

AXIS Diplomat

VoIP Telephony Interface

The AXIS Diplomat VoIP Telephony Interface module offers close integration between AXIS Diplomat and Avaya IPOffice telephony systems.

Want to know who's calling before you answer? Want customer and supplier information brought up on your screen the instant you answer a call? Like to have the system dial a customer or supplier contact for you? The VoIP Telephony interface provides these facilities and more.

The Telephony Integration module provides market-leading integration between 'phone system and AXIS Diplomat.

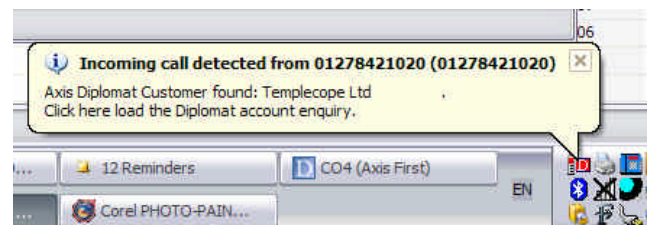
The module enables AXIS Diplomat to interact closely with the 'phone system to assist with the handling of both inbound and outbound calls.

Key Features

- ▶ Identifies inbound callers using the AXIS Diplomat CRM database of customer and supplier contact 'phone numbers.
- ▶ 'Screen-pops' directly into the customer or supplier enquiry for the caller (optional).
- ▶ Dials for you when you click on a contact name within the customer or supplier enquiry contacts screen.
- ▶ "Call" buttons within CRM functions provide one-click customer dialing.

Identifying inbound callers

When a call is received the 'phone system passes information to AXIS Diplomat which attempts to match the calling number against all numbers which have been recorded in customer and supplier account contacts. The result is displayed in a speech-bubble from your Windows system tray as in the illustration below.



If the number is unique to an individual contact (for example a mobile or DDI number) the contact's name is displayed as well as their company name.

Screen-popping

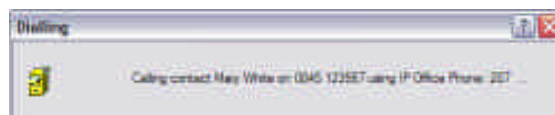
Screen-popping is the automatic launching of an application based, in this case, on the identification of the caller.

Clicking the speech-bubble instructs AXIS Diplomat to automatically launch the customer or supplier enquiry screen relevant to the caller. There's no need to find and launch the function yourself, no need to ask who's calling and no keeping the caller waiting while you find the right customer or supplier record.

You can choose to ignore the speech-bubble. It will fade away without interrupting your flow of work.

The telephony module helps you to improve the speed and efficiency of call handling within your business as well as helping you to project a more professional image at the point of answer.

You can choose to 'phone the telephone number or a mobile number for the contact if this is recorded.



You'll see confirmation that the call is being made on screen as the number is dialed.

“Call” Buttons

Numerous functions within the AXIS Diplomat CRM module have been Telephony enabled. With the Telephony Integration module additional “Call” buttons appear within functions such as CRM call logging and Campaign call handling.

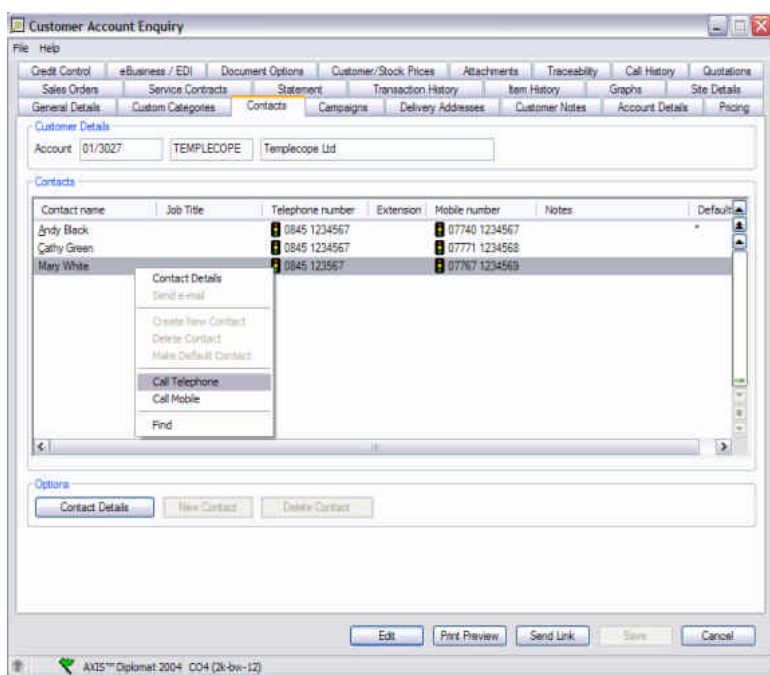
Whether you're dealing with a sales enquiry, running a help-desk or a tele-marketing campaign this functionality speeds up dialing and eliminates mis-dials.

Ordering & Availability

The telephony module is available for AXIS Diplomat 2004 or later. To enable telephony integration you will need to purchase the module plus an AXIS Diplomat Telephony Client License for each licensed AXIS Diplomat user.

AXD91KMVAV Telephony module for Avaya IP Office (one required per system)

AXD91TCL01 Telephony client license (one required per licensed AXIS Diplomat user)



Dialing a contact

To make a call simply select the contact you need to 'phone from either the customer or supplier enquiry functions and click the one of the available options.

For more information, please contact Axis First or visit our web site:

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