# Contract-based Interlayer : a Two-way Approach to Integrate Call Center with J2EE Framework

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## ABSTRACT

The traditional software architecture of call center is based on C/S framework for the efficiency of communication among various hardware equipments. Thus, it is difficult to integrate call center with other J2EE applications, which are otherwise based on B/S framework. In this paper, we propose the contract-based interlayer, which we introduce into the call center software architecture. This new approach partitions the call center into a front-end and a back-end, and then achieves integration of them by building an infrastructure, which enables them to plug into a common protocol and thus to cooperate with each other. As a result, the front-end related to the hardware can be based on the C/S framework while the back-end related to the business can be based on the B/S framework and therefore be integrated with the company's other systems based on the J2EE framework, for example, the customer relationship management (CRM) system, so as to promote the values of the company's call center.

**Keyword**s: Contract-based Interlayer, Call Center, J2EE, CRM.