



CTI with *mrs*

mrs CTI Features

Feature			
General			
CTI server PBX-compatible			
Independent CTI server without UMS			
CTI functionality configurable on UMS			
One CTI server for several PBXs of the same/different types			
Software Interfaces for CTI			
The following interfaces are available: DDE, TAPI 2.x and higher			
Interfaces for Address Databases for Partner Search and Identification			
The following interfaces are available: LDAP, ODBC			
CTI Functions for Client Applications			
CTI is available for the following applications: Microsoft Outlook, Lotus Notes, SAP R/3			
Independent CTI client			
Basic CTI Functions			
<ul style="list-style-type: none">• Toggle	<ul style="list-style-type: none">• Consultation hold	<ul style="list-style-type: none">• Number of subscribers in the team	<ul style="list-style-type: none">• Call redirecting generally
<ul style="list-style-type: none">• Transfer	<ul style="list-style-type: none">• Call setup/termination	<ul style="list-style-type: none">• Call pickup by mouse click	<ul style="list-style-type: none">• Address books can be freely defined
<ul style="list-style-type: none">• Conference	<ul style="list-style-type: none">• Second call signalling	<ul style="list-style-type: none">• Initiating a configurable action when a call comes in	<ul style="list-style-type: none">• Forwarding note included in the transfer
<ul style="list-style-type: none">• Call pickup	<ul style="list-style-type: none">• Call acceptance	<ul style="list-style-type: none">• Team function / partner display	<ul style="list-style-type: none">• Dialling a phone number selected in the document
Journal / Logging of all in and outgoing Calls			
<ul style="list-style-type: none">• Direction inbound/outbound	<ul style="list-style-type: none">• Subscriber name (phone number)	<ul style="list-style-type: none">• Status (successful/ not successful)	
<ul style="list-style-type: none">• Date, time, duration	<ul style="list-style-type: none">• Logging also with inactive PC client	<ul style="list-style-type: none">• Return call via journal entry	
Inbound (Caller Identification with Phone Number and/or Name)			
Caller identification with phone number and/or name			
Screen pop-up incl. caller identification with phone number and/or name			
Searching for callers in the following directories: Outlook contacts, Exchange address books, Notes contacts, Notes address books/ databases			
Call forwarding: Without previous call acceptance, Call forwarding after call acceptance with hangup, after call acceptance without hangup			
Outbound			
Dialling from: Outlook contacts, Exchange address books, Notes contacts, Notes address books/ databases, Microsoft Office programs			
Dialling Phone number entry by direct input via PC keyboard			

Feature
Phone number selection: From a private address book, a corporate address book, further address books (imported)
Selection of preassigned phone numbers via selection buttons
Partner Bar
Freely configurable (e.g. team or individual)
Team circuits can be freely combined, independently from the team circuits within the PBX
Status of other telephones display (such as free/busy - for anticipatory dialing)
Call pickup
Call forwarding while the phone rings - via activation of another partner bar extension or to the voice box