

Horizon Integrator Client SDK Engagement Process

Introduction

Client SDK Horizon Integrator 3.1 offers a client-side API that can be used by developers of contact-orientated desktop business applications (e.g. CRM systems) to add their own telephony integration features into their application.

An application program interface (API) is a set of routines, protocols, and tools for building software applications.

This technique might be used where the customer wants a telephony integration not available through the standard add-in method of Horizon Integrator.

This method requires the Developer of the application to modify their product to make the integration available. No changes to Horizon Integrator are required.

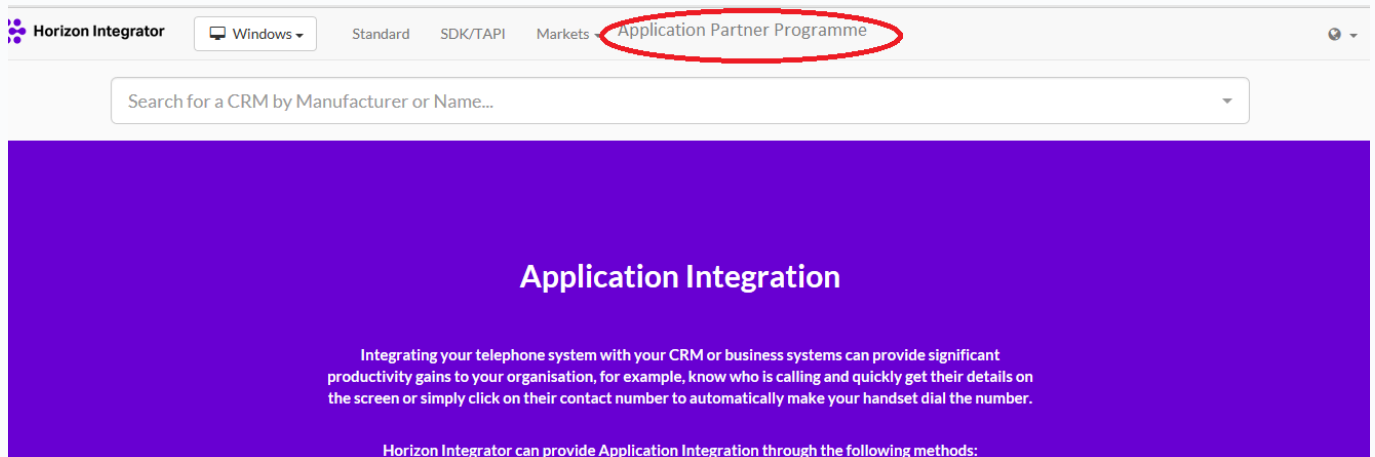
The API is made available through Horizon Integrator running on the desktop with a DB-level licence.

The API allows the Developer to exploit the following features to enable telephony integration within their application

- Call actions: make call, answer, hold, hang up
- Call events: ringing, connected, completed, hold, un-hold
- Call information: caller's number, dialled number

How do I get access to the Client SDK

If you are interested in using our Client SDK to allow Horizon Integrator to integrate with your CRM, please ask your CRM Developer to access our programme here on our Horizon Integrator Microsite



Once you have read over the information, please register your interest by emailing servicedesk@helpcti.com

Depending on your requirements, our Developers will have a 30-minute technical discussion with your CRM Developer on what they want to get out of the integration.

This conversation will most likely have one of two outcomes

- We will write an add-in and this will become one of our Standard integrations
- We will provide you with access to our Client SDK

Developer Programmes

Developers will have the option to join Partner Programmes for both of these types of services.

Add-in Partner Programme

Included within this programme are:

- Mondago writes add-in for your application at no charge
- Add-in is included as Standard Integration in Mondago's branded solutions
- Add-in is listed on product websites
- Partner is listed as a Partner on Mondago's home website
- Access to Mondago logos for marketing purposes
- Not-for-resale licenses for applicable Mondago products available for internal use where possible

SDK Partner Programme

Included within this programme are:

- Privileged access to technical forum and developer resources during the development cycle
- Integration is listed on product websites
- Partner is listed as a Partner on Mondago's home website
- Access to Mondago logos for marketing purposes
- Not-for-resale licenses for applicable Mondago products available for internal use where possible

For Developers who do not wish to join the Partner Programme, we can still offer the service pack to you. This will give access to the required documentation and the Open Forum to ask any questions

Do I still need to purchase Horizon Integrator Licences?

Yes, you will need to order the required number of Horizon CRM Integrator licences on the Gamma Portal and ensure these are assigned to each User on the Horizon Portal

Professional Services

For CRM Developers who require more assistance with the Client SDK outside of the 30-minute technical discussion, Professional Services are available.

This will be provided by way of a one-day consultancy (8 hours) that can be spread over a period of 3 months. After this period, support can be offered by the Open Forum

Charges will apply

What if I have a problem with Integration?

CRM Developers will be given access to an Open Forum provided in the NPM link.

Here you can ask open questions to in-house Developers which they will respond to.

Please note there are no SLAs on response times and responses will be provided via the Open Forum

Depending on the type of type of integration, the following Support will be offered

Custom end customer system, no professional services taken – Support can be accessed via the Open Forum only

Custom end customer system, professional services taken – Support will be provided directly to the Developer during the 3-month window, then support via the Open Forum after this

Off-shelf professional application, Developers have joined the partner program – Support will be provided directly via in-house Developers

Off-shelf professional application, Developers have not joined the partner program –Support is provided via the Open forum only

Feedback

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