



Best of Both Worlds, PC and Telephone

Computer Telephony Integration (CTI) combines the capabilities of the Strata CIX™ business telephone system with custom functionality provided by computer applications. This leverages the power of both devices to bring a more effective tool to the desktop.

CTI applications are brought to users either through system-wide applications or applications on individual PCs.

- System Open Architecture Interface (OAI) uses the LAN connection for individual PC users to access applications running on a PC server connected to the telephone system.
- Desktop OAI, where each user's Digital Telephone is equipped with an Integrated PC Interface, accesses applications on their individual PC.

Net Phone

Net Phone is a PC telephone application for personalized call handling and screening. Net Phone manages incoming and outgoing call functions and synchronizes with a company's operations, CRM, or contact software. The versatility of Net Phone allows you to control calls, capture important customer data, and provide customers with superior service.

Net Phone provides users with telephone features and call-handling functions directly from their computer. Dialing, answering, transferring, placing a call on hold, and ending calls are all executable from the compact or expanded Net Phone view.

- Intelligent call window display the Caller ID and status of each call, allowing users to efficiently manage multiple calls.
- Net Phone also allows you to dial a phone number from any program including contact, CRM, word processing, spreadsheet and presentation applications. The "Dial Hot key" allows you to simply highlight the number in the document and press a hot key combination to dial the number.
- The Call Notes feature allows users to attach important customer information to a call, which then follows the caller if they are transferred to another department or extension. This eliminates the need to ask a caller for the same information multiple times. Call notes can also display information collected from the IVR system.
- Net Phone integrates with many of the leading contact manager and CRM programs with its flexible, multi-protocol software interface. When a phone call comes in, Net Phone triggers the software's database and automatically launches a "Screen-pop" of the caller's corresponding contact information.

- The Personal Call Handler saves time by automatically performing routine call-handling events. Using a combination of triggering events, conditions and actions, Net Phone addresses each call or function based on the user or supervisor preferences. Net Phone can announce VIP calls with a particular tone from the PC, forward incoming calls from a specific number directly to voice mail, launch e-mail or contact programs, and log into an ACD group on start up.
- Net Phone automatically creates a log of calls dialed and received on the local telephone extension. The Call History can be searched for specific calls by date, telephone number, name, or account code. Calls can be automatically dialed by double clicking the call in the Call History window. The entire Call History or a search result can easily be printed or exported to a file.
- The Net Phone provides a powerful set of directory features that allow you to look up and dial PBX extensions with a click of your mouse. The directory is automatically generated by the system so it is always up to date with every extension. It can easily be searched by name, and printed or exported.

Chat

Chat is an instant text messaging system that enables users to send and receive messages via their desktop PCs connected over the LAN. You can communicate interactively with other workers individually, or send broadcast messages to individuals, system groups, or personal groups. Chat can be applied throughout the organization, so the communication is available to all users with Chat installed on their PCs.

Digital Telephone Integrated PC Interface

Toshiba digital telephones can interface to a PC that runs the application software using the Microsoft Windows Telephone Application Programming Interface (TAPI), to provide customized functionality and call handling from the PC.

- The most common types of application are database look-up and "Screen-pops" that provide information on the calling party.
- From a Strata system, Caller ID, ANI, DNIS, and call processing information can be passed from the digital telephone to the application computer.
- Your telephone can perform simultaneous CTI operation and voice calling features, without the need of a modem or an extra outgoing line.

The 3000-series digital telephone uses an integrated PC Interface Unit (BPCI) for TAPI and data switching simultaneous voice/data applications. The BPCI provides a highly functional interface for fast, positive call control via a USB port.

SPECIFICATIONS

Net Phone "Screen-pop" Compatibility with Contact Manager and CRM Applications	ACT!®, Attachmate, Day-Timer Organizer, Ericom® PowerTerm, Epicor Clientele, FrontRange™ Goldmine®, FrontRange HEAT®, IBM Client Access, Lotus® Organizer, Maximizer, Microsoft Access®, Microsoft® Outlook®, Microsoft CRM, Microsoft Internet Explorer, Netscape® Navigator, OnContact CMS, Onyx Customer Center, Remedy®, Salesforce.com®, SalesLogix® for Sales, TeleMagic®, Tigerpaw Business Suite, Time Matters, Tiny Term, Uptrends™ WennSoft SMS, WinSearch, WRQ Reflection.
System OAI Link	The Strata CIX uses ECMA standard CSTA to provide call control and telephone support for CTI applications. The system OAI uses system 10/1000-baseT LAN connection between the Strata system and external application server. The LAN port is a standard built-in feature of the Strata CIX processor.
BPCI Telephone Compatibility	Toshiba DKT3210-S, DKT3210-SD, DKT3220-S, DKT3220-SD, DKT3214-SDL, DKT3010-S(W), DKT3010-SD(W), DKT3020-S(W), DKT3020-SD(W), DKT3014-SDL(W).

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Literature Order #: TSD-CIX-BR-CTI-DS-VB/4500071