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.CTI

CTI | COMPUTER TELEPHONY INTEGRATION

Direct overview of the caller information - seamlessly
integrated into your Business Central solution

OPTIMIZE CUSTOMER COMMUNICATION - THE IDEAL CONNECTION TO YOURS CUSTOMERS

The way to the success of a company always runs through customers and business partners. Well-informed communication at all times is the key.

CTI, the Computer Telephony Integration from Simova GmbH, links customer data you have defined with your telephone system. This means you have the information you need at a glance every time you make a call.

Whether open items, existing orders, sales or notes - the caller card gives you a clear overview of all the relevant content and can view and edit it during the phone call.

SYSTEM REQUIREMENTS

CTI for Business Central can be quickly integrated as an extension into your existing BC industry solution.

A TAPI-capable telephone system or Skype for Business is required for the use of CTI.

COMPATIBILITY

All of our solutions are available for Microsoft Dynamics 365 Business Central. All versions still in the Microsoft lifecycle are always supported.

A list of the versions that are currently in the Microsoft lifecycle can be found on our website at: **simova.de/solutions**

In 2019, more than 28,000,000 connections across Germany were using VoIP.

Modern VoIP systems allow great flexibility in their use, for example the addition of CTI.

Sources: https://www.statista.com

BENEFITS FOR MANAGEMENT

As managing director, you have a firm eye on securing the company's success and competitiveness. In addition, you are always looking for ways to optimize workflows and increase productivity.

Thanks to the fast and seamless integration into your industry solution, CTI for Business Central provides you and your employees with all the relevant facts during phone calls. Information and receipts can be viewed and edited directly in your system.

This not only increases productivity, but also customer satisfaction.

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- Increased productivity through quick access to the CRM system
- Use of a standardized solution
- Customer satisfaction increases through quick processing of inquiries by phone
- Fast return on investment thanks to short implementation times

BENEFITS FOR EMPLOYEES

With a large number of customers and business contacts, it is usually impossible to always have all the details of the business relationship in mind. The result: Telephone calls have to be prepared in a time-consuming manner, with incoming calls you lose time researching information.

CTI shows you directly from Business Central via the caller card all information about the contact that you need in your position.

In addition to the caller card, the CTI Tray application provides you with additional information about the caller for incoming calls.

CTI not only enables you to display, but also to record and edit information. Through the integration into your industry solution, all activities are automatically logged and can be viewed directly.
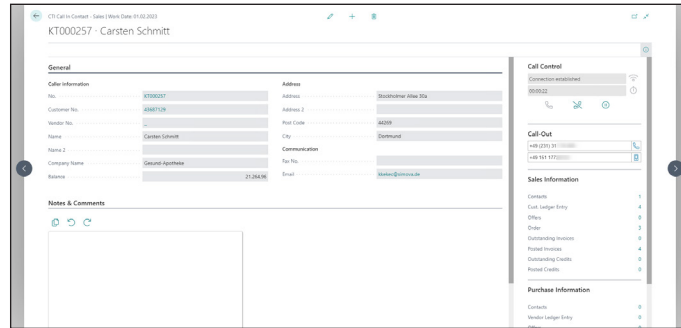
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- Caller ID and display of contact information
- Faster to react and provide information
- You determine which information is shown to you
- Complete integration into the CRM system enables calls to be logged

FEATURE OVERVIEW

All information at a glance with caller cards

The caller cards integrated in Microsoft Dynamics 365 Business Central provide you with an overview of the business information directly from and in your system. A caller card opens automatically for incoming or outgoing calls and shows call information as well as all relevant information about the caller. In addition, calls can be started, hung up or put on hold from the caller card, i.e. in Business Central.

Tray application for an immediate overview

If you want to see caller and call information from the Business Central system outside of the ERP system, CTI offers the option of displaying information separately and independently of Microsoft 365 Business Central with the so-called CTI Tray application. The CTI Tray application shows you up to five individually defined pieces of information, each from the contact, debtor or creditor area. In addition, the CTI Tray application can perform call control functions (accept, hang up or hold).
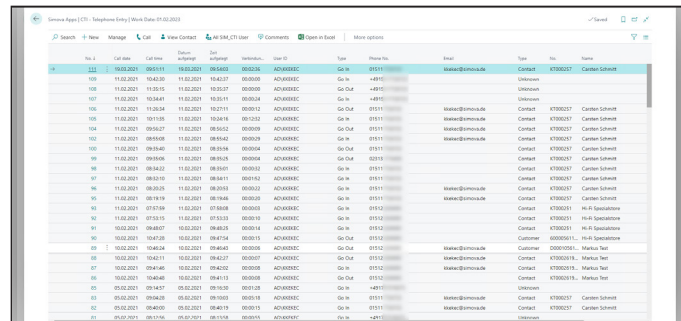

Call logging

The user does not want to look for information about the call from an external program. The CTI by Simova therefore records information about the type of call, telephone number, time and duration directly on the contact in Business Central CRM. The overview of all conversations is also recorded in a separate list of minutes. This also enables transparent tracking of communication.
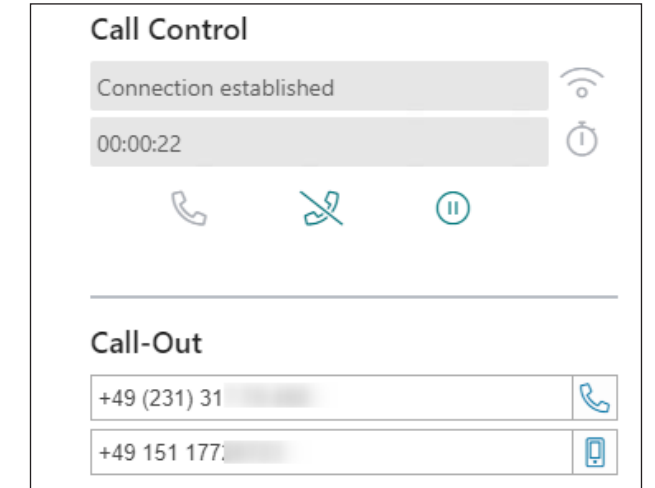

Complete integration with Business Central

If you want to call a contact, customer or vendor, the CTI by Simova also makes this process much more convenient by offering the option of starting a call directly from Microsoft Dynamics 365 Business Central at the push of a button.

Conventional CTI systems offer the option of connecting to Microsoft Dynamics 365 Business Central and displaying simple contact information - with the CTI by Simova you have a solution that is directly integrated in Business Central!

Easy connection to existing TAPI telephone systems or Skype for Business

CTI by Simova is compatible with all TAPI-enabled telephone systems and can be quickly and easily integrated into your existing infrastructure via this standard interface. The connection of Skype for Business is also possible. We are working flat out on a Microsoft Teams connection in order to offer you maximum integration options.

Conversation notes directly in Business Central

During the call or after the call, important notes can be recorded in the caller card directly within Microsoft Dynamics 365 Business Central. The notes are saved in the Business Central activity log entries for each contact.