



## CTI Data Connector – Office / Enterprise Edition

### CTI Data Connector

#### Office / Enterprise Edition



#### The typical initial situation

Would you like to dial directly from your application and see who is calling - even pop up the customer file? If your address information is stored in different databases (ERP, CRM, Marketing or MS-Outlook), the solution is **CDC (CTI Data Connector)**. CDC connects your applications with CTI Servers and phone systems.

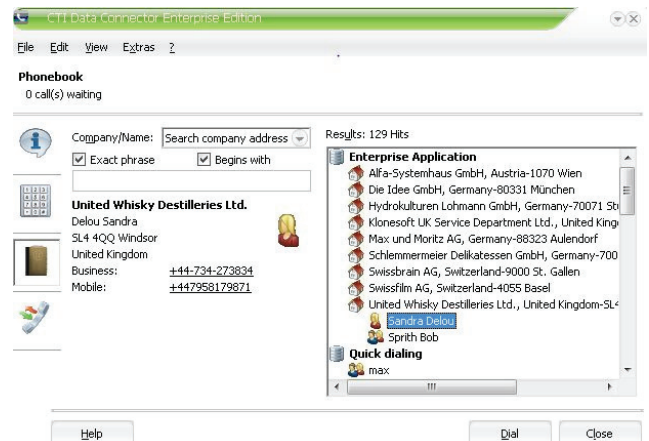
CTI Data Connector comes in 2 editions to satisfy different requirements.

#### CTI Data Connector Office Edition

This Plug and Play solution was especially developed for working with office programmes and MS-Outlook and can be instantly integrated **without programming**.

CTI Data Connector *Office Edition* offers the following functions:

- ▶ Dial within **any application including MS-Outlook** with a Hotkey or with right mouse click (Internet Explorer)
- ▶ **Caller identification for incoming** calls for contacts stored in Outlook / Exchange. The *Enterprise Edition* allows caller identification with any SQL database
- ▶ Display caller data in a Desktop Notification, that fades in slowly – without interrupting the current activity
- ▶ Pop-Up caller data in MS-Outlook (open contact folder)
- ▶ Call history - list of incoming and outgoing calls - including all calls that were not answered (call back function)
- ▶ Phone book for MS-Outlook / Exchange contacts and a Quick Dial list. The Enterprise Edition additionally displays the phone books of all integrated databases



Phone Book

#### Make Outgoing Calls

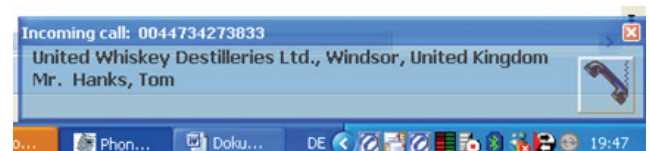
Just **highlight the phone number and use a hotkey** – that is all what is needed to make an outgoing call (dial via hotkey). You can also dial via right mouse click (only Internet Explorer), with data from clipboard or use a hyperlink to dial. Additionally the phone book can be used for dialling.

#### Incoming calls

The identification of the phone number is a complex procedure but ensures a high recognition rate.

Even if your phone numbers are completely unstructured (e.g. +1, 011, +1(0)444 and any special characters) stored in MS-Outlook, the caller identification logic finds the corresponding contact person or company address. The process is optimised for caller identification in Europe and US/Canada.

The incoming call is signalled with a desktop notification and a **transparent window** with the address information is displayed. It disappears in a predefined interval.



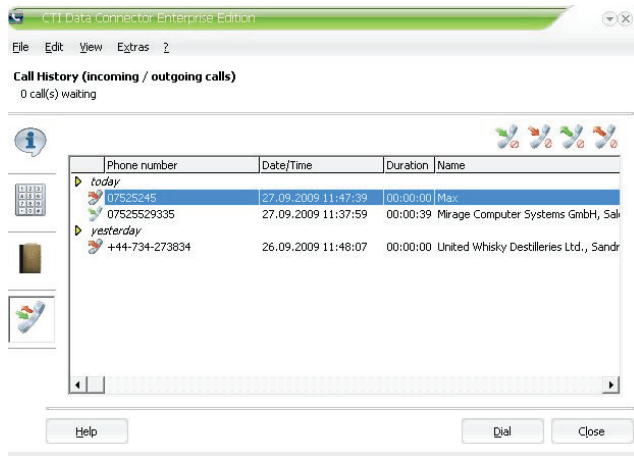
By clicking on the desktop notification, the contact folder with the address data is opened in MS-Outlook.



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### Never miss a call

Even if you are in a meeting, all calls are identified and logged into the call history list. Just look in the list at the calls, marked with not answered and click to dial the number.



### Call history list

### Advances Features

Multiple incoming calls are handled automatically in background mode. CTI Data Connector makes the caller identification for multiple calls and signals the calls via the desktop notification.

Even if you use your phone set to dial, CTI Data Connector will capture the number and display the caller data.

CTI Data Connector comes with an inbuilt Simulator. This allows testing without having the need to upgrade the phone system before buying.

If installed on a network server, all files are centralised and an update needs only be installed on the server. The Client PC recognises the update automatically.

### CTI Data Connector Enterprise Edition

This Edition includes the functionality of the *Office Edition*, but additionally allows connecting to any enterprise data (SQL databases, MS-Access) for caller identification and phone book.

- ▶ Supports **multiple databases** (online without the need to import the data) for incoming and outgoing calls and Microsoft Outlook / Exchange. This ensures, that an address which is not stored in the ERP system is found in the CRM system
- ▶ Additional dial options to dial with Hyperlink, via

dial.exe, DLL or ActiveX interface

- ▶ The *Enterprise Edition* offers a Middleware (Developer Integration Kit), which can be used to enable CTI in applications that support a script language or DLL calls
- ▶ We offer a OEM version for software vendors to sell the product with their own branding

### System Requirements

Windows NT to Windows 7 – 32bit and 64bit is supported. Every Windows System (especially NT) needs the latest service pack. CTI Data Connector can be installed on a server but this is not mandatory.

To communicate with a phone system, either a CTI server (Third Party Solution) or connecting the phone set to the PC (First Party Solution) is supported. Mandatory for both systems is a **TAPI driver 2.x** (or higher).

### Test it now

You can test CTI Data Connector *Office or Enterprise Edition* 30 days for free. Click on the link and find out more.

<http://www.CTI-Data-Connector.com>