services (Boulder Telecom)
Jack, 509-575-1797

SCG Carrier Services
Greg Garrett, 800-622-2200

Starlink Communications LLC
Michael D. Mudd, 206-622-7100

Telecommunications on Demand, Inc.
Jeffrey Bornsten, 717-366-8783

Telegroup, Inc.
Tim Bregenzer, 515-472-5000

TeleServ Corporation
Sales Department, 703-205-0050

Voice FX Corporation
Scott Karlin, 610-941-1000

900, 976

American TelNet, Inc.
William H. Rivell, Jr., 302-651-9400

AT&T
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Bellatrix International
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BFD Productions, Inc.
Erik Hansen, 702-387-3200

GTS
Cory Eisner, 516-326-1940

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Jack, 509-575-1797

SCG Carrier Services
Greg Garrett, 800-622-2200

Other

Intelligent Network Systems (Network Group)
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Secure Calling Card

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IXC

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Dina Barr, 908-287-2236

Advent Management International, Ltd.
John J. Reddish, 610-431-2196

Alterna Technologies Group Inc.
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American Power Conversion
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Brock Telecom Limited
Cheryl Lim, 613-498-3636

Calico Technology
Michalene Adams, 408-975-7400

Caliper Human Strategies, Inc.
Daniel T. Amabile, 609-924-3800

Call Center Enterprises
Bruce Calhoun, 919-469-0982

Carnegie Group, Inc.
Carol Feola, 412-642-8900

Customer Management Automation (CMA)
Om P. Singla, 214-247-8816

Customer Outsourcing Performance Center
Alton Martin, 512-328-0050

Cyenus Technology Ltd
506-444-0471

DAC Systems
Sales Department, 203-924-7000

Dialogic Corporation, Computer Telephone Division
Carl Strathmeyer, 617-933-1111

Digby 4 Group, Inc.
Jane Laino, 212-883-1191

Early, Cloud & Co.
Ellice Uffer, 401-849-0500

EIS Systems
203-351-4800

Emerging Market Technologies, Inc.
Jeff Multz, 770-980-1400

Enterprises Computing Services Inc.
Denis Luber, 770-591-8060

Evergreen Ventures Corp
Sales Department, 610-768-9030

Forsgren & Associates Inc
Gary Forsgren, 800-445-1648

General Fax, Inc.
Christopher Stephano, 610-277-1722

GM Productions
Marcus Graham, 404-237-9700

Groupe Conseil Sygertech Inc.
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Inference Corporation
Jill Saudan, 415-893-7200

Infonetics Corporation
David L. Saad, 508-393-8088

Information Dimensions
Barbara Johnson, 614-761-8083

Information Gatekeepers, Inc.
Sales Department, 617-232-3111

IT Research, Inc.
Wayne Kewitsch, Sr., 800-657-0110

IVR Systems Corporation
Mike Chafin, 800-405-8642

OTHER SERVICES

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Logica Inc.
Eithne Egan, 617-476-8000

MCI
Doug Tavolacci, 770-677-1126

Media Express Telemarketing Corp.
Claude Cohen, 800-563-6655

Mediawerks
Susan Rollins, 507-454-1400

MKS Marketing Inc.
Jerry Schoemann, 800-544-8989

Mustard Research Ltd.
Dave Marsh, 203-732-3611

NCR Corporation
800-225-5627

Omnia Group Incorporated, The
Mary R. Austen, 813-254-9449

OneWave, Inc.
Jennifer Marshall, 617-923-6500

Perigee Communications Inc.
Nick Schlee, 612-378-4400

Phillip Sherman & Associates
Phillip A. Sherman, 602-890-9689

Pinnacle Group, The
Barry Green, 770-422-8300

Postalsoft, Inc.
Product Information, 800-831-6245

Pottsville Republican Newspaper, New Horizons Group
Sharon Smith, 717-628-6076

Princeton Management Resources, Inc.
Eileen Esposito, 609-275-6700

Proximity
Ken Gingras, 802-865-1134

PureSpeech, Inc.
Amy Limb, 617-441-0000

Pyramid Interactive
Bob Meister, 414-328-5454

Quintus Corporation
Lisa Green, 510-624-2800

Robins Press
Marc Robins, 718-548-7245

■ **Rockwell Switching Systems Division**
Tom Mikol, 800-416-8199

SBS Corporation
Angela King, 205-444-1800

Source Media
Darrell Farhat, 214-890-9050

Spanish Online Services
Dan Gonzalez, 888-821-8656

TCS Management Group, Inc.
Sales Department, 615-327-0811

Technology Marketing Partners
Susan Mills, 510-524-3434

Technology Solutions Company
Heidi Dethloff, 312-228-4500

Telamon
Gina Cannon, 916-622-0630

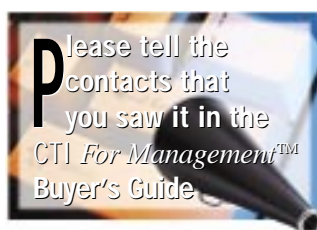
Telecommunications on Demand, Inc.
Jeffrey Bornsten, 717-366-8783

TeraTech Inc.
Michael Smith, 301-424-3903

TRITECH Information Strategies
John Schofield, 408-531-8070

TTM & Assoc.
Jeff Weiner, 714-449-8700

Unisys Corporation
Dora Langsbury, 215-986-2908



Unleash Corporation
Rick Vyrostko, 416-622-7658

Vanguard Communications Corporation
Sales Department, 201-605-8000

Virtual Telecommunications
John Ellis, 619-737-2500

Watts Communications
John Cockerill, 416-255-8000

Wesson, Taylor, Wells & Assoc.
Randy Kaufheil, 919-941-0081

Williams & Company Consulting, Inc.
Laura Pinto, 712-252-4041

World Contact, Inc.
Thomas Williams, 203-281-1335

YCHANGE Group, The
Jim Smith, 707-528-9029

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Michael Stanford, 214-490-5487

Alliance Systems, Inc.
John Conroy, 214-250-4141

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Patrick Millard, 770-448-5210

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Bob Smith, 408-345-9190

DalTech International, Inc.
George Miller, 214-458-7744

GM Productions
Marcus Graham, 404-237-9700

HB Distributors
Denise Derrico, 818-882-0000

I.T.I., Inc.
Joe James, 517-777-2700

IntegratedSales Solutions, Inc.
William W. Sultan, Jr., 847-247-2800

MDW Communications
Robert Alicea, 203-384-1800

MSDC Enterprises (North America) Inc.
Edward Liao, 604-943-8578

Disaster Recovery

Abelson Communications, Inc.
Susan Kaplan, 516-596-9610

Advanced Technologies Consulting Ltd (ATC)
Joyce Dabnor, 813-789-7223

Conversational Voice Technologies Corp./ConServIT
Sales Department, 800-343-2882

Disaster Recovery Yellow Pages
Steven Lewis, 617-332-3496

International Research & Evaluation, Design Concepts Division
Rick Kenrick, 612-888-9635

Siemens Stromberg-Carlson
John Davis, 561-955-8357

Unipac Service Corporation
Brooke Hartman, 303-676-3699

Watts Communications
John Cockerill, 416-255-8000

YCHANGE Group, The
Jim Smith, 707-528-9029

On-Hold Services

AD-HOLD
Jonathan Lawrence, 214-638-8273

Applied Media Technologies Corporation
Clayton Burton, 813-556-2682

AT&T/Lucent Technologies - Simply Magic Productions
Ken Gamble, 800-446-5366

Audiocom, Inc.
Ron Deblinger, 305-825-4653

Audiomax
Anthony J. Stagliano, Jr., 800-284-4653

Digital Office Systems
Bruce Thorner, 310-326-2940

GM Productions
Marcus Graham, 404-237-9700

Info-Chip Communications
John Harris, 800-881-2833

Interalia Communications
Tom Peterson, 612-942-6088

Interalia Inc.
Martin Grace, 403-288-2706

Marketing Messages
Richard M. Snider, 617-527-3023

On Hold Productions/Creative Audio Enterprises, Inc.
Harvey Edelman, 201-444-6488

On-Hold Agency Inc., The
Jane FitzGerald, 800-688-8944

Please Hold Promotions
Lori Herrera, 602-731-3426

■ **Syntellect Inc.**
Ann Conrad, 770-587-0700

Systems Integration

Abelson Communications, Inc.
Susan Kaplan, 516-596-9610

ADC Telecommunications, Inc.
612-938-8080

Advanced Technologies Consulting Ltd (ATC)
Joyce Dabnor, 813-789-7223

Advantage kbs, Inc.
Dina Barr, 908-287-2236

Alliance Systems, Inc.
John Conroy, 214-250-4141

AMSCO Communications
Jon Forrest, 800-692-6726

Aristacom International, Inc.
Debra DeBondt, 510-748-1500

Arkansas Systems
Rob Roedel, 501-227-8471

Bedford Associates, Inc.
Alison Sandor, 203-846-6240

Bentley Company, The
Jesse Knowles, 508-562-4200

Broadway & Seymour
Lorin Brigden, 800-274-9287

Call Center Enterprises
Bruce Calhoon, 919-469-0982

OTHER SERVICES

Carnegie Group, Inc.
Carol Feola, 412-642-8900

CAT Technology
Bob Smith, 408-345-9190

Coe-Truman Technologies, Inc.
John N. Stoffa, Jr., 217-398-8594

Columbia Ultimate
Susan Garrett, 360-256-7358

**Computer Telephony
Information Systems**
Mark Parker, 309-589-3050

Courtney Engineerings
Aaron J. Courtney, 414-782-1468

**Customer Management
Automation (CMA)**
Om P. Singla, 214-247-8816

DAC Systems
Sales Department, 203-924-7000

DalTech International, Inc.
George Miller, 214-458-7744

Datamax Services Inc.
Ron Collins, 716-381-8590

**Dataserv Computer
Maintenance, Inc.**
Meg Wolfe, 612-906-6274

Davox Corporation
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DBI Marketing Inc.
D. Rivers, 305-385-8888

Digby 4 Group, Inc.
Jane Laino, 212-883-1191

Edgewater Technology, Inc.
Paula Grieco, 617-246-3343

**Enterprises Computing
Services Inc.**
Denis Luber, 770-591-8060

Evolving Systems, Inc.
Jess Gonzales, 303-802-1000

GM Productions
Marcus Graham, 404-237-9700

I.T.I., Inc.
Joe James, 517-777-2700

Info Group, The
Tim Galvin, 508-628-4500

Logica Inc.
Eithne Egan, 617-476-8000

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Corporation**
Richard Haak, 213-962-0382

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Corporation**
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Mediaway Inc
L McMinn, 802-326-4215

Melita International
Steve F. Dmetruk, 770-409-4405

NCR Corporation
800-225-5627

Open Development
Kathy Ringer, 617-440-5000

PULSE Technologies, Inc.
William Hamilton, 703-802-3580

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Division**
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Communications Inc**
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Tadiran Telecommunications Inc
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TeleServ Corporation
Sales Department, 703-205-0050

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Unimax Systems Corp.
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Wesson, Taylor, Wells & Assoc.
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YCHANGE Group, The
Jim Smith, 707-528-9029

Other

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Recruitment/Placement

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Consulting Ltd (ATC)**
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Technology Marketing

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Mary Lee Pawlyk, 800-328-8966
Service Bureau

Call Center Enterprises
Bruce Calhoun, 919-469-0982
Project Management

Computemp
Leo Gordon, 800-275-2667
IT Staffing

**SEE OUR
INDEX
ON PAGE 55**

**Dataserv Computer
Maintenance, Inc.**
Meg Wolfe, 612-906-6274
Maintenance Services

Dataware Technologies, Inc.
Britt Kristensen, 617-577-2664
Document Management/Text
Retrieval

■ **Dialogic Corporation,
Computer Telephone Division**
Carl Strathmeyer, 617-933-1111
Design & Installation

Digby 4 Group, Inc.
Jane Laino, 212-883-1191
Telecommunications Management

Gentner Communications Corp
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Conference Call Service

Groupe Conseil Sygertech Inc.
Tom Samek, 514-351-7878
Marketing Strategy

J.D. Hersey & Associates
Jeffrey D. Hersey, 614-459-4555
Executive Search

Omnia Group Incorporated, The
Mary R. Austen, 813-254-9449
Employee Selection Tools

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Audits

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Marc Robins, 718-548-7245
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Software Support, Inc.
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Services

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PBX/Voice Mail Configuration
Management

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Of Voice Files

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Newspaper, New Horizons Group**
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SBS Corporation

Angela King, 205-444-1800

Swieter Design U.S.

Lowry Davison, 214-720-6020

Total Network Telemarketing

Ron Tomasch, 800-418-9415

Unipac Service Corporation

Brooke Hartman, 303-676-3699

Voice FX Corporation

Scott Karlin, 610-941-1000

Williams & Company Consulting, Inc.

Laura Pinto, 712-252-4041

YCHANGE Group, The

Jim Smith, 707-528-9029

Other

Career Magazine

Gary Resnikoff, 303-440-5110
Recruitment Advertising

Englebarts & Woyzbun Ltd.

Rob Woyzbun, 613-789-7331
Marketing Planning

Metrix, Inc.

Matt Krueger, 414-798-8560

NetCount LLC

Yvette Herrera, 213-848-5700
Web Site Traffic Measurement

Pinnacle Group, The

Barry Green, 770-422-8300
Business Development

Sales Tech Int'l PR

Ilene Wiener, 201-461-1400
Public Relations for High-Tech
Companies

Soundview Productions

Arne Ruud, 914-698-3059
Broadcast Producers

Swieter Design U.S.

Lowry Davison, 214-720-6020
Graphic Design

Technology Marketing Partners

Susan Mills, 510-524-3434
Strategic Partnering

Unipac Service Corporation

Brooke Hartman, 303-676-3699
Web Site Design

TRANSACTION PROCESSING

Audio Order Form Verification

Comverse Information Systems
516-677-7400

Magnasync/Moviola Corporation

Richard Haak, 213-962-0382

Vericon Inc

Diana Barry, 610-353-5555

Bar Coding For Order Entry

Cardiff Software

Tim Dubes, 619-752-5000

Transcribe Technologies
33-148331709

Transcribe Technologies
33-48331709

Unipac Service Corporation
Brooke Hartman, 303-676-3699

Check And CC Verification

American TelNet, Inc.

William H. Rivell, Jr.,
302-651-9400

Ariel Corporation

Brian Hoerl, 609-860-2900

Automated Payment Service
Harvey Chamoff, 800-248-7297

BFD Productions, Inc.
Erik Hansen, 702-387-3200

Dacotah Marketing & Research
Deb Farstad, 800-616-8393

DynamicFax Inc.

James L. Hughes, 815-398-9009

RTL Corporation

Larry Tong, 714-562-8608

Voice FX Corporation

Scott Karlin, 610-941-1000

VoiceLog, LLC

Larry Leikin, 703-356-1325

Credit Card Merchant Accounts

Automated Payment Service
Harvey Chamoff, 800-248-7297

Dacotah Marketing & Research
Deb Farstad, 800-616-8393

Merchant Services, Inc.
John Eliason, 612-425-9039

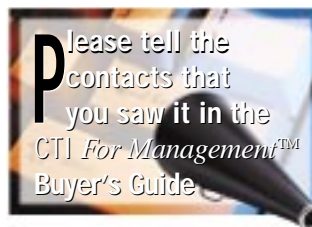
RTL Corporation
Larry Tong, 714-562-8608

Prepaid Calling Cards

American TelNet, Inc.
William H. Rivell, Jr.,
302-651-9400

Digital Technologies, Inc.
Michael Dodge, 800-952-2629

FAR Systems, Inc.
Helen M. Rose, 414-563-2221



GTS

Cory Eisner, 516-326-1940

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Emmil Lopez, 800-800-7199

MCN

Robert Dombkowski,
441189732727

Mercury Marketing

Lisa201-796-5552

MKS Marketing Inc.

Jerry Schoemann, 800-544-8989

Open Development

Kathy Ringer, 617-440-5000

PCS Telecom, Inc.

Shelley Green, 561-745-1688

Prairie Systems

Wendy Wiseman, 800-274-8914

Priority Call Management

Mary Sullivan, 508-694-2579

Pyramid Interactive

Bob Meister, 414-328-5454

SmartNet

Sheila Peterson, 212-230-1200

Technology Resource Group

David Sower, 303-595-0040

**Teltrol Systems, Division of
Communication Controls Inc**
Don Isakson, 860-793-9621

Total Network Telemarketing
Ron Tomasch, 800-418-9415

Vive Synergies Inc.
Peter Capraro, 905-882-6107

Other

Arkansas Systems

Rob Roedel, 501-227-8471
Payment Systems

Bedford Associates, Inc.

Alison Sandor, 203-846-6240
Fraud Detection

CTI Data Solutions (USA) Inc

Karl Meszaros, 610-666-1700
Subscriber Invoicing Systems

Mustard Research Ltd.

Dave Marsh, 203-732-3611
Secure Funds Transfer Gateways

Syntellect Inc.

Ann Conrad, 770-587-0700
PPV Order Processing

Vericon Inc

Diana Barry, 610-353-5555
Sales Transaction Verification

VoiceLog, LLC

Larry Leikin, 703-356-1325
Transaction Verification

**SEE OUR
INDEX
ON PAGE 55**

TRAINING PRODUCTS

Audio Cassettes

AT&T/Lucent Technologies - Simply Magic Productions
Ken Gamble, 800-446-5366

KABA Audio Productions
Lauraine M. Bacon, 415-883-5041

Mediawerks
Susan Rollins, 507-454-1400

On-Hold Agency Inc., The
Jane FitzGerald, 800-688-8944

Pinnacle Group, The
Barry Green, 770-422-8300

PowerHouse Productions
Jerry Brown, 800-473-9004

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Nina Kawalek, 708-246-0320

Yeung Communications Canada Inc.
Peter Yeung, 204-488-0219

Books/Workbooks

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Applied Research Associates
Cynthia L. Hamberg, 619-285-9696

BICSI
Jay Warmke, 813-979-1991

Customer Outsourcing Performance Center
Alton Martin, 512-328-0050

Digby 4 Group, Inc.
Jane Laino, 212-883-1191

Emerging Market Technologies, Inc.
Jeff Multz, 770-980-1400

Evergreen Ventures Corp
Sales Department, 610-768-9030

Forsgren & Associates Inc
Gary Forsgren, 800-445-1648

Information Gatekeepers, Inc.
Sales Department, 617-232-3111

Media Express Telemarketing Corp.
Claude Cohen, 800-563-6655

Resource Center for Cust Serv Professionals
Nina Kawalek, 708-246-0320

Robins Press
Marc Robins, 718-548-7245

Yeung Communications Canada Inc.
Peter Yeung, 204-488-0219

Interactive Videodiscs

Applied Learning Systems, Inc.
Virginia Broberg, 612-941-7745

Forsgren & Associates Inc
Gary Forsgren, 800-445-1648

Resource Center for Cust Serv Professionals
Nina Kawalek, 708-246-0320

Videotapes

Mediawerks
Susan Rollins, 507-454-1400

Resource Center for Cust Serv Professionals
Nina Kawalek, 708-246-0320

Soundview Productions
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Yeung Communications Canada Inc.
Peter Yeung, 204-488-0219

Other

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Technical Training

Dictaphone Corp.
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Engleberts & Woyzbun Ltd.
Rob Woyzbun, 613-789-7331
Marketing Training

SEE OUR
INDEX
ON PAGE 55

Media Express Telemarketing Corp.
Claude Cohen, 800-563-6655
Training Programs/Sessions/Workshops

Omnia Group Incorporated, The
Mary R. Austen, 813-254-9449
Training Managers

Pinnacle Group, The
Barry Green, 770-422-8300
Customized Training

Resource Center for Cust Serv Professionals
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Seminars, On-Site Training Courses

Utopia Technology Partners, Inc.
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Training Admin. Software

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MISCELLANEOUS

AUDIOTEXT

To send a fax, you begin by choosing the fax launcher as the printer driver. A dialog box appears, and you enter the fax number and choose a cover sheet. Once your entries are completed, a separate dialog box confirms that the fax is being sent over a TCP/IP, Winsock connection. The fax, which is now in a digital, packetized form, is sent to FaxSAV, which determines the most economical transmission route. Finally,

the cost differences were slightly less.

Of course, these neat comparisons don't account for multipage faxes. In this situation, your carrier's transmission time is reduced beginning with the second page. (The initial negotiation protocols have already taken place prior to the first page, and don't need to be repeated.)

Thus, a head-to-head rate comparison is difficult. Regardless, the real savings come from the convenience of the FaxSAV service and the reduction in faxing hardware/software costs and support. For example, when you consider that FaxSAV takes care of lost connections and the like, you can assume that they pick up about 10% worth of your time overhead. FaxSAV is basically a fax server outsourcing company. They are more than just a long-distance company because they take care of retries and disconnects. They also take care of delivering your fax and handling confirmation messages and error messages.

The value of this type of service depends on what your current situation is. If you are a single user with a modem connection, and you are already using fax software from your computer, FaxSAV allows you to send faxes while connected to the Internet without disconnecting and reconnecting every time you send a fax. You may also realize some long-distance savings.

Where this service really shines is on a corporate LAN where there is an Internet gateway for e-mail, and where there is a need for the individual users to be able to fax from their computers. Any user with an e-mail address and access to an established Internet gateway can send a fax. No

fax server is required, and the FaxSAV software is free. You pay only for usage.

FaxSAV thinks there are more discounts available in the international arena. As FaxSAV sets up faxing nodes around the world, it can offer even better prices. According to FaxSAV, some countries don't even charge for local phone calls, making faxing via the service even less expensive.

THE FAX MARKET'S FUTURE

In most every city in the U.S., a local business call is a paid call. The fixed costs to deliver the fax to any destination may be limited by the cost of that local call. It may be cheaper in some cases to send a fax from another state than to rely on a regional telephone company.

Recent deregulation makes it likely that interstate rates will continue to fall. What doesn't make sense is that to fax from New York to California, the first 2,490 miles are free, and the cost is incurred in the last 10 miles. As new competitors enter the local phone service market, these prices are bound to drop. The wireless PCS industry or the cable TV industry could depress local charges even more in the future, allowing for even cheaper faxing via fax server outsourcing. This new faxing technique has tremendous room for growth, and I am sure we will soon have many choices in Internet fax delivery.

Sincerely,



Rich Tehrani (rtehrani@tmcnet.com)
Publisher, CTI magazine

Thank You!

We have been receiving a tremendous number of subscription requests via referrals from our established subscribers. We would like to personally thank all the people who have taken the time to recommend our publication to their colleagues. We appreciate your confidence and support.

a message indicating whether your fax successfully reached its final destination can be sent to you by e-mail.

The software is free. All you pay for is the FaxSAV service. How cost-effective is it? That depends. To gauge the relative costs, you have to decide which assumptions work for you. For example, what is the average per-page fax length? According to GammaLink, a Dialogic company, faxing a double-spaced business letter with 5% page coverage takes an average of 37.5 seconds in regular transmission mode. A single-spaced letter with 10% coverage takes 75 seconds. In our company, we've seen pages that take over 2 minutes to go through the fax machine. We've done some rudimentary napkin arithmetic based on numbers like these, and have decided that a per-page rate of 45 seconds serves as a useful comparison figure.

Using FaxSAV to send a fax in the U.S. costs a flat \$.15 per page (which, according to our 45-second estimate for fax time, equates to \$.20 per minute). Our company's long-distance rates are about \$.11 per minute (or \$.08 for the 45 seconds it would take to send a one-page fax). When I worked through our company's international rates, in comparison to the international per-page fax rates posted on the FaxSAV Web site, I found

A D V E R T I S I N G I N D E X

Reader Service Number	Page Number
101 AMDEV Communications Corp.	57
126 Amtelco	59
131 Atis, Ltd.	58
148 Audiotech News	135
145 The Automatic Answer	Cover 4
132 Bell South	19
146 Berkeley Speech Technologies, Inc.	33
102 BICOM	15
122 Brock Telecom, Ltd.	61
123 Brooktrout Technology, Inc.	37
103 Buffalo International, Inc.	31
104 Comdial	43
124 Corel Corporation	7
128 Dianatel	17
106 Diversified Technology	Cover 3
125 Early, Cloud & Company	41

Reader Service Number	Page Number
107 GammaLink	Cover 2
147 IBM	71
139 InterVoice	4-5
Lucent Technologies	75
144 Mitel Corporation	47
138 NCF/InfoVision 96	67
141 NICE Systems, Ltd.	79
111 Noble Systems	78
112 Nortel	9
143 Nova CTI	77
135 Parity Software	11, 13
142 Pronexus	83
117 Rockwell International	85
134 Siemens Rolm Communications	2-3
118 SpanLink Communications	87
130 Syntellect	89
133 WIN Communications	51