

CTI telephony integration for Microsoft CRM 3.0



Using your fingers to dial a telephone number could become a nostalgic memory with our telephony integration software for Microsoft CRM 3.0. Our software uses the TAPI software driver on your PC to integrate with your phone system. Most modern telephone systems have TAPI drivers available and you will need to license this from your telecoms provider and install on each PC.

Once TAPI is installed, you can dial out from your PC from a variety of applications including Microsoft Outlook. Our TAPI connectivity allows you to dial a number directly from within the CRM web application so you can call any telephone number stored in any Contact, Lead, or Account record.

We also provide screen popping software which runs on your desktop and accesses the CRM database to show you who is calling before you pick up the telephone.

The SYNC TAPI integration for Microsoft CRM 3.0 has the following features:

- TAPI must already be installed on the PC for connectivity to your phone system.
- Outbound dialling directly from the Contact, Lead, and Account forms in CRM.
- A web applications allowing you to browse Contact, Lead, and Accounts data and dial out without needing to log into CRM.
- A screen popping application can be installed on each PC to identify the contact from the CRM database before you pick up the phone and access the required contact record in CRM.

You can also use your modem to dial a standard telephone directly from your laptop or PC. Many VOIP solutions also have TAPI providers that work with soft phones which you can install alongside your existing phone system.

SYNC TAPI integration for Microsoft CRM 3.0 is priced at £299 plus VAT for a 10 user licence pack with an optional annual software maintenance charge of 20%. Installation is relatively straightforward and we provide 30 days email support or we can install over a VPN for you for £100.

Our demonstration CRM installation is available online for you to check compatibility before you buy and we would be happy to arrange an online demonstration of our software for you.

Please email or call us on **0845 3010 444** with your requirements and we can often integrate your telephone system with CRM within 24 hours.

