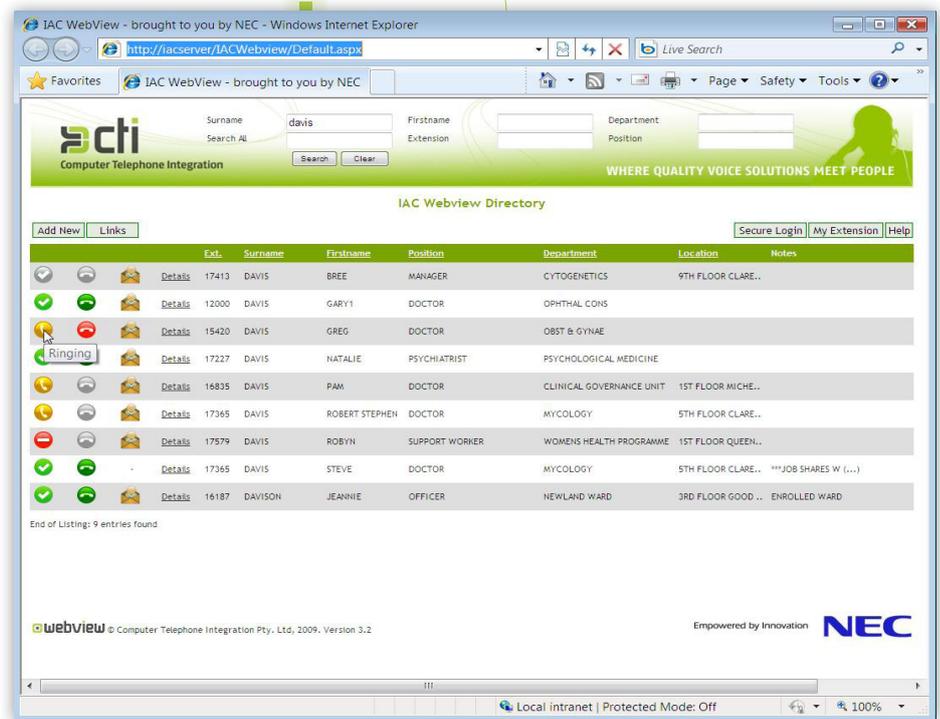# IAC WebView

IAC WebView provides all staff the ability to search the company phone directory in the same format as the IAC switchboard operators.

IAC WebView optionally incorporates the additional facility of point and click dialling by integrating with CTI Dial-It.

» A simple, low cost and customisable web based phone directory

» Based on the same phone directory used by the IAC switchboard operators

» Displays alternate contacts and notepad details for a selected record

» Search fields and display columns can be customised.

» Customer logo and corporate colours can be added to look-and-feel

» Simple to deploy, trivial to administer

A phone directory database is a valuable resource which is under utilised by many organisations.
Is your directory shared between your switchboard operators and all staff ? Can your staff:

» Perform powerful searches of a single shared directory using a web browser ?
» Point-and-click to dial extensions, mobiles and speed dials ?

The IAC WebView suite comprises:

» IAC WebView – browser based phone directory
» IAC Database – contains company phone directory (note that IAC Consoles are not essential)
» CTI Dial-It – server based telepohony to the desktop (Optional – for extension status and click-to-dial features).

IAC WebView Benefits

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IAC WEBVIEW

IAC WebView allows all staff members with intranet access to perform powerful searches of the IAC database directory (on a combination of fields). With optional CTI Dial–It integration, search results can be dialed at the click of a button. The searching and dialing is performed from within a fast loading and easy to use web page. Alternate contacts and the persons Notepad can also be displayed.

IAC WebView is also easily customised for specific requirements, including such things as:

» Including company logos
» Adding or restricting the amount of information displayed (eg. silent numbers for senior executives).

WEBVIEW BENEFITS

» All staff and switchboard operators share the same consistent directory information located in a single data source
» Intuitive searching saves time finding infrequently used numbers
» Updated directory records are instantly available across the entire enterprise, including alternate contacts and Notepad
» A single centralized directory repository makes life easy for support and operations staff
» IAC WebView is easily deployed across an enterprise via e–mail
» An industry standard MS–SQL Server database server is used to host the directory, along with Microsoft IIS for web delivery
» IAC is supplied with powerful data import tools to leverage existing directories including Exchange Server, Lotus Notes, PMS Systems, most common call accounting packages, LDAP Servers and most ODBC compliant databases. WebView benefits from these capabilities
» Optional click–and–dial capability with addition of CTI Dial–It server reduces the occurrence of costly mis–dialed numbers.

IAC DB directory is shared across the enterprise via intranet browser view with optional click-and-dial by CTI Dial-It