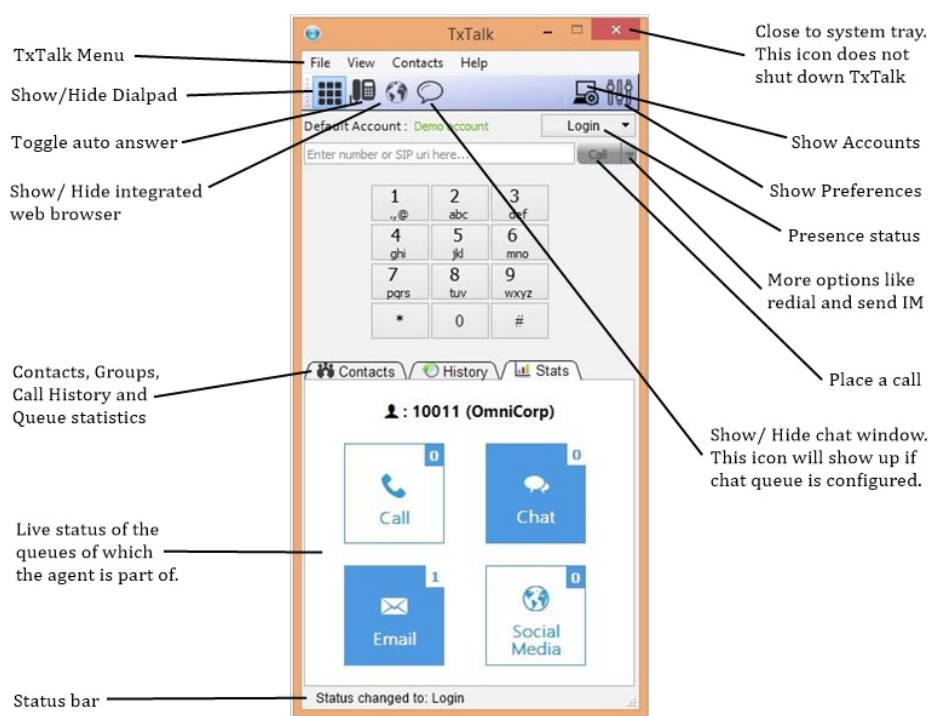


TxTalk

An Omni-Channel Customer Engagement Softphone

TxTalk is a proprietary, Omni-channel, feature-rich SIP softphone designed and developed to address the specific business needs of next generation Contact Centres. Its unique design with built-in screen-pop window enables agents to access third-party applications like CRM, Databases and other web based applications without having to toggle between applications. TxTalk enables agents to engage with customers across communication channels like PSTN, Skype, WebRTC, IM, SMS, Email and Social Media seamlessly through a single User Interface resulting in improved customer satisfaction and better agent efficiency.



TxTalk User interface

Unique features

Omni-channel Interface

TxTalk acts as the single interface for accessing voice, chat, email and social media channels. Agents can interact with customers through voice calls, live chats, emails, and social media channels all from inside the same application window. TxTalk will assign a support item to an agent based on the state the agents sets in TxTalk.

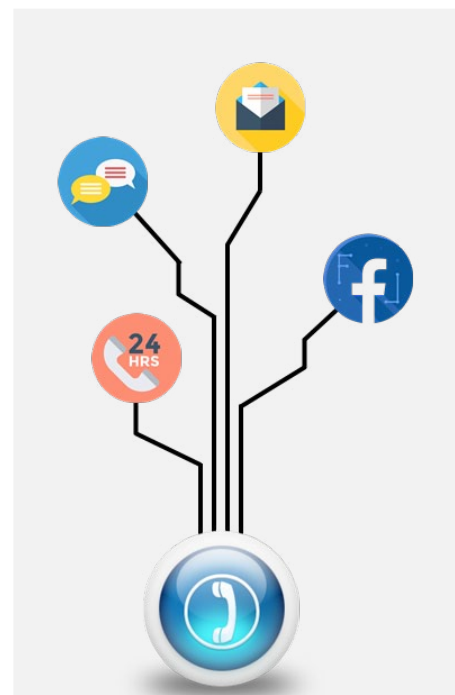
Provisioning server

All the required configurations are fetched from the provisioning server which makes enterprise deployment easier. It avoids the user setting up the account details and preferences manually. Enterprise admins can thus easily push configuration changes to hundreds or thousands of instances of TxTalks with ease using the provisioning server.

Screen pop on call events

Ability to trigger web URLs or a local executable on a call event. Call details can be passed as parameters to the screen pop as below :

- URL query string values for a web sites.
- Command line arguments for a local executables.



Omni-Channel Interface

Highlights

- Single Application to handle Voice calls, Live chat, Email and Social media channels.
- Supports all standard SIP features including IM, presence, DTMF, etc.
- Automated screen pop on call events providing the agent with case/customer information.
- Supports secure end-to-end communication. TLS and SRTP for calls, secure web connection for chats, emails, and social media.
- Supports a wide range of audio codecs like iLBC, GSM, G.711, G.722, G.729 etc.
- Built In web browser for seamless integration with leading CRMs including Salesforce, Vtiger, Oracle CRM On Demand, Connectwise, Dynamic CRM and other proprietary CRMs.

Secure end-to-end communication

Supports secure end to end communication for all the channels it handles.

- Calls : Both the signalling and the media can be encrypted with the combination of TLS and SRTP.
- Chat, Email and Social : The client-server communication is over secure web sockets.

Integrated web browser

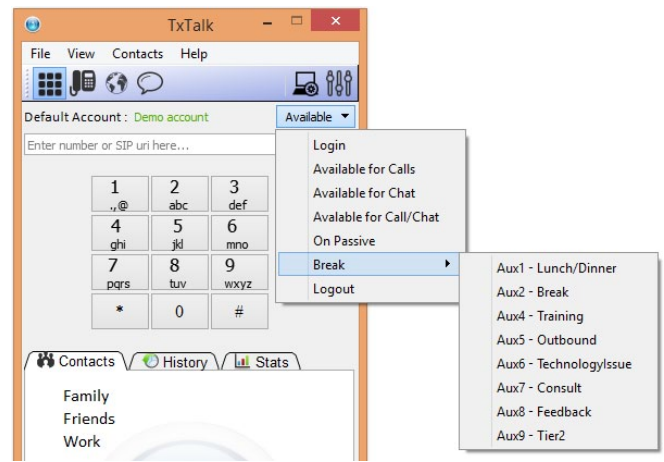
Based on the feedback received from our customers, a webkit based web browser is built right into TxTalk. This enables better integration with CRMs and allows agents to access customer details on CRMs, dialers or any other content on the web without having to switch between multiple applications thus increasing their productivity. The web screen pops can be configured to either happen on the built in TxTalk browser or on the system default browser.

Support for multiple SIP accounts

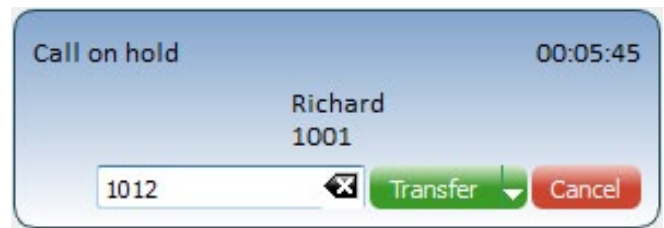
Ability for registering to more than one SIP accounts and thus can handle calls from multiple telephony servers.

Quality of Service(QoS)

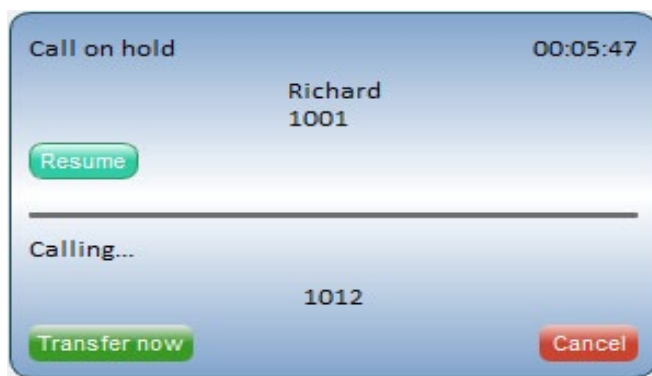
Real time Quality of service with details about codec in use, packet loss percent, jitter and round trip delay.



Customisable Agent States



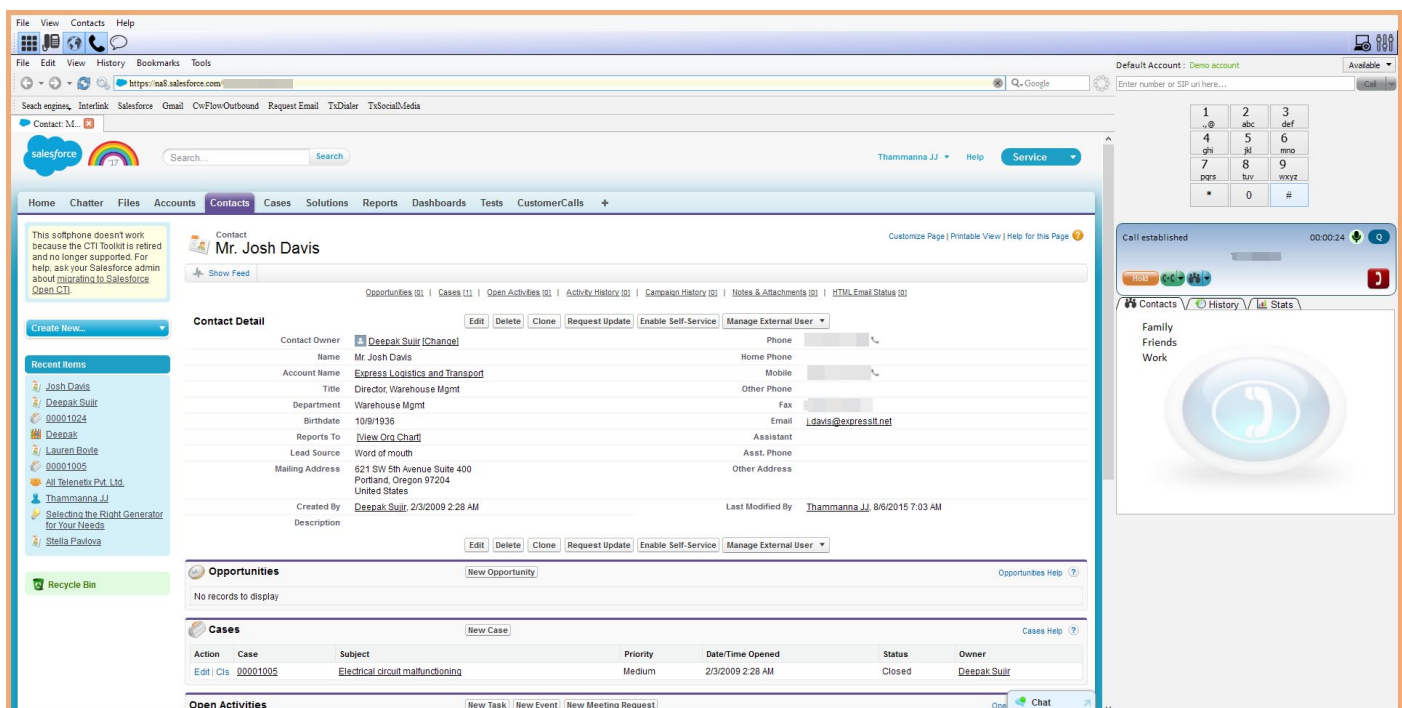
Call on Hold



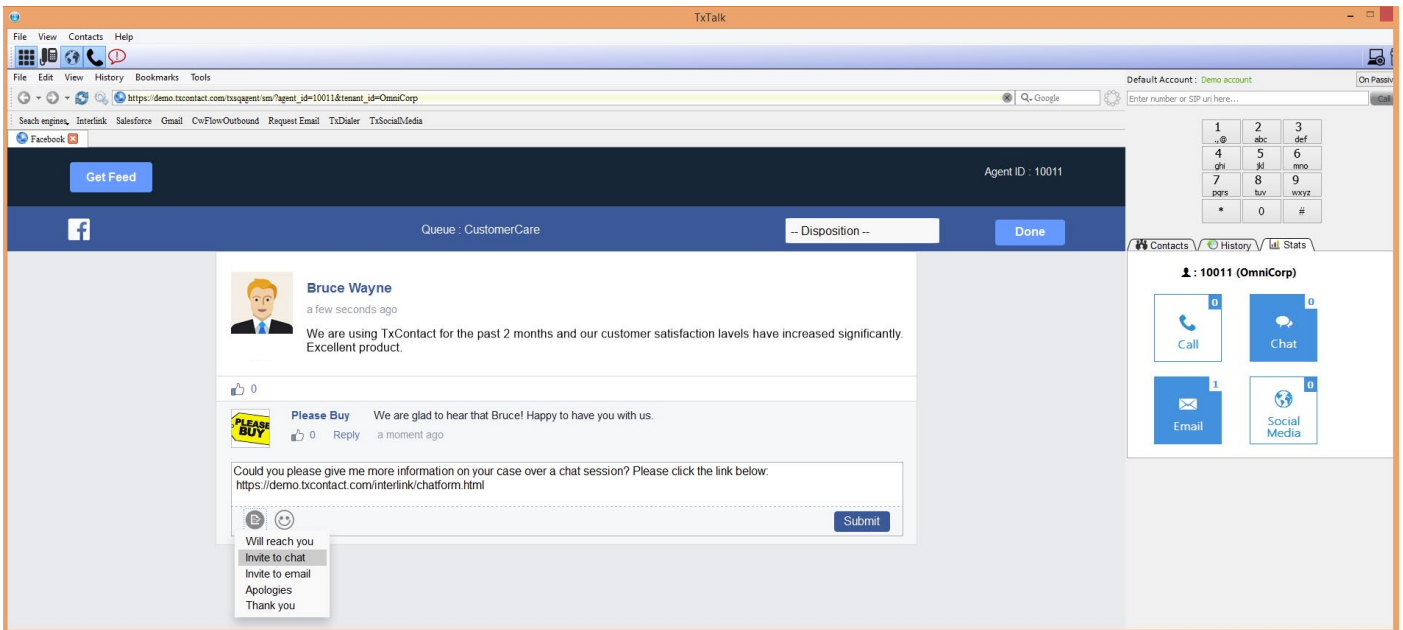
Transfer Call



Conference Call



Salesforce Integration with TxTalk



TxSocialMedia Web Console with TxTalk

Audio Codecs

Supports a wide range of industry leading audio codecs like

GSM	iLBC
G.711aLaw	G.711uLaw
G.722	L16
Speex	Speex FEC
Speex Wideband	Speex Wideband FEC

Cross platform availability

Operating System	Minimum version
Microsoft Windows	Windows 7
Apple Macintosh	OS X Mountain Lion
Canonical Ubuntu	12.04

System Requirements

- **RAM** : 4GB or above recommended
- **Hard Disk space** : 80 MB required for the application files. At least 200 MB free space in the installation drive is recommended.
- **Connection** : IP Network Connection (Broadband, LAN or wireless)
- **Audio device** : Requires at least one speaker and microphone, either external, built-in or headphones connected and active in the system.

INTERLINK NETWORK SYSTEMS INC.

Interlink Network Systems established in the year 1991 is a Telephony and Enterprise Application Integration (EAI) software products and services company. As a US subsidiary company of Telenetix with valued customers in the US, Canada, Africa, Middle East and South-Asia, Interlink is committed to delivering high quality products and services.

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