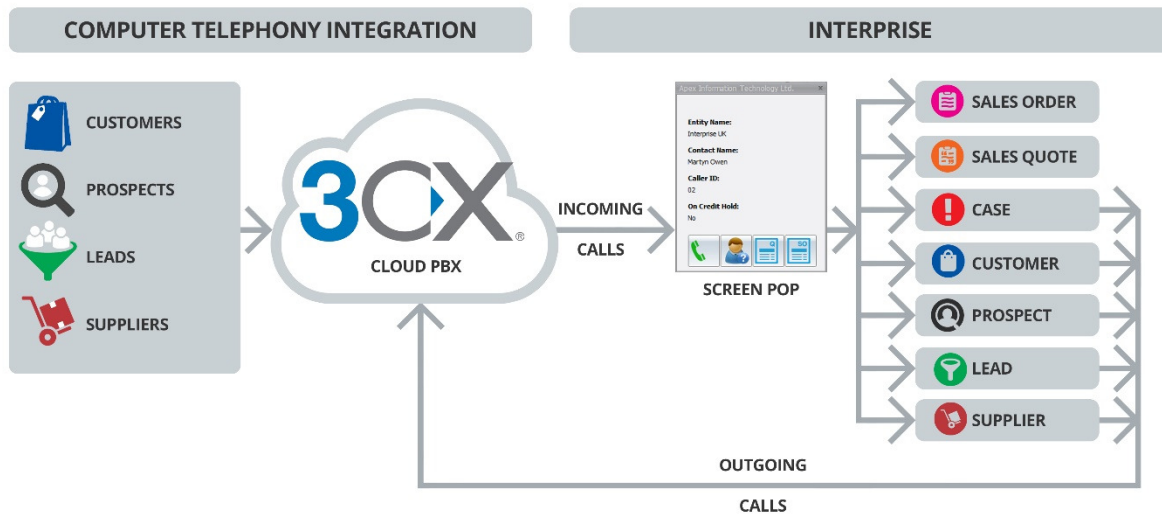


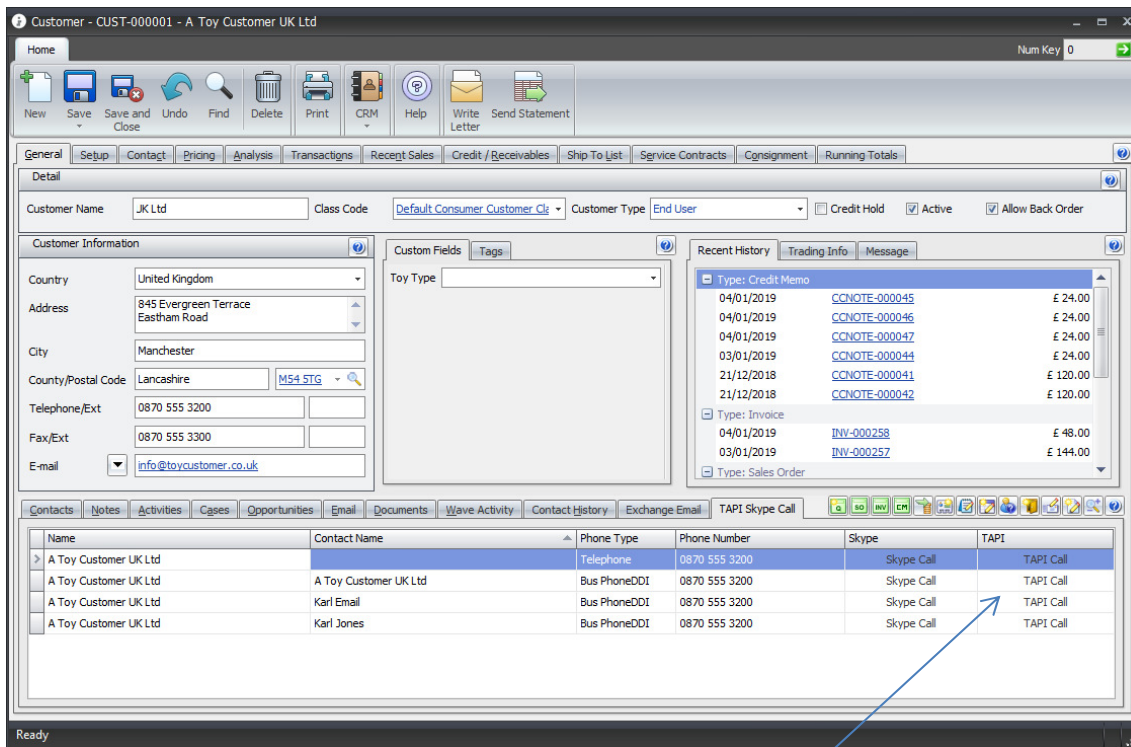


interprise suite™

CTI TAPI 3CX Skype Call

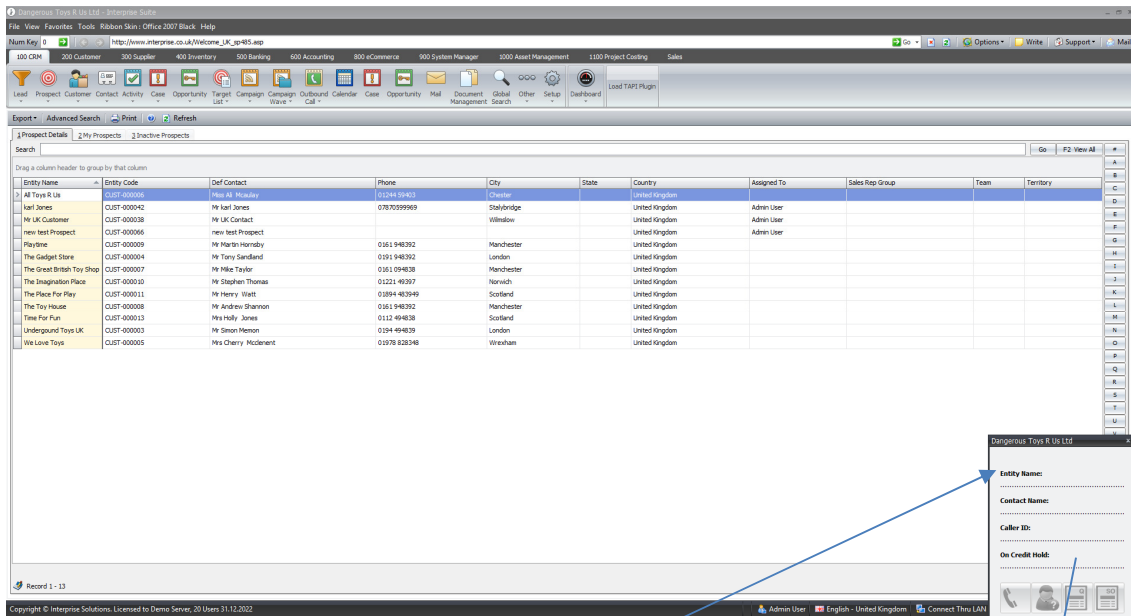


The above workflow example shows 3CX as the PBX.



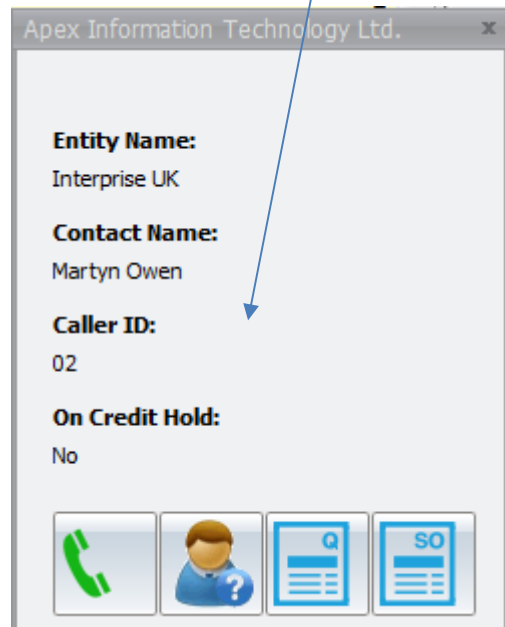
In a Customer, Lead, Prospect, Supplier or Activity record we have added a tab called TAPI and this will display the entity phone number, all contacts with an entry of their DDI and mobile numbers.

By clicking on the relevant button it will make a call or Skype call.



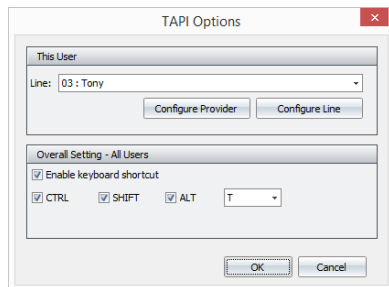
This CTI Plugin when loaded allows you to see who is calling (Screen Pop) and answer the phone by clicking the phone icon it opens the customer / prospect record.

If you click the man with a question mark this will open a new case activity form for this customer. The Q and SO buttons answer the call but pop the Quote or Sales Order forms with the calling customer.





For the plugin to work you will need to load a TAPI 2 driver for your phone system to each computer workstation that wants to run it.



Within the driver you specify your extension number so when you click call it knows which phone extension to make the call from.

Local PBXs are usually ok but Cloud based PBXs may not work for incoming call screen popping. 3CX is a fantastic Cloud based telephone system. Dialling out is straight forward as normal. 3CX will screen pop who is calling wherever the user is. The 3CX Windows client has an option to use enable Hot Keys to answer the call. We have added a configuration option to confirm the hot keys to be used. This enables it to automatically open the record and answer the call from the screen pop.