

CTI Dial-It Server

Deliver telephony functionality to every desktop in your organisation with CTI Dial-It Server. By employing this scalable and easy to manage solution, your business can realize increased individual productivity, enhanced customer service and improved efficiency.

With CTI Dial-It your business can:

- » Monitor and take control of your NEC telephone system
- » Add Click and Dial features to internal phone directories
- » Integrate with industry standard telephony applications
- » Boost the productivity of your operators
- » Take advantage of the powerful CTI Dashboard communications tool
- » Develop your own custom telephony applications.

How Do I Get TAPI?

To introduce the power of TAPI into your organisation, you would usually need to purchase a TAPI module that plugs into a computer and a telephone. Because every single telephone requires a separate module, this can prove to be very expensive and difficult to implement.

A better approach is to use **CTI Dial-It Server**. Available for NEC phone systems from the IPS range upwards, this reliable and highly scalable server runs on standard Microsoft Windows servers.

CTI Dial-It Server uses the NEC OAI CTI interface to monitor and control the telephony equipment in your organisation and can support up to 10,000 extensions! It will work with any NEC digital (*DTerm*) and analogue phone.

Easily Managed

CTI Dial-It Server is designed to be very easy to manage. It requires minimal configuration and users are automatically set up when they first connect to the server. It can even be set up to send an email if there is a problem with the network or PABX connection.

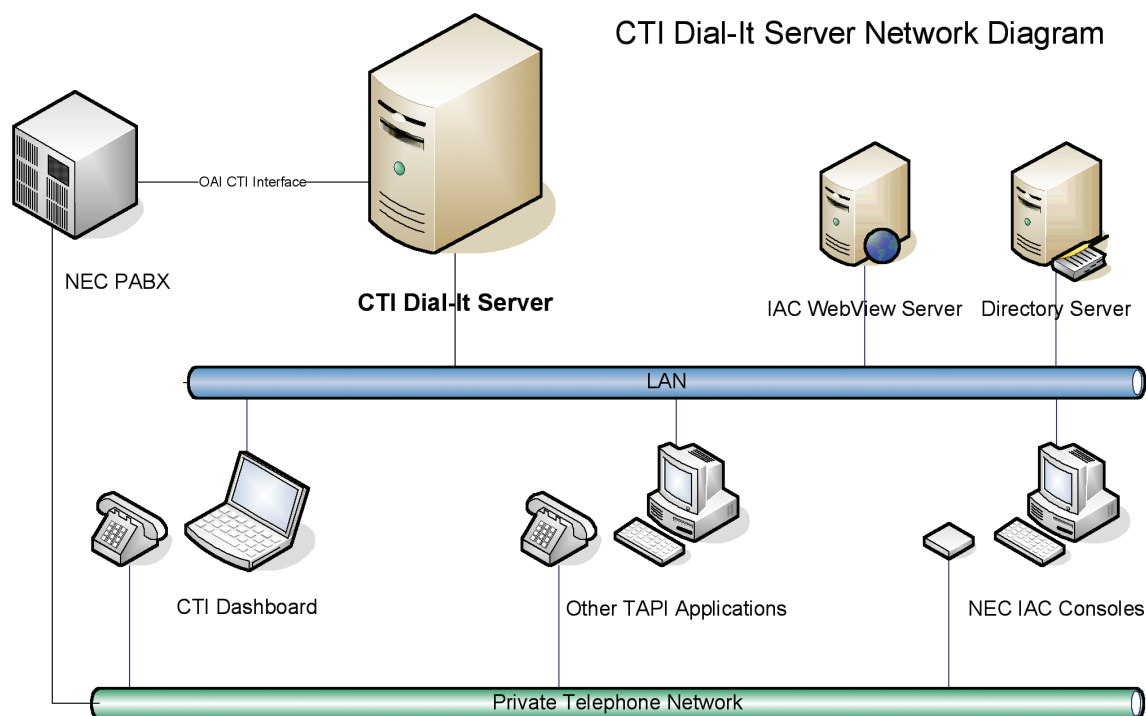
What Is CTI?

CTI, or Computer Telephone Integration is the name given to the process where computers and telephone systems are connected together. This integration enables software applications to monitor and take control of calls on the telephone system, offering enhanced business telephony services, better call information, more efficient call handling and a better all round customer experience.

What is TAPI?

TAPI stands for *Telephony Application Programming Interface*. It is an industry standard for CTI, developed by Microsoft in partnership with Intel. TAPI software applications are designed to work seamlessly with any TAPI enabled phone system.

There are many different types of TAPI applications available, such as: software-based telephones (*softphones*), call-centre servers and enhanced customer relationship and personal information management applications. Examples of applications with built in TAPI functionality include: Microsoft Outlook, Act!, Goldmine and Maximizer.



BENEFITS

DIAL FROM OUTLOOK AND OTHER TAPI APPLICATIONS

Because CTI Dial-It Server supports the TAPI standard, you will now be able to use the hidden Microsoft Outlook AutoDialer button (telephone icon) to call your contacts.

In addition, the CTI Dashboard supplied with CTI Dial-It Server can extend contact management applications such as Outlook, Lotus Notes and SQL databases with handy telephony features. These features include: screen pops, caller name displays, call control, automated dialling, call history and speed dials.

DIAL FROM A WEB PAGE

Your organisation may already use a web-based phone number directory, such as the IAC Webview application.

With CTI Dial-It and a few lines of web script your staff can now dial phone numbers with a single click saving valuable time and preventing misdialled numbers. All this without having to install any additional software on their computer!

ENHANCE OPERATOR PRODUCTIVITY

By combining CTI Dial-It Server with your existing IAC Operator Consoles you can improve the productivity of your operators. CTI Dial-It allows your operators to:

- » View the status of extensions before transferring calls (*Busy Lamp Field*); and
- » Reprogram the name display of phones.

CREATE CUSTOM TELEPHONY APPLICATIONS

CTI Dial-It Server comes complete with development tools, which your IT department can use to create their own custom telephony-enabled tools or add telephony features to existing applications. The potential is only limited by their imagination.

FEATURES

- » Supports up to 10,000 extensions
- » Supports up to 10,000 clients
- » Supports up to 512 trunks
- » TAPI 2.1, 3 Compliant
- » Dial-It IP protocol for custom development
- » IAC Console BLF (*Busy Lamp Field*)
- » IAC Webview click-to-dial

- » Windows libraries for custom application development
- » Complete with windows client TAPI service provider
- » Automatic email notification of availability issues
- » Client configuration settings stored on server
- » Automatic client provisioning

SPECIFICATIONS

SERVER

- » Windows Server 2008 (or 2003)
- » LAN card
- » Spare USB port (for security dongle)

PABX

- » NEC PBX with OAI interface
- » ISDN trunks to PBX (to display CLI)