

CommsOffice CTI



Computer Telephony Integration



Communications management for **every** business

CommsOffice CTI™ is available for Panasonic KX-TDA, KX-TDE and NCP systems. Computer Telephony Integration (CTI) enables you to personalise telephone system-customer interaction, reduce call times, and improve efficiency. **CommsOffice CTI™** provides customer information at user's desktops as they make and receive calls.

CommsOffice CTI™ combines information from telephone systems, business applications and databases to provide users with a more complete picture of the customer enabling a more efficient and appropriate response. This provides important benefits for any business including:

- Identifying callers as the call starts ringing saves 10-20 seconds off each call
- Access to historical data as the call starts ringing speeds up call resolution times, generates cross-selling opportunities and lowers overall call duration times
- Enables users to personalise customer interaction for greater customer satisfaction
- Lowers time spent manually searching for data thus reducing customer on hold time
- Screen-based telephony functions such as screen pop, screen dialling and progressive/predictive* dialling significantly enhance user and agent productivity
- Enables businesses and contact centres to handle more calls with lower or existing staff
- Significant cost savings for any business not just contact centres

CommsOffice CTI™ reduces the time, cost and complexity of deploying CTI solutions, integrating with Microsoft Office and other CRM applications.

Consider the following:

Do your customers experience lengthy delays whilst their details are being searched for?

Using Calling Line Identification (CLI) from your telephone system **CommsOffice CTI™** software will locate your customer details and "Screen Pop" this information as calls start to ring.

Wasting time searching and dialling incorrect numbers?

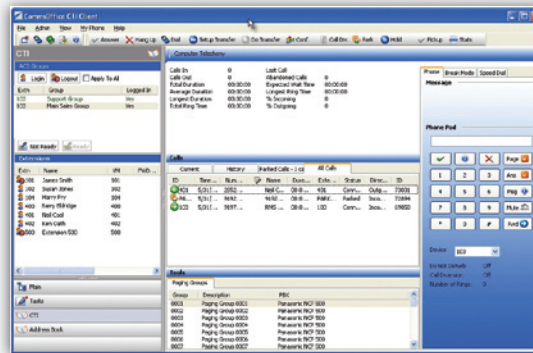
With PC screen dialling, you can select any number from; Microsoft Office applications, your database and any Windows application that will allow highlight and copy. Using progressive/predictive* dialling you can define dialling campaign lists of numbers to be called automatically by individual extensions or groups of agent extensions.

* Note: Progressive and predictive dialling requires purchase of additional licensing and is not included with standard CTI functionality.

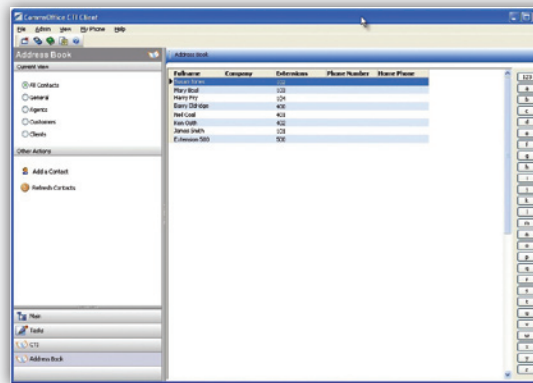
CommsOffice CTI™ Provides:

- The ability to see who is calling before answering the call
- Feature-rich screen based display that increases user productivity, visibility and call-handling capabilities
- Differentiator when competing against other traditional and IP-based PBX platforms
- Allows users to efficiently manage calls rather than simply answer phone calls
- Presence, users can see visual status of other CTI clients
- Runs with all versions of **CommsOffice™** so once installed additional functionality can be purchased and is enabled online by application of licence upgrade

Any business using a PC and a telephone system will benefit from using CTI. More efficient and accurate dialling, seeing who is calling enabling prioritisation & more efficient call handling are just some of the benefits.



CTI Client



Address Book

The CommsOffice CTI™ Client can manage calls and call functions as follows:

- The user can Answer Calls
- The user can put Calls on Hold/Take them off Hold
- The user can Hang Up Calls
- The user can Park Calls
- The user can Retrieve Calls

The user can Add Calls to Speed Dial by:

- Highlight the current call and select add to Speed Dial
- Highlight the current call and drag and drop over the Speed Dial List
- Open the History tab and add to Speed Dial
- Open the Address Book and Add to Speed Dial

The users can Transfer Calls to:

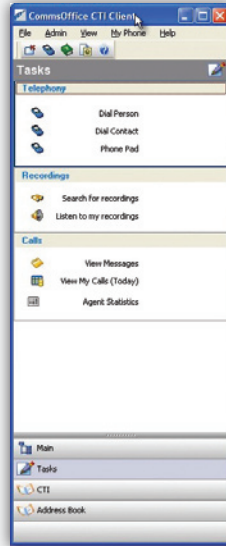
- An Extension
- An ICD or ACD Group
- To an External Number
- To a Paging Group
- The User Can Transfer calls:
 - Unannounced (Blind)
 - Announced
 - Hold Pending Transfer

The User can achieve this by:

- Drag and Drop the call over the appropriate extension
- Can press the assigned “F” or other function key
- Can right mouse click, open a menu and utilize the function

The user can Dial Calls from:

- The numbers on the Dial Pad
- Select an Entry in the Address book
- Double Click on a Speed Dial Entry
- Highlight a phone number ANYWHERE in an application (other applications) and press Windows + F2 (configurable)
- Select Windows + F3 (configurable and type the number into the pop up
- Press the assigned key to auto dial (say "+")
- The user can Answer ANY calls that are within the system and that are not destined for the user. (They could say intercept a call ringing to another extension from an outside DDI)
- The user can initiate a Chat session with any other user
- The user can send a Message to any user
- The user can send an e-mail to any user
- The user can see Absent Messages set on any system extension
- They can set the DND, The Call Diversion and the Call Forwarding properties on their extension
- The user can add notes to a call that has been answered
- The user can read previous notes for a call that has been answered (Icon presented in Calls window tab)
- The user can set themselves Ready/Not Ready
- The user can set themselves on a Break (definable types of break)
- The user can display as a separate window or dock into the CTI application a series of small windows with statistics for the nominated groups they are a member of



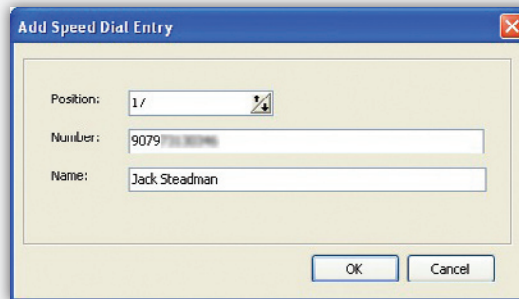
CTI Client Taskbar



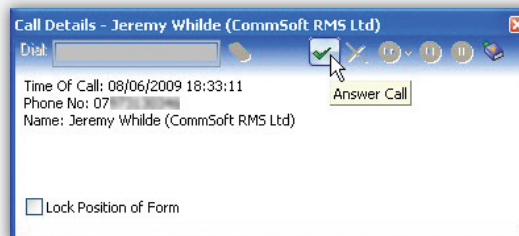
Speed Dial Tab

CTI Client users can:

- You can set your absent message (but no one else)
- You can operate the All Calls tab (if you are given permission)
- Transfer via drag/drop, F function or menu
- Park, Hold Mute or Page a call
- Set Modes (if you are given permission)
- Read or add notes to a call in progress
- Read historical notes
- Send Messages
- Send E-Mails
- Database look up for a range of CRM packages
- Initiate Scripts based on an incoming DDI/DID
- Add to Speed Dials (System Only)
- Dial from any Microsoft Application
- Universal Dial from ANY Windows application
- Function key to open desktop dialer
- Dockable statistics windows settable for any group that you are a member of
- Separate Statistics Window (mini wallboard)
- Login or out of any ACD group you are a member of



Speed Dial Entry



Desktop Alert

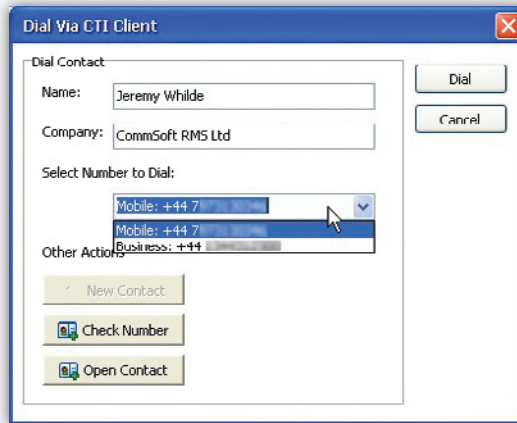
CommsOffice CTI™

- Enter Manual Wrap-Up (Busy) in any group you belong
- View (and notes to) your calls for the day
- View and listen to any recordings for the day (**need CommsOffice Voice™** module)
- Search for your recordings, add notes and or ratings and "risk" (**need CommsOffice Voice™** module)
- Run in Mediator mode (Mini Mode) and access ONLY people status, messaging, e-mail and tasks tab

Settings/Variables

In addition, the user can create up to 10 customisable modes that ANY user (CTI Client) can use. Selecting the mode will then set the name of the mode as the person's absent message on their phone, set them as unavailable for receipt of calls in all of the ACD groups they are a member and record the start and stop time of the specific mode they have chosen.

Depending on the settings, the dial, answer, transfer and hang-up functions are also available from the Pop-up (Desktop Alert) if it is enabled. The system will automatically display the associated extension list that belongs to a specific ACD or DDI/DID when a call is received on that number. On receipt of specific numbers, the system will automatically open a third party application to display a "Script" for the operator (or agent) to read.



CTI Client Dialling



Agent Call duration

The User can decide:

- How calls are presented via screen or screen and popup
- The type of calls that open a popup (ringing or lamping or none)
- Their default status when opening or closing the application
- The functions that are to happen on an inbound or outbound call when using Outlook Contacts
- By default use Outlook or an HTTP based database for lookups
- Set up the Hot Keys (Command Keys) they wish to use with the Telephone functions (e.g. Answer, Hang-up etc)
- The Modes they wish to setup and use for the 10 programmable buttons on the Modes tab. (Note - Reset is a fixed button)
- Enable the popup for Call Recordings that do not have notes attached (Note - you will need the **CommsOffice Voice™** module for this to work)
- The colour, font size, and ACD group that the Statistic panels will refer to

Minimum System Requirements

- Windows 2000
- Pentium IV
- 2GB free on hard drive
- 1GB RAM
- USB and CD ROM
- Internet connection for product updates and maintenance
- RS232 serial port & cable connected between your PBX and the computer that will be logging calls (if the PBX is not IP addressable)
- Computers will require NIC (Network Interface Cards) if the products are to be used over a network

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