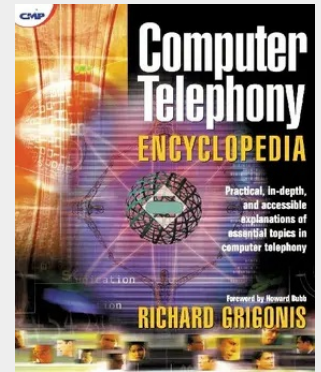


Computer Telephony Encyclopedia

If you want to grasp the full length and breadth of the rapidly developing computer telephony field, this book is the place to start. Author Richard Grigonis thoroughly explains even the most abstruse ideas in a concise manner that is aimed at all kinds of readers -- students, business executives, telecom managers, call center supervisors or entrepreneurial developers. Each encyclopedia entry is both an adroit explanation of computer telephony technology and a buyer's guide-like discussion of real-world products based upon technology currently available for business and residential communications solutions.;

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