

Auerswald LAN-TAPI

The link to MS Outlook®, Lotus Notes and other ERP/CRM systems

Imagine your daily work without a computer! Using a type-writer for your letters, fold and stamp them and wait for a reply, halls full of dusty files – without mail account and data bases this would be your reality.

Do you still work like this?

No! But what about telephony?

Do you welcome your customers when they call with their names?

Do you see automatically on your screen what they have discussed with one of your colleagues just recently or what they have ordered? Can you connect them with a service colleague who has all customer data available as well – just with a mouse click?

puter. Competent replies even from workers who act as a substitute are literally invaluable. Your customers will appreciate it. But not only the fast access to information is an advantage of Auerswald LAN-TAPI.

Save time and money!

With an average of several seconds already in the dialling phase your staff can save, depending on their area of activity, more than 100 working hours per year. You will know by yourself what this is worth.

How to ..? Pretty simple!

The telephone systems COMmander Basic.2/Business and COMPact 5010/5020 VoIP are equipped with a network connection (LAN). This is connecting the PBX via the network to the server.

provide full integration in your software application. Your specialised Auerswald dealer informs you competently if you are interested in additional licenses and connection possibilities. A complex installation should be done by a qualified technician anyhow and be discussed in detail in advance. If you want to use TAPI with specific business solutions we suggest professional solutions like ESTOS (see back page).

TAPI functions

- Display of the called MSN (multi company operation)
- Activating/de-activating of call forwarding (CFU, CFB, CFNR)
- Call Deflection – forwarding before call acceptance (CD)
- Transfer with/without consultation
- Conference (3PTY)
- Call brokering (HOLD)
- Monitoring (status display of the extensions with ESTOS ProCall as well for remote sites)
- Call Pickup

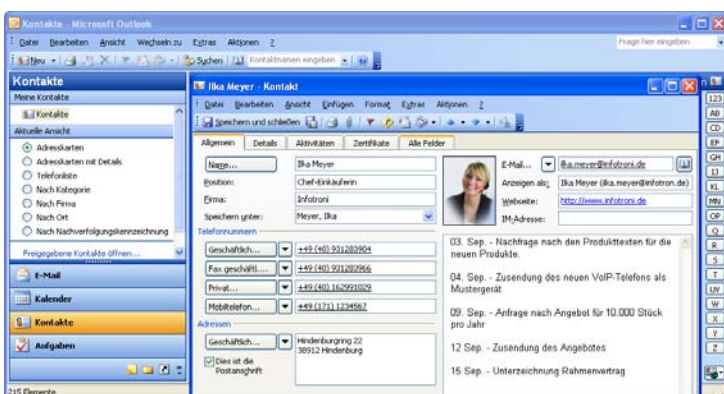
Supported operating systems (Auerswald LAN-TAPI driver)

- Windows XP beginning with SP3 32-Bit
- Windows Vista beginning with SP1 32/64-Bit
- Windows 7 32/64-Bit
- Windows 2000 Pro / Server SP4
- Windows 2003 Server SP2 32/64-Bit
- Windows 2008 Server R1 32/64-Bit
- Windows 2008 Server R2 32/64-Bit

Supported terminals

COMfortel® 1100 / 1500 / 2500 / 2500 AB / VoIP 2500 AB

Analog as well as ISDN telephones of other manufacturers may not offer the complete feature set.



Outlook connection: Existing contacts can be displayed automatically including the notes.

Start immediately!

The ideal CTI solution for you is based upon the system which you are using anyhow. It doesn't matter whether you have stored your address data in **MS Outlook®** or in a TAPI enabled ERP/CRM system – the LAN-TAPI interface is the base to dial the desired number out of your familiar application just with a simple mouse click. Even complex systems like **Navision**, **Lotus Notes** or special solutions can be linked. During a phone call your software can automatically search for the customer data and make them available to selected clients of the network via their com-

puter. Here the LAN-TAPI drivers have to be installed as a start. Afterwards the necessary extensions of the PBX will be activated for TAPI. After the activation of the Microsoft drivers or the installation of the client software on the client computers you have CTI in the network.

Test it!

Four of these CTI lines are included in the price of the systems mentioned earlier. They can use CTI with TAPI compatible software like **MS Outlook®** or **Office** for outgoing calls. Add-ins of third party providers (e.g. ESTOS)

Auerswald LAN-TAPI with ProCall from ESTOS



Communication Solutions

Simple installation, comfortable operation and individual setup possibilities for nearly every customer specific software in the Windows environment are the unbeatable advantages of the software ProCall from ESTOS. A simple integration into Microsoft Outlook®, Lotus Notes and Tobit David is already provided in the standard installation and can be activated with a mouse click.

In many cases it is necessary in companies to combine the flexibility of new software with the software environment grown within years by using flexible interfaces. ProCall offers a so-called SDK interface description for this task. Here all the possible commands with corresponding examples are listed. Using this kit programmers can easily link up existing programs at the customer site. The query of customer data when a call comes in or the dialling of a number out of an existing application becomes possible.

If on top of this a busy lamp field across several PBXs should be realised on a computer screen the software ProCall shows its extraordinary advantages.

To get the status of an extension, of a team or even of one or more locations each subscriber can define the required extension as "favourite" to obtain a clearly represented presence management system. Every subscriber can define by himself which other extension can get additional information about the own status (e.g. who is calling whom or who is calling).

If corresponding authorisations are set it is possible to change settings not only at the local telephone system but at a remote system as well. With these possibilities you could e.g. pick up a call from the telephone at a remote site or change a call forwarding.

Appointments at a glance

Do you know which appointments are due for your colleagues at the moment or in the near future? With a click ProCall can use appointments out of Out-

look (private/business) and display them automatically in the busy lamp field of the telephone system. With this all important information are present immediately after starting your workstation.

The connection to more data sources

Besides the display or search of names out of e.g. Outlook other ODBC or LDAP data bases as well as phone book CDs can be connected

Described software:

ProCall 3.0 Enterprise
MetaDirectory 2.0 / Professional

Web page of the manufacturer:

www.estos.com

Supported PBX systems:

COMpact 3000 series
COMpact 5010 VoIP / 5020 VoIP
COMmander Basic.2
COMmander Business

