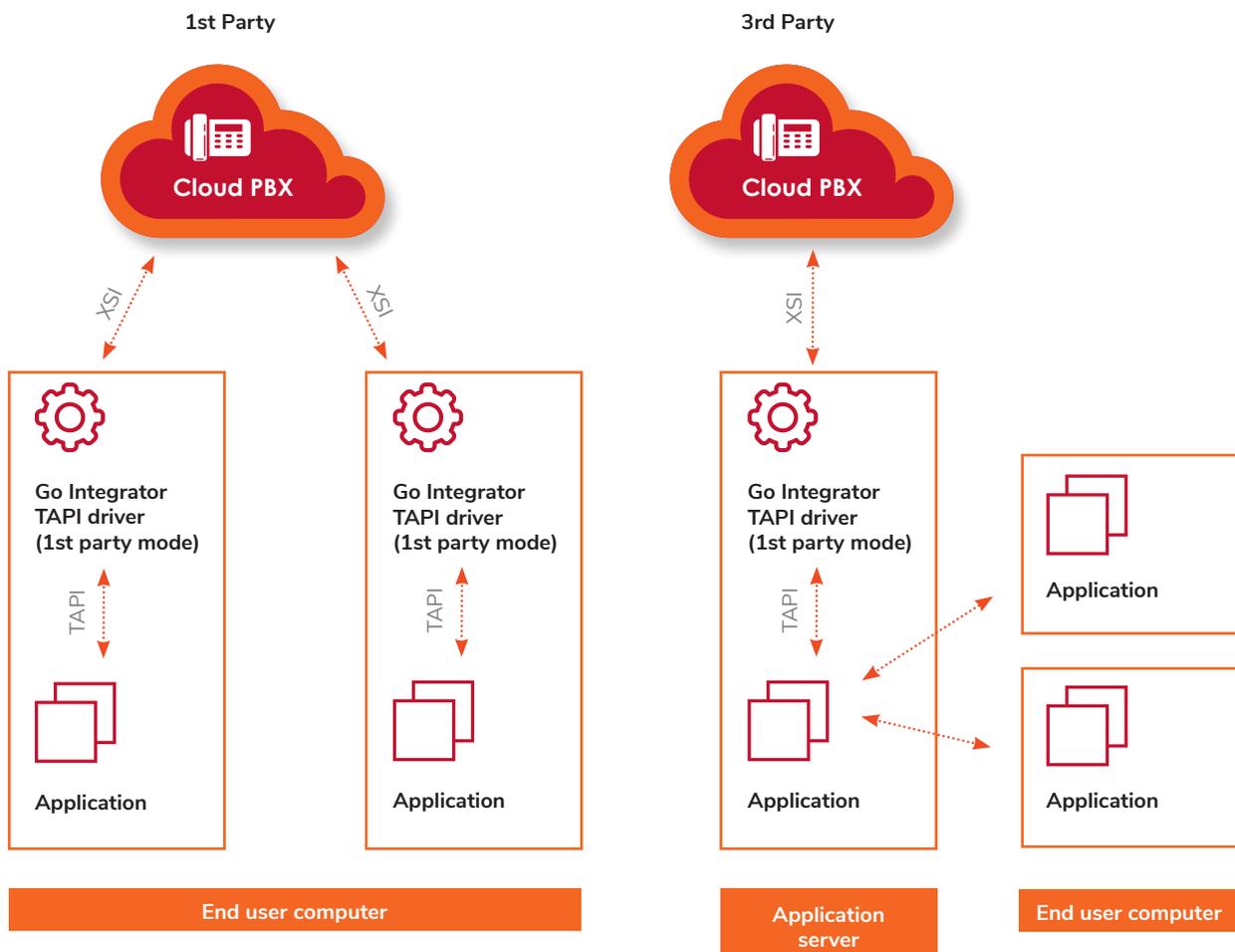# NOVUM NETWORKS

Go TAPI

Seamlessly Integrate your Applications with our Phone System.

Make outbound calls more efficiently by linking your computer to your Cloud PBX system.

Go TAPI (Telephony Application Programming Interface) provides computer telephony integration and allows users to make phone call directly from their computer using a variety of methods.

How it Works?

1st Party

3rd Party

Cloud PBX

Cloud PBX

XSI

XSI

XSI

Go Integrator TAPI driver (1st party mode)

Go Integrator TAPI driver (1st party mode)

Go Integrator TAPI driver (1st party mode)

TAPI

TAPI

TAPI

Application

Application

Application

Application

Application

End user computer

Application server

End user computer

Reliable

TAPI is used by many application developers so they can build telephony features such as Screen Popping and Click-To-Dial natively into their applications.

Smart

The application searches through all linked contact sources for the associated caller and retrieves the information, displaying it on your users computer screen.

Time-saving

Create and capture callers' information into a new contact record.

monda Go

Why Go TAPI?

Streamline workflow

Users can automatically dial their phone directly from their computer and view a caller's details when the phone is ringing.

Improve communications

View caller's information easily by integrating in real time with your current phone system.

Go TAPI Benefits

Usability

Easy to install, use and maintain.

Convenient

Let users dial directly from their desktop and choose a media mode such as video or phone call from a desk phone or computer.

Improve user experience

Improve your users' call handling experience.

Seamless integration

This product can be integrated easily within the Mondago product suite, saving your business time and money

Service Requirements

This service is delivered as a standalone installation. The driver can be configured to work in first-party (client side) or third-party (server side) mode. An 8-digit license is required to activate the service. In the first-party mode, a license key will contain a single license and in the third-party mode, multiple licenses are included.

The Novum Difference

Best user experience

We offer your business a fully integrated solution for your customer-facing teams that will help you to improve your call handling and caller's experience.

Full ownership and locally operated platform

Go TAPI is used to integrate seamlessly with Novum's Cloud PBX platform and your application to deliver a richer customer and user experience.

Fast service delivery

We can activate and install the Go TAPI driver remotely on your desktop within three business days.

Guaranteed network reliability

Hosted in Australian data centres and supported by some of the world's leading infrastructure suppliers, our platform has been architectured on the Broadworks carrier grade switch and has been delivered 99.999% availability since commissioning. Being locally-owned, we guarantee network reliability as well as local operational and technical support.

About Us

Novum Networks is an Australian company specialising in the delivery of secure Business Cloud PBX and IP Telephony solutions that enables our partners and customers to compete in today's digital connected economy. We provide a fully integrated portfolio of enterprise-ready communication services that are architected on our platform, using the best-of-breed technologies that are available on the market.

We foster an agile and innovative culture that allows us to fast-track development and provide our telecommunications and managed service channel partners, an alternative to the top 3 Australian carriers that utilise the Broadworks platform.