



c360 CTI (Computer Telephony Integration) for Microsoft Dynamics CRM 3.0

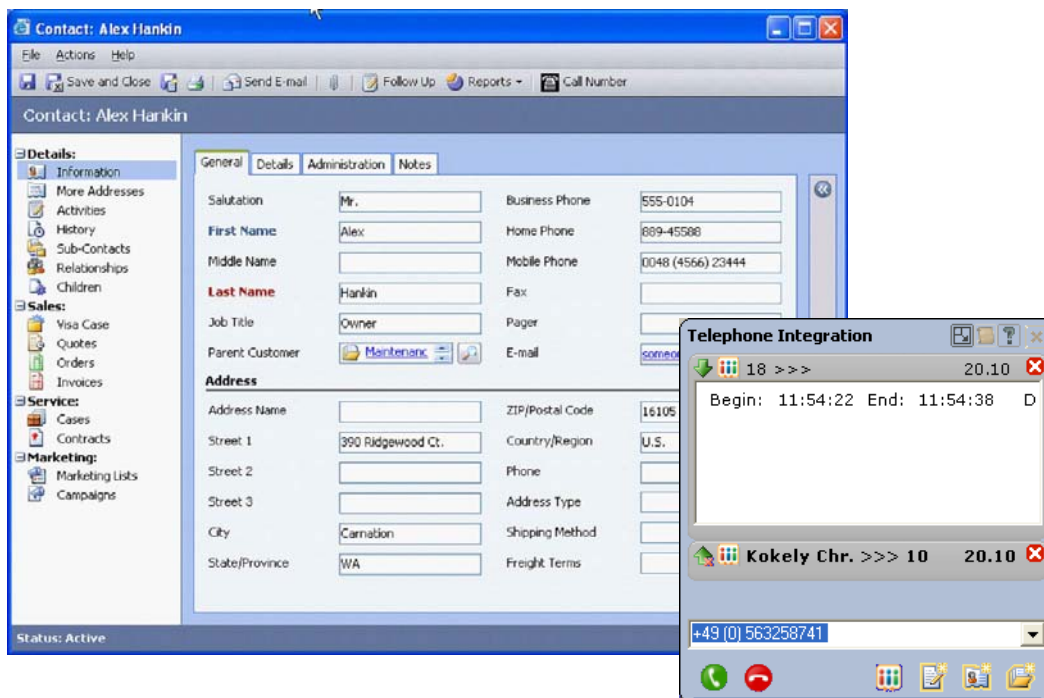
Overview

c360 CTI (Computer Telephony Integration) enables integration between telephone systems (TAPI Interface) and Microsoft Dynamics CRM. This product detects incoming phone calls (displays callers name/number), automatically produces activities for incoming and outgoing calls, displays customized call information and more. The CTI integration provides the following capabilities:

- Connects telephone systems with Microsoft Dynamics CRM
- Detect incoming calls and display caller information
- Open a contact or an account on lifting the earphone
- Create activities for incoming and outgoing calls
- Simplifies the process of making outgoing calls

CTI requires a telephony system with a TAPI interface. The CTI application has been successfully tested on:

- Alcatel OmniPCX Office
- Nortel BCM 50
- Siemens HiPath 3550 V5.0
- 3com VOIP system, SuperStack 3 NBX Network Telephony
- Televantage 6
- Avaya S8500 Communication Manager 3.1





Pricing

The cost of CTI is \$745 per server (Server License includes 5 user licenses) per assigned Microsoft CRM license and \$135 per user for additional user licenses.

Licensing

You must have the Server license which includes 5 user licenses. For additional users above the 5, you need to buy individual user licenses. You only need as many CTI licenses as there are users who need CTI access

Support, Upgrades and Enhancements

The list price of CTI includes first year support, upgrades and enhancement per the c360 Solutions Software license agreement. After the first year, a support and enhancement plan can be purchased for 20% of the total cost of all CTI licenses.

c360 Partner Program

Authorized Microsoft CRM partners may inquire about the c360 partner program by visiting <http://www.c360.com/PartnerProgram.aspx>.

Information

For more information on c360 CTI, contact c360 Solutions at:

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