



CTI™ MAGAZINE'S 1997 PRODUCT OF THE YEAR AWARDS

At TMC Labs, we see hundreds of products each year. Some are good and some...well, not so good. Our engineers have spent the past few weeks culling the most valuable of that ever-expanding group. Our first annual Product of the Year awards highlight products that excel at what they do. We're confident they'll give you a starting point for implementing the best computer-telephony integration products available into your workplace.

Even amongst these high-caliber winners, a product sometimes comes along that defies the norm, breaking new ground and making our engineers do a "double-take." **Enterprise Interaction Center (EIC)** — from Interactive Intelligence (www.inter-intelli.com) — is one such product.

The EIC is a complete Windows NT-based communications system for call centers and enterprises providing PBX, ACD, VRU, voice mail, fax services, and Internet telephony capabilities. A client/server product, EIC features CTI functionality, including screen pops, desktop call handling, unified messaging, Web call

back, and more. The product turns every PC into a graphical phone with screen pops and universal inbox capabilities. With just one server on your LAN, you have an integrated and unified system that will solve all your corporate communication needs.

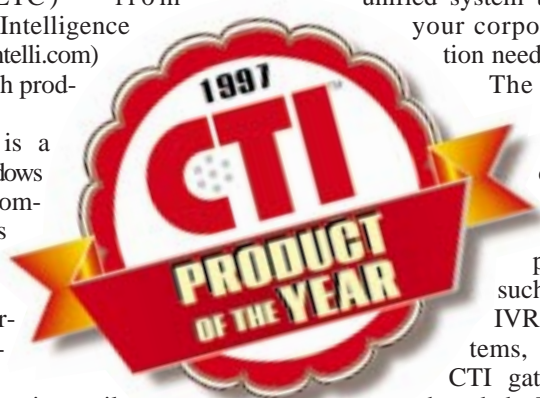
The Enterprise Interaction Center is an all-in-one call center solution, eliminating the need for proprietary devices such as PBXs, ACDs, IVRs, voice mail systems, fax servers, and CTI gateways. Its multi-threaded, Java-based engine is capable of processing thousands of telephone calls, e-mails, faxes, Internet chats, Web call-back requests, voice over Net (VON) sessions, and other interactions per hour. Unlike tra-

ditional automatic call distributors (ACDs), EIC can queue and distribute not only incoming telephone calls, but e-mails, faxes, chat sessions, and the like. Customers receive the same level of service regardless of how they choose to interact with the organization.

The product also includes a graphical application generator, which can be used to modify business rules, which are dynamic. For instance, you can modify dial plans, ACD routing rules, IVR pathways, fax-on-demand applications, automated e-mail services, and more.

Enterprise Interaction Center supports from 200-300 users on a single Windows NT server. Multiple servers can be connected together to support distributed organizations. EIC can also provide IVR, ACD, unified messaging, CTI, and Web services in conjunction with legacy PBXs. In addition, existing applications such as help desk or customer service products from companies such as Software Artistry, Remedy, Vantive, Clarify, and others can still be used. Interactive Intelligence's software features the capability to perform screen pops on these applications.

Interactive Intelligence's Enterprise Interaction Center will certainly cause CTI-savvy individuals to "water at the mouth," at the prospect of having this awesome system installed in their office. It is with great pleasure that we award Interactive Intelligence *CTI*™ magazine's first-ever "Overall Product of the Year" for 1997.



PRODUCT OF THE YEAR

CATEGORY	COMPANY	PRODUCT	BLURB	WEB SITE
AIN	Genesys Telecommunications Laboratories, Inc.	Genesys 5.0 Suite	Uses an open architecture to integrate heterogeneous environments and mediums (including voice, video, and data) in real-time by allowing transfer of information between traditional phones, computers, and networks.	www.genesyslab.com
	GeoTel Communications Corp.	Network Intelligent CallRouter 2.0	Allows for flexible, customizable separation of both technology and responsibility between end user and service provider, allowing each carrier customer to establish their own levels of control and integration.	www.geotel.com
Application Generators	APEX Voice Communications, Inc.	OmniVox 3.0.1 for Windows NT	Project concept organizes applications and associated call flows, voice recordings, and output fields. Online manual, DNIS application on an ISDN line, ANI pass-through added in new version.	www.apexvoice.com
	Artisoft, Inc.	Visual Voice Pro 4.0	Open architecture toolkit supporting ActiveX controls, including Visual Basic, Visual C++, Delphi, Powerbuilder, Visual FoxPro, and more. 96-line application takes up as little as 15 MB RAM.	www.artisoft.com
	Parity Software Development Corporation	VoiceBocx 5.0	Custom controls for Windows development environments: Visual Basic, Visual C++, Delphi, PowerBuilder, and more. Versions for control type (VBX, 16-bit ActiveX, or 32-bit ActiveX) and hardware/driver combinations (TAPI, Dialogic, or PRI).	www.paritysw.com
	Pronexus, Inc.	VBVoice 2.5	Full integration into Visual Basic 5.0, new series of telephony controls including the Subroutine Start and Subroutine End controls to connect and create reusable telephony components.	www.pronexus.com
Audio Conferencing	Latitude Communications	MeetingPlace WebPublisher	Publish meeting records over your intranet or the Internet, and link to recorded voice information. Listen to meeting recordings by initiating a telephone dial-back or with audio streaming using RealAudio or MS ActiveMovie.	www.latitude.com
	OnLive! Technologies, Inc.	OnLive! Audio Conferencing Server 2.0	H.323-compliant, ability to offload voice mixing from the server to distributed clients. Enables as many as 225 simultaneous users on a single server.	www.onlive.com
	OutReach Technologies	CONFEREase family	T.120-compliant, real-time, multi-point Windows NT conferencing servers. Schedule, manage, and participate in multi-point phone and PC conferences directly from the desktop using standard Web browsers and phones.	www.outreachtech.com
Call Center Products	Applied Voice Technology, Inc.	AgentXpress for Windows NT v3.1	Color Dynamic Display helps managers quickly assess real-time status of the call center; interfaces with IEX TotalView Workforce Management for forecasting and scheduling; supports up to 96 agents.	www.appliedvoice.com
	Davox Corporation	Unison 2.2	Inbound/outbound call blending through CTI links to switches from Aspect, Lucent, Nortel, and Siemens. Script+, user customizable script development package, enhances scripting capability.	www.davox.com
	Information Management Associates, Inc. (IMA)	CyberEDGE 2.0	Scalable, thin-client architecture provides real-time Web access to robust functions available in apps built with IMA's EDGE. Supports dynamic generation of HTML pages and remote agents.	www.ima-inc.com
	Melita International Corporation	MAGELLAN 3.0	Enterprisewide data navigation tool aids agents and managers by combining real-time data from multiple sources and network applications into a one-view Windows GUI.	www.melita.com
	Mosaix, Inc.	ViewStar 5.0	CTI and Internet integration features, includes support for Microsoft Transaction Server, lowering development and administration costs for large-scale workflow applications. Pre-defined templates enable companies to bring applications online quickly.	www.mosaix.com
	Versatility, Inc.	Versatility Telecom	Out-of-the-box, CTI-enabled solution for automating service call centers. Includes PowerGuide: components-based call guide-workflow tool allowing users to integrate telephony, legacy systems, third-party billing systems, and call guides into unified agent desktop.	www.versatility.com
Collaborative Computing	Microsoft Corporation	NetMeeting 2.1	Reduces audio latency over LAN as much as 73 percent compared to v2.0; places calls up to 61 percent faster than v2.0; H.323- and T.120-compliant; supports DirectSound API.	www.microsoft.com
	Polycom, Inc.	Show Station IP	Real-time sharing of paper and electronic documents, transparencies, and small objects over POTS, Internet, or intranets. Intuitive overhead projector design. T.126-compliant.	www.polycom.com
CTI Contact Managers	GoldMine Software Corporation	GoldMine 4.0	Update includes GoldMine 4.0 client/server for SQL and GoldMine 4.0 for dBase. Enhanced performance through true 32-bit Windows threading to execute background processes; POP3 messaging and native support of Microsoft Exchange 5.0.	www.goldminesw.com
Desktop Call Control	COM2001 Technologies, Inc.	TransCOM	Allows an individual PC to act as a fully unified messaging center with direct Internet access, voice mail, e-mail, and fax. Compliant with: TAPI, MAPI, SAPI, IAPI, COM/DCOM, Active X Controls, and ODBC.	www.com2001.com
	Coresoft Technologies, Inc.	CenterPoint 2.0	Telephone, auto attendant, voice mail, e-mail, fax server, contact management, and document management in an integrated client/server software application. High level of integration with legacy data and applications.	www.coresoft.com
	Xantel Corporation	Xantel Connex	Windows NT-based call identification, management, and delivery system providing knowledge-assisted routing, collaborative call handling, and Internet-based remote connectivity for voice, e-mail, and fax. Supports 25 to 500 users.	www.xantel.com
Directory Services	CCOM Information Systems	PhoneLine family	CTI-enabled directory manager provides the tools for large organizations to collect, maintain, manipulate, and organize corporate and personal directory information for online, enterprisewide access to data at the desktop.	www.ccom-infosys.com
	Pro CD, Inc.	Listings Deluxe	250 million listings on eleven discs, including: Select Business & Residential; Select Street Atlas; Canada Business & Residential; Toll Free Phone, Internet Directory & Demographic Browser; and ZIP Finder for \$49.	www.procd.com

PRODUCT OF THE YEAR

CATEGORY	COMPANY	PRODUCT	BLURB	WEB SITE
E-mail Routing	Mustang Software, Inc.	Internet Message Center (IMC)	ACD for e-mail. Deal with incoming pooled e-mail (such as sales@domain.com) with the same efficiency and tracking as your call center deals with incoming phone calls.	www.mustang.com
Embedded OS	QNX Software Systems Ltd.	QNX RTOS 4.24	Small, scalable, and fast. A microkernel OS small enough for ROM-able embedded applications, powerful enough to run a distributed network of several hundred processors.	www.qnx.com
Fax Boards	Brooktrout Technology, Inc.	TR114 ISDN series	Multichannel Universal Port boards offering full fax and voice processing with an onboard ISDN interface. Simplify and lower the cost of implementing inbound routing on LAN fax servers.	www.brooktrout.com
	Dialogic Corporation	DM3 Fax Series	SCSA provides an open architecture: developers can use products from multiple vendors to build a unified CTI solution. Together, DM3 and SCSA provide distributed switching, logical addressing, and location-independent resource management.	www.dialogic.com
Fax Products	Black Ice Software, Inc.	Impact Fax from Web	Automatically respond to customer requests activated from a Web page to deliver information on hard copy; can be integrated with popular contact managers to populate and schedule contacts automatically.	blackice.sendfax.com
	FaxSav, Inc.	FaxSav ServerLink	API lets any third-party vendor (from a fax server or software vendor to a custom application developer) link to the FaxSav Global Network via the Internet.	www.faxsav.com
	RightFAX, Inc.	RightFAX Enterprise v5.0 Fax Server	Multiple RightFAX servers on your enterprise's network work together to share workloads, resources, and fax channels. Includes intelligent least-cost routing and load balancing.	www.rightfax.com
Headsets	ACS Wireless, Inc.	PhoneLink 400	Simple switch allows handset or headset operation. Applications switch configures headset for different phones. AC power adapter. Handset and headset jacks. Easy to set up.	www.acs.com
	GN Netcom/Unex, Inc.	PC/Headset Adapter	Directly connects any GN Netcom headset to a PC sound card, enabling the user to take full advantage of the computer's audio capabilities, including voice annotation and voice recognition.	www.gnnetcom.com
	Plantronics, Inc.	CAT-132 Headset	Designed for voice recognition, personal conferencing, and Internet telephony applications. Boom-mounted, noise-canceling microphone reduces background noise. Compatible with SoundBlaster sound cards.	www.plantronics.com
Help Desk	Clarify, Inc.	Clarify Front Office Suite	Implement parts of the suite separately or across the enterprise to manage the entire customer life cycle, from attracting profitable opportunities, to developing them into loyal customers.	www.clarify.com
	Professional Help Desk (PHD)	Professional Help Desk 4.3	ActiveX makes it possible for PHD functions to be embedded in Microsoft applications for increased interoperability and ease of use. 32-bit architecture.	www.phd.com
	Quintus Corporation	CustomerQ	Eliminates redundant data entry: screen-pops of customer information are updated with data gathered by PBX/ACDs and IVR/VRUs. Supports Lucent Definity, Nortel Meridian, Aspect CallCenter, Siemens CBX, Rockwell Galaxy and Spectrum, plus many IVR platforms.	www.quintus.com
	Vantive Corporation	Vantive HelpDesk	Enterprisewide scalability from 10 to 2000 users, with slim clients and low network overhead. Integrates with legacy applications. Embedded reporting using the Actuate engine.	www.vantive.com
Industrial PCs	CSS Laboratories, Inc.	MAXPro1500 PB6D	Scalable, fault-tolerant system built to support multiple, dedicated server functions in a single floor-standing chassis. Split backplane architecture. Can house up to 4 independent dual Pentium Pro processor boards.	www.csslabs.com
	Diversified Technology	LBC8511 Pentium II PICMG CPU	Supports from 8 MB to 512 MB of onboard DRAM. An integrated 10/100 Base-T ethernet interface can be designed into high-speed modern network solutions.	none
	Force Computers, Inc.	Pentura 8710	High-performance CompactPCI system based on Pentium and Windows NT in an industry-standard 19" rack-mountable package for critical embedded applications. Allows OEMs to incorporate the high-bandwidth and plug-and-play features of CompactPCI in their products.	www.forcecomputers.com
	Industrial Computer Source	7700 Series	Rack-mount chassis with 20-slot passive backplane and 8 hot-swap drives. ISA, ISA/PCI. Split backplane models available. Optional redundant (N+1) power supplies.	www.indcompsrc.com
IP Gateways	MICOM Communications Corporation	V/IP Phone/fax IP Gateway	PC compatible interface cards and software connecting corporate PBXs and key telephone systems to the corporate IP network, allowing for free intra-company voice and fax transmission.	www.micom.com
	Quicknet Technologies, Inc.	Internet PhoneJACK	Full duplex audio card developed specifically to carry voice over the Internet at the highest possible quality. Used in combination with Internet telephone software applications. (e.g., Microsoft NetMeeting).	www.quicknet.net
ISDN	Ascend Communications, Inc.	Pipeline 75	Ethernet-to-ISDN bridge/router for telecommuters and remote offices to deliver voice and data between corporate network or the Internet. Offers bandwidth-on-demand capability that dynamically manages connections.	www.ascend.com
	Bosch Telecom	Integral T1 digital phone	Driven by its own software, connects directly to a PC and is capable of high-speed ISDN transmission. LCD screen shows application menu, phone directory, and more on 40 character per line 11-line display.	www.bosch-telecom.com (in German)
	Patriot Scientific	CyberShark	ISDN Basic Rate ISA Terminal Adapter. Contains an on-board analog POTS jack and an on-board Motorola 68302 CPU. Fully Windows 95 compatible.	www.ptsc.com
	Teltone	ILS-2000	Comprehensive ISDN simulator for testing and verification. Two S/T and U BRI interfaces. Supports NI-1, Nortel DMS-100, Lucent 5ESS, and ETSI switch protocols. Windows compatible configuration application.	www.teltone.com
IVR/Auto Attendant/Voice Mail	Active Voice Corporation	Lingo	Combines voice mail, auto attendant, fax detect, routing, and notification in one box. Available in 2- and 4-port versions that can handle up to 100 mailboxes. Programmable over the telephone.	www.activevoice.com

PRODUCT OF THE YEAR

CATEGORY	COMPANY	PRODUCT	BLURB	WEB SITE
	The Automatic Answer, Inc. (TAA)	Amanda@Work.Group	Supports 4 to 24 ports, 100 clients, and 15,000 users. Per user, supports over 1,000 messages, 7 custom greetings, 7 personal mailing lists, and 10 notification instructions. Remote access via phone.	www.taa.com
	Telephone Response Technologies, Inc. (TRT)	CommPoint for Windows NT 4.0	True client/server technology in an enterprise messaging server and IVR application platform. Flexible LAN-based administration, extensive message notification, and reporting via the CommPoint Report Wizard.	www.trt.com
	Connected Systems	SimpliCT	Family of CTI products for open voice processing systems: diskless, solid-state, platforms supporting 2-8 ports of apps for voice messaging, IVR, and satellite voice mail. Development board for building applications.	www.connectedsystems.com
LAN-based Telephony	CellIT, Inc.	CCPRO	Retool your call center with narrowband or broadband versions. Standards-based open architecture, 3-tier client/server model. Linear growth supporting from 16 to Nx150 agents. Flexible, SQL-based reporting.	www.cellit.com
	Selsius Systems, Inc.	Selsius-LAN PBX	Comprises Selsius-Phone (fully functional phone that plugs right into your LAN), Selsius-CallManager, and Selsius-Access. Traditional PBX functionality over the LAN, and telephony services across IP networks.	www.selsius.com
	Sphere Communications, Inc.	Spherical	Built-in voice mail and auto attendant. Uses standard analog telephones. Customize the desktop with third-party TAPI applications. Based on industry standard interfaces and protocols. Telephone operates even if client computer is down.	www.spherecom.com
Large-scale IP Gateways	NetSpeak Corporation	WGX-MD	Includes a T1 high-speed (1.544 Mbps) digital interface, provides 24 simultaneous voice channels to the telephone network (either directly to the central office or to a PBX or ACD).	www.netspeak.com
	Inter-Tel, Inc.	VocalNet IP Gateway	Bridges PSTN or Private Automatic Branch Exchange (PABX) and an IP data network. Uses Fusion IP telephony development platform and Digital Signal Processing (DSP) resources for compression and packetization.	www.inter-tel.com
	Lucent Technologies	Internet Telephony Server SP	Incorporates SX7300P speech coders developed by elemidia (a Lucent venture) supporting development of advanced speech technology for enhanced voice compression, plus packet recovery algorithms to ensure carrier-grade voice quality over Internet connections.	www.lucent.com
	Natural MicroSystems Corporation	Fusion 2.0	H.323-compliant; gateways built with Fusion support calls from IP telephony clients such as MS NetMeeting and NetSpeak WebPhone. Develop gateways with 8 ports to multiple T1s/E1s without latency or degradation in performance.	www.nmss.com
Logging and Monitoring	Comverse Technology, Inc.	Verify	On-demand digital recording, automated verification within minutes of the transaction. Modular client/server architecture. CTI integration with leading dialers and ACDs. Real-time monitoring. Up to 16,500 orders per DAT tape.	www.comverse.com
	Dictaphone Corporation	Symphony CTI	Built for call centers that need to record and archive large numbers of phone transactions to reduce liability and potential loss, or prove compliance. Scalable client/server design, Windows NT OS, and 32-bit architecture.	www.dictaphone.com
	NICE Systems, Ltd.	NiceLog7	New version offers better compression algorithms, allows 21,000 hours of unattended audio archiving, and a remote archiving facility. Integrates with LANs and telephone switches, and supports remote access via WAN or modem.	www.nice.com
Networking Equipment	Ascend Communications, Inc.	GX 550	Carrier-class ATM core switch delivering OC48/STM-16 capacity. Combines the capacity and scalability of a core switch with the service capabilities of an edge switch, providing backbone transport and user services on a single platform.	www.ascend.com
	Cabletron Systems	SmartSwitch 2200	24-port Ethernet workgroup/desktop switch supporting modular Fast Ethernet connectivity along with high-speed FDDI or ATM uplink. Delivers over 400,000 packets per second, supports embedded RMON, and provides for full duplex Switched Ethernet (FDSE) operation on all 10 Mbps and 100 Mbps services.	www.cabletron.com
	Cisco Systems, Inc.	Cisco 3620	2-slot RISC-based, high-availability router capable of providing Ethernet and Fast Ethernet LAN and VLAN routing, analog, ISDN, Frame Relay, and X.25 access. Voice over IP module provides voice integration.	www.cisco.com
	Newbridge Networks	MainStreetXpress 36130	ATM Services Access Multiplexer provides accessibility for low speed services into core ATM infrastructure. With the MainStreetXpress 36130, service providers can use their ATM network to deliver legacy voice and data services with ATM speeds from 1.5 to 8 Mbit/s delivered over one to four T1/E1 interfaces.	www.newbridge.com
	Bay Networks	BayStack Instant Internet	Hardware/software solution connecting the LAN to the Internet through a single IP address without loading TCP/IP on the network. Supports 33.6K, ISDN, 56K DDS, and fractional and full T1 connections. LAN interface support includes Ethernet 10/100 Mbps and Token-Ring.	www.baynetworks.com
PBX/ACD	Comdial Corporation	Impact SCS 560 (DXP Plus)	Integrated peripherals: QuickQ ACD, Total Control PC Attendant Console, and voice messaging. E1 and T1 digital carrier interface. Remote programming and diagnostics. Modular design, supports full line of multi-button terminals.	www.comdial.com
	Fujitsu, Inc.	CT IntelliServer	Uses Fujitsu's standards-based middleware, COMPAS, based on Windows NT and Dialogic's SCSA boards to provide applications such as voice messaging, call accounting, PBX call control, and caller ID information.	www.fujitsu.com
	Rockwell Electronic Commerce Division	Spectrum Release 6	ACD for mission-critical call centers with 24 to 2,400 agents. New release doubles capacity to 6,144 non-blocking ports, allowing up to 2,400 simultaneous agents on a single system. Remote agent capabilities.	www.ecd.rockwell.com
	Siemens Business Communication Systems, Inc.	RésuméRouting 2.0	Assigns a résumé to each agent defining skill set, skill levels, call handling preferences. Matches caller's requirements to résumés based on skill only, skill/preference, preference only or preference/skill routing algorithms.	www.siemenscom.com

PRODUCT OF THE YEAR

CATEGORY	COMPANY	PRODUCT	BLURB	WEB SITE
PC-PBX	AltiGen Communications, Inc.	AltiWare 5.3 for AltiServ	Mixed-media messaging and Internet integration. Automatically returns calls from voice mail. One-number access allows callers to find employees at up to four numbers based on passwords, caller ID, and time of day.	www.altigen.com
	NetPhone, Inc.	PBX-618	Based on the 6 analog trunk, 18-user extension NETphone board. Runs on either Microsoft NT or Novell NetWare. Supports industry standard computer telephony APIs and uses standard, non-proprietary telephone handsets.	www.netphone.com
Electronic Assistants	Registry Magic, Inc.	Virtual Operator	Turnkey, NT-based conversational call routing system without using DTMF menus. Attaches to existing phone switches via analog ports without disrupting legacy voice mail systems.	www.registrymagic.com
	Wildfire Communications, Inc.	Enterprise Wildfire	Digital office telephony solution connects any phone to the corporate LAN. Client software handles speech recognition. Includes sticky notes for the phone, consolidated voice mail box, fax store and forward.	www.wildfire.com
Power Protection/UPS	American Power Conversion Corporation	Smart-UPS line	Line of UPS providing instantaneous backup power to beat blackouts and brownouts with full-time surge suppression and noise isolation and hot swappable batteries. UPS models provide protection between 400 to 3000 VA. Includes PowerChute plus software for advanced UPS power management and diagnostics and APC's PowerNet SNMP Agent.	www.apcc.com
	Exide Electronics Group, Inc.	NetUPS SE	Line Interactive UPS line with protection range of 1000-3000 VA. Featuring advanced voltage regulation, sine wave output on battery, receptacle control, and enhanced communications capabilities. Bundled with LanSafe III/FailSafe III Software. Optional OnliNet power management software and SNMP compatibility.	www.exide.com
	Liebert Corporation	UPStation GX/GXT	Line of on-line UPSs with protection power range of 700 to 3000 VA. Up to 90 minutes of backup at full load, IntelliSlot hot-swappable SNMP cards, dynamic bypass for added reliability, EMI noise attenuation, zero transfer time, and add-on battery cabinets.	www.liebert.com
Programmable Switches	Excel Switching Corporation	LNx/CSN Release 5.1	Software supports over 1 million busy hour calls and over 30,000 ports with Excel's EXS architecture. SS7 fault tolerant redundancy added. Direct connectivity to analog telephones with analog interface cards.	www.xl.com
	Redcom Laboratories, Inc.	Modular Switching Peripheral (MSP) v9.3	Supports Ethernet host computer interface using TCP/IP. Includes an XT1 board, an XSU network interface board supporting 5 T1 spans, and a high-density DSP board, which provides 128 DSP-based service resources.	www.redcom.com
	SummaFour, Inc.	VCO release 4.2	Enhancements benefit established and emerging carriers utilizing VCO Series switches. One of the key features, Live upgrade, enables service providers to install software upgrades into a VCO switch without disrupting service.	www.summa4.com
Remote Access/Telecommuting	3Com Corporation	NETServer	A scalable, integrated RAS for office environments as well as smaller service provider POPs that incorporates V.34 modem technology and combines remote LAN dial access, LAN-to-LAN routing, and terminal server functions.	www.3com.com
	Data Race, Inc.	Be There!	A revolutionary communications product family that marries high-speed modem and advanced multiplexing technologies which erase the barriers between being in the office and out of the office.	www.datarace.com
	Teltone Corporation	OfficeLink 2000	Enables telecommuters and call center agents to access digital PBX/ACD features anytime, anywhere, via their Windows PC interface, eliminating proprietary PBX telephones at the desktop.	www.teltone.com
Self-Service Applications	Chordiant Software, Inc.	CCS-Customer Communications Solutions v1.4	Integrates into legacy computing platforms and computer telephony infrastructures. Distributed, object-oriented architecture scales to support large numbers of users in global, enterprisewide topologies. Takes a standards-based, non-proprietary approach.	www.chordiant.com
	Edify Corporation	Electronic Workforce Release 5	Integrates telephony, Internet technology, database access, and character-based host terminals into a visual development environment. Release 5 has improved programming features for scalable, dependable application development.	www.edify.com
SOHO	CIDCO, Inc.	99CW	Operates with Caller ID on Call Waiting service offered by telcos, which displays the caller's name and number on screen while the call is in progress.	www.cidco.com
	CTL, Inc.	Momentum	A PC/C52 DSP-based subsystem housed in a compact unit with no moving components. The voice mail software offers small companies big business features.	www.ctlinc.com
	SOHOtools, Inc.	Connect-ID	On-screen call manager designed to enable users to become more productive and professional. Product works with a computer and a single-line phone.	www.sohotools.com
	SoloPoint, Inc.	SmartScreen	Discrete phone add-on, works with most standard home or small-business lines, including Centrex. Lets you listen to (screen) calls while callers record messages.	www.solopoint.com
Speech Recognition	Dialogic Corporation	Antares2000/50 DSP	The hardware platform, with embedded SPOX operating system, is supported by a complete open development environment designed to enable call processing technologies to commercial telephony systems.	www.dialogic.com
	Dragon Systems, Inc.	Dragon NaturallySpeaking Deluxe Edition	Features multiple user and topic configurations, increased active vocabularies, text-to-speech, support for MMX technology, and integration with DragonDictate, which allows for complete hands-free operation of a PC.	www.dragonsys.com
	Lernout & Hauspie Speech Products	L&H Voice Xpress	Continuous dictation product for document creation, formatting, and editing, allows users to quickly and easily manipulate documents by voice. Adheres to SAPI standard, employs advanced continuous speech recognition, and natural language processing technology.	www.lhs.com
	Nuance Communications	Nuance6	Combines accuracy and natural language understanding to extend the performance advantage in speech recognition applications; Utilizes advanced linguistic and statistical models to interpret and understand natural human speech, enabling sophisticated applications.	www.nuance.com
Technologies	Brooktrout Technology, Inc.	BOSTON architecture	Brooktrout Open Systems TelephONy (BOSTON) is designed to simplify the development of integrated electronic messaging applications, including unified messaging, Internet telephony, and other CTI systems.	www.brooktrout.com

PRODUCT OF THE YEAR

CATEGORY	COMPANY	PRODUCT	BLURB	WEB SITE
	Microsoft Corporation	TAPI 3.0	TAPI 3.0 integrates multimedia stream control with legacy telephony. TAPI 3.0 supports standard H.323 conferencing and IP multicast conferencing, and is suitable for quick and easy development of IP telephony applications.	www.microsoft.com
	RADVision, Inc.	H.323 protocol stack	Several software programs perform all the necessary functions needed to establish a videoconferencing session over IP data networks. Includes: H.323 Conference Manager; H.225 software (including Q.931, RAS, and RTP/RTCP), and H.245 software.	www.radvision.com
Testing Products	Ameritec Corporation	FeatureCall 3.0	3rd-generation Windows-based GUI, permits a user to control and manage, via a PC, single or multiple Ameritec call generators in a test system via a TCP/IP LAN or single RS232 port.	www.ameritec.com
	Genoa Technology	USB Protocol Analyzer	Simplifies isolation of USB protocol problems by making it easy to capture and analyze USB traffic at any branch in a USB system, from signal layer through data layer.	www.gentech.com
	Hammer Technologies	Hammer IT	Telephony test system may be used to automate load testing, complex feature testing, regression testing, and manufacturing quality assurance.	www.hammer.com
Unified Messaging	CallWare Technologies, Inc.	CallWare 5.3	Robust software solution that integrates an organization's telephone system and data network, providing a flexible backbone for all forms of corporate communications.	www.callware.com
	Esna Technologies, Inc.	Office Linx	Windows-based voice server integrates a business' phone system and LAN. Combines voice, fax, and data management — complete messaging center.	www.esnatech.com
	Octel Messaging Division, Lucent Technologies	Unified Messenger	Manages voice and e-mail messages using either a telephone or multimedia PC. Built on Microsoft Exchange, Unified Messenger enables busy professionals to respond to a voice or e-mail message in the medium that is most convenient.	www.octel.com
	Telinet, Inc.	MediaMail	Integrates e-mail, voice mail, fax, and video combined with ubiquitous access from any telephone or Internet PC; Offers opportunity to create value adds integrating with existing Web, e-mail, phone, or business services.	www.telinet.com
USB Products	Mitel Corporation	Computer Attached Telephone (Model 9120i)	Easily connects to a desktop or notebook computer's Universal Serial Bus socket, eliminating technical and confusing modifications to the PC.	www.mitel.com
	Nortel, Inc. (Northern Telecom)	Meridian 9617 USB Phone	Provides consumers with a solution to their call management requirements. The telephone is composed of two elements: a multi-line analog phone and a PC-based application.	www.nortel.com
	Xirlink, Inc.	Video Phone XVP 500	Enables real-time desktop videoconferencing. Xirlink incorporates its patented VICE (Video Compression Engine) technology to achieve higher resolution, sharper color, and screaming fast video.	www.xirlink.com
Video Conferencing	Intel Corporation	ProShare	ProShare technology provides a rich multimedia communications environment for video, audio, images, and animation content, whether users connect over the Internet, regular phone lines, or another network.	www.intel.com
	PictureTel Corporation	Live 200	High-performance desktop videoconferencing system provides an intuitive GUI and works with the native graphics of any PCI-based PC. Features: FCIF video send and receive; full-screen video; 7KHz, full-duplex audio; more.	www.picturetel.com
	VTel Corporation	SmartStation	Converts a Windows 95-based PC into a videoconferencing system; incorporates high-quality audio and video; enables users to collaborate while leveraging the power and versatility of their PCs; offers a wide variety of connectivity options.	www.vtel.com
	White Pine Software, Inc.	MeetingPoint	Standards-based server software, which allows ISPs and others to offer group audio, video, and data conference services to their customers.	www.wpine.com
Voice Boards	Aculab, plc	Prosody	Speech processing platform integrates record/replay, pulse and tone detection, matrix conferencing, and speech recognition. Prosody delivers up to 60 channels per DSP and up to 4 DSPs per card.	www.aculab.com
	Natural MicroSystems Corporation	AG series	Series combines an 80386 class processor with a large memory cache and state-of-the-art DSPs, creating a foundation for global system implementations, including voice, fax, speech recognition, text-to-speech, and more.	www.nmss.com
	Lucent Computer Telephony Products (formerly Rhetorex)	Vantage Volare	Full-power universal (voice/fax) component on a half-size 4-port analog card. TAPI-compliant, Vantage Volare operates in Windows 95, NT, MS-DOS, and OS/2 operating systems.	www.rhetorex.com
Web Call Back	AnswerSoft, Inc.	Sixth Sense Web	Marries Web sites and call centers with telephony, and databases and systems distributed across the enterprise; Makes all information and systems accessible via Internet/intranet resources; Currently available for Lucent, Nortel, and Siemens environments.	www.answersoft.com
	ATIO Corporation	CyberCall 2.5	Gives Web shopping, tech support, and online reservations the added dimension of personal contact with an agent. Internet Call Back feature adds interactive chat, voice over the 'Net, and intelligent e-mail routing.	www.atio-usa.com
	EventS Software Products, Inc.	CENTS	Web site add-on provides Internet customer service. Customers ask for assistance from sales consultants, help desk agents, or other support personnel. Simply click on a link, and CENTS does the rest.	www.eventssoftware.com
	MultiCall, Inc.	CallFlow Suite	A fully integrated call center solution for small-to-medium business and call centers. Includes CTI applications server, object-oriented graphical application development tool, integrated inbound/outbound call center application modules, and IVR.	www.multicall.com
Wireless	AT&T Wireless Services, Inc.	PocketNet	Enables end users and corporations to capitalize on the content and messaging power of the Internet. Users have instant access to a base set of wireless Internet services.	www.att.com
xDSL	Cayman Systems, Inc.	DSL 1000	Features an integrated HDSL modem running at 768 Kbps and is compatible with HDSL-based Central Office equipment from PairGain Technologies.	www.cayman.com
	Paradyne	Hotwire 7924 T1 HDSL System	Hotwire HDSL products reduce the cost, complexity, and time required to provision T1 circuits, and operate over much greater loop distances with much improved noise immunity compared to traditional T1 service.	www.paradyne.com
	ADTRAN, Inc.	HDSL Product Line	HDSL products reduce the cost of T1 digital transmission service by eliminating the need for signal enhancers (repeaters) and reducing installation time of two-to-four weeks to a matter of hours. ■	www.adtran.com