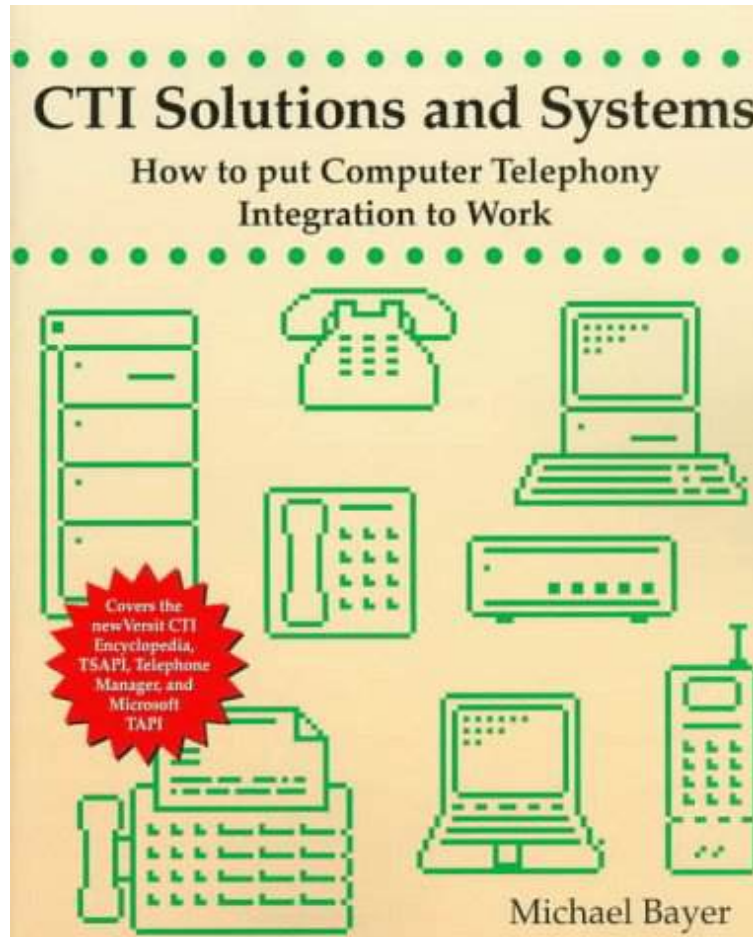


CTI Solutions and Systems: How to Put Computer Telephony Integration to Work

By Michael Bayer



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