

CTI Sales Newsletter

August 2010

Latest news on the IAC Console for NEC and NEC Channel Partners from the desk of Warren Simon ...



- **IAC Console V9.2 for Windows 7 compatibility**
- **Alice Springs Hospital installs IAC V9.2 with Advanced Reporting**
- **IAC WebView V3 – Enterprise Phone Directory**
- **Reminder - IAC Console released for SV8300**

“CTI is committed to providing high quality applications and support exclusively to NEC and the Channel to help you win and retain customers.”

IAC Console V9.2 for Windows 7 compatibility

Customers looking to migrate their desktops to **Windows 7** will need to upgrade to **IAC V9.2**, which has now been tested by NEC Engineering and recently Beta tested at Alice Springs Hospital (see below).

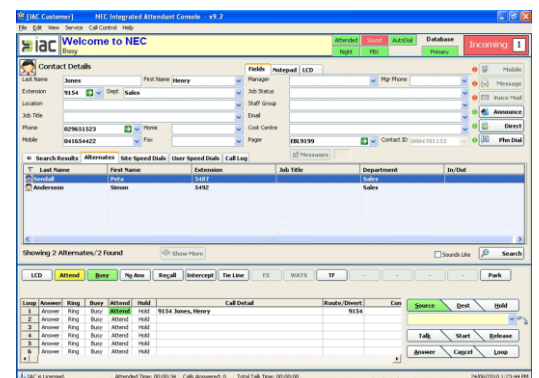
When upgrading to V9.2 some customers may also need to replace old Hardlock parallel port dongles, which are no longer supported, with new Rocky USB dongles. Contact Warren to confirm if replacement is required.

NEC stock numbers are as follows:

- 3403326 – IAC Version Upgrade to latest (per IAC)
- 3403337 – IAC Replacement dongle (per IAC)

The **IAC V9.2** release also includes:

- Windows 7 fully supported
- Windows Server 2008 fully supported
- MS SQL Server 2008 R2 fully supported
- Advanced Reporting option – provides Abandoned Calls and Average Time to Answer reports for the switchboard
- Call Recording option - for recording malicious calls
- Many code and database optimisations which should improve performance at large sites.



Alice Springs Hospital installs IAC V9.2 consoles



IAC V9.2 consoles and Database Server were recently installed at Alice Springs Hospital to replace very old hardware consoles and an aging Bill-It system that was used for directory.

CTI migrated all of the Bill-It directory data across to the IAC Database and the customer now uses DBTool to maintain the directory.

The site is very busy, with typically 700-800 calls being answered by each operator during the 8-hour day shift.

The customer ordered the Advanced Reporting option to help monitor the demanding environment, as well as the Call Recording option for malicious calls.

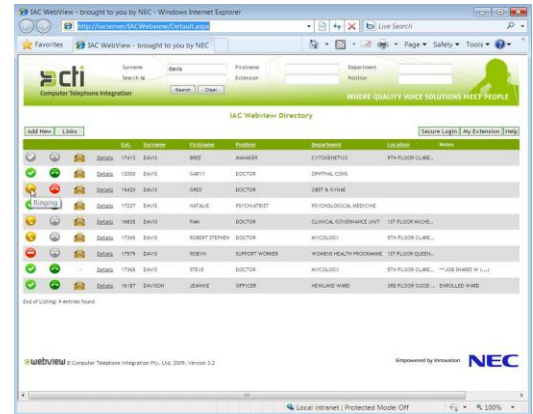
Thanks go to NEC Adelaide Account Director Rod McIvor, local technician Scott Minnis, along with technical support from the NEC Darwin team.

IAC WebView is a simple, low cost, easily customisable web-based phone directory for the enterprise. WebView is based on the IAC Database directory, however customers *do not need to have* IAC Consoles installed.

WebView can be installed as a stand-alone product without consoles, however all of the IAC directory integration tools such as DBTool, DBTransfer and LDAP Integration for Active Directory can be installed and used with WebView.

Licencing is based on the number of records (or names) in the database directory, with options for 150, 500, 1000 or unlimited records.

Customer logo and colour themes can applied to the screen and there is an option to allow click-and-dial from the directory.



IAC has been released in Australia on the SV8300. Minimum system requirements are as follows (refer to relevant NEC SIB):

- SV8300 **R3** Main Software (D1_2.00 or later)
- SV8300 **R3** Version Licence
- DLC port (with **DLC V4.1** or later) for WAC connection
- **IAC V9.1.8** or later



NEC Asia subsidiaries should contact NEC Japan for availability of IAC on SV8300.

CTI have recently been providing development and support skills to NEC for the **NEC AgentAssist** Genesys application. Contact Warren for details.

Professional services offered by CTI include:

- IAC installations and upgrades
- IAC directory integration to customers directory (such as Active Directory, Lotus Notes, Call Accounting systems)
- LDAP integration
- Genesys softphone & reporting application development
- NEC AgentAssist application support and development
- SQL Database development
- XML phone application development

**** Please contact Warren Simon directly if you have any sales or technical enquires or require customer demos ****

**Best Regards,
Warren Simon.**

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