TAPICall

Full insight
at the first ring

TAPICall turns your desktop PC into a highly efficient CTI work station by means of Outlook add-on

- ▶ Identification of the caller and display of the corresponding Outlook contact sheet
- ▶ Automatic display of memos, even company wide
- ▶ Automatic creation of journal entries with a call-back feature
- ▶ Current status display via balloon and handset icon
- ▶ Nontutorial handling
- ▶ Low costs - high benefit
- ▶ Operates with any up-to-date PBX or ISDN controller

TAPICall - get the competitive edge!

Service orientated communication

At the first ring TAPICall immediately provides all relevant data concerning the caller, including memos, appointments and documents linked with the corresponding contact, by means of the caller identification. The user is perfectly prepared for the call and can optimally commit himself to the requirements of the caller.

Benefit from your first-class contacts

The automatic provision of customer information reduces costs as well as handling time. TAPICall improves the quality of your customer care effectively and leads to a high degree of customer retention.

Corporate translucency

With an exchange server TAPICall automatically opens public contacts for incoming calls. This way - depending on your properties - memos and contact information entered by any employee may be viewed and complemented by other employees as well. The data base containing relevant customer information thereby is kept up-to-date at any time.

Constant increase of your data base

In case the caller has not been recorded in the Outlook contacts yet, TAPICall creates a contact with the new call number. The user only has to do add the name of the caller into the contact sheet, and the next time this person calls the corresponding contact will open automatically.

Avoid unnecessary call-backs

TAPICall records all incoming calls in the Outlook journal. The call list informs the user about who tried to call him during his absence. He can view new memos and, if required, initiate a call-back by mouse click.

Speed up and simplify communication processes

Your employees will conduct more efficient phone calls and avoid bothersome call-backs. Inquiry calls to colleagues interrupt their work. If the required person in charge is not in, response times may add up considerably. One call your employee is not optimally prepared to take may easily cost 10 minutes or more of his valuable working time. Thus, your investment in TAPICall will already pay after a few days. Buy TAPICall for only 59,50 € per workstation and you can introduce a standard system for handling memos which will be easily accepted by your staff since it is implemented in well-known Outlook and does not have to be learned from scratch. Test TAPICall 30 days for free. Download on www.tapicall.com

Technical requirements

TAPICall uses the standardized TAPI interface for the connection between your EDP system and your PBX. This interface is supported by all up-to-date systems. Contact us if you want to know whether your PBX, ISDN controller or your telephone supports TAPI.

Developed for Microsoft Windows 98, NT, 2000, XP, 2003 or Vista and for Microsoft Outlook 2000, XP, 2003 or 2007.

TAPICall

CONVERGIT
VOICE & DATA CONVERGENCE

handed over by:

a product of CONVERGIT GmbH
Burgstr. 1
D-35287 Amöneburg
Tel.: +49 (6422) 89900-0
Fax: +49 (6422) 89800-63
info@convergit.de
www.convergit.de