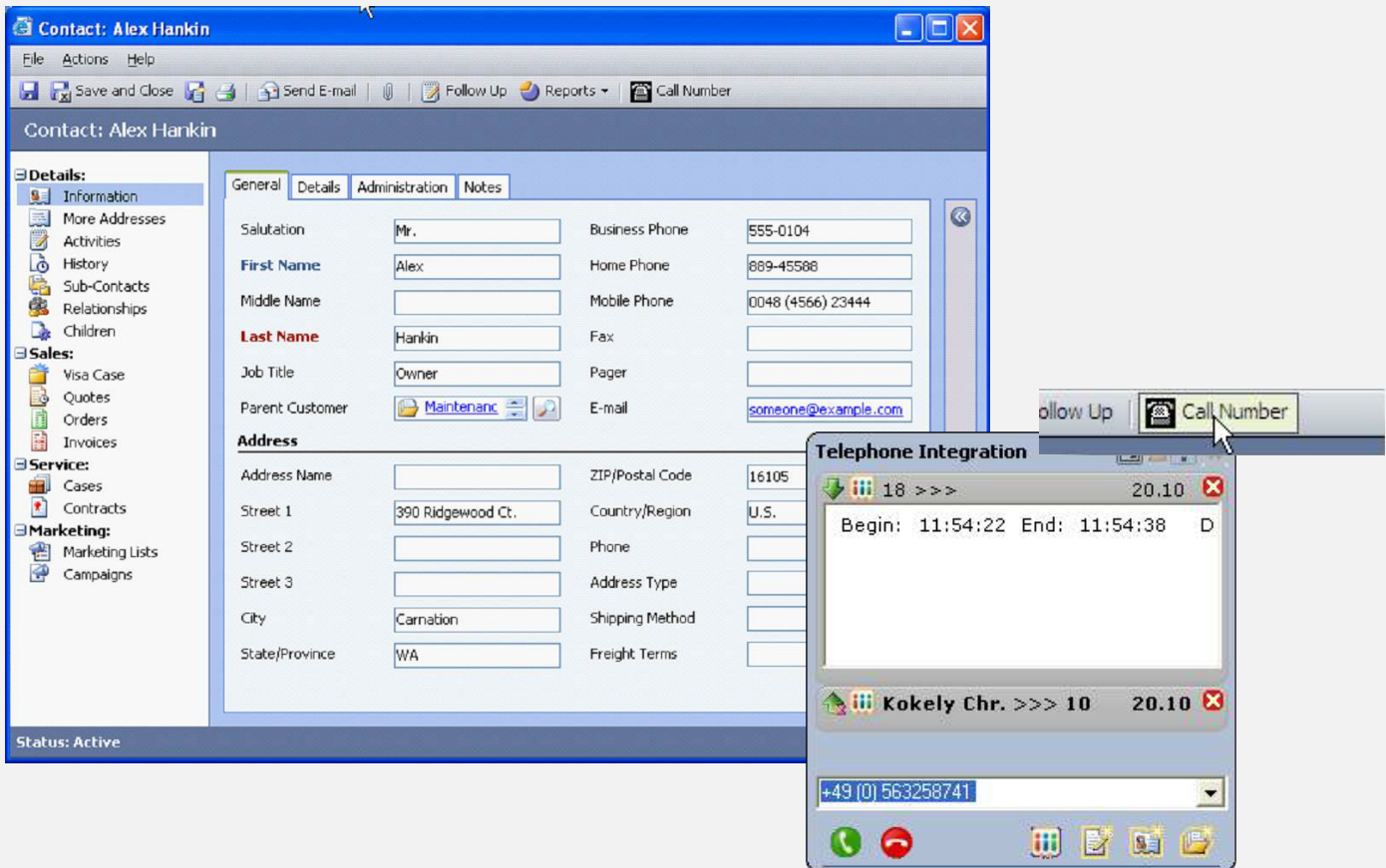




# TELEPHONE INTEGRATION



The c360 Telephone Integration add-on has been developed to connect your Telephone-System (CTI) with Microsoft Dynamics CRM.

## The features of the c360 Telephone Integration are:

- Connects CTI- telephone systems with Microsoft CRM
- Detects incoming calls
- Opens a contact or an account on lifting the earphone
- Creates activities for incoming and outgoing calls
- Simplifies the process of making outgoing calls

The c360 Telephone Integration add-on has been successfully tested with the following telephone systems:

- 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

The c360 Telephone Integration add-on requires a telephone system with TAPI-interface.