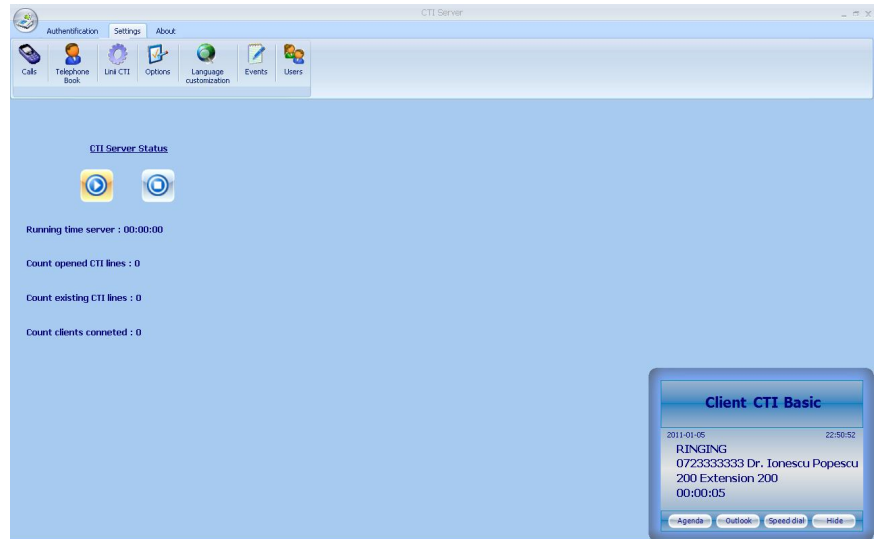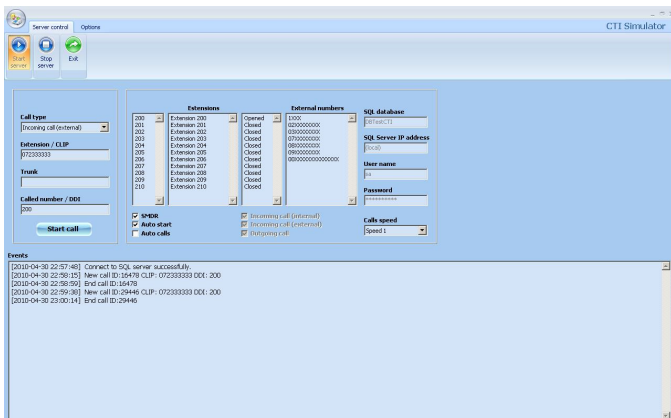# CTI Client-Server V2.2

Features

- Easy to install and use
- Interface style ribbon
- Integration with TAPI 2.x
- Allows CTI Client Basic
- Allows CTI Client Phone
- Allows CTI Client Agent
- Integration with Outlook
- Speed dial phone book
- Outlook phone book
- SQL phone book
- Dial from clipboard
- Phone control
- Application "Back Office" for CTI Client Agent
- Import / Export contacts
- Monitor calls
- Alarms
- License by number of clients
- Monitoring internal calls
- Monitoring external calls
- Call waiting notification
- Allows calls reporting (CTI Client Agent)
- Allows incidents reporting (CTI Client Agent)
- Common redirection list
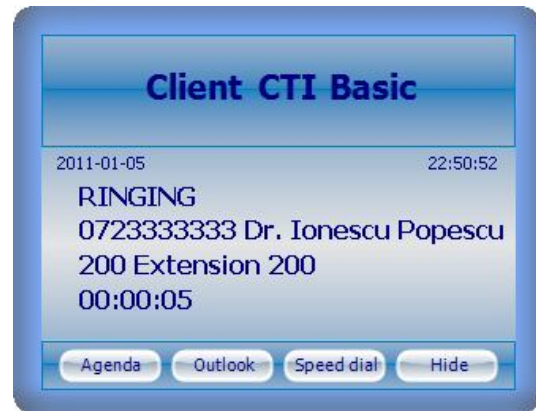- Call reject module
- Free lifetime upgrade

CTI Server simulator

- CTI Server simulator built-in
- Useful for testing and demonstrations
- Opportunity to demonstrate without a real PBX connection
- Allows configuration of extensions, external numbers and parameters for SQL server connection
- Generate CTI information automatically or manually
- Different generate speeds

CTI Client Basic
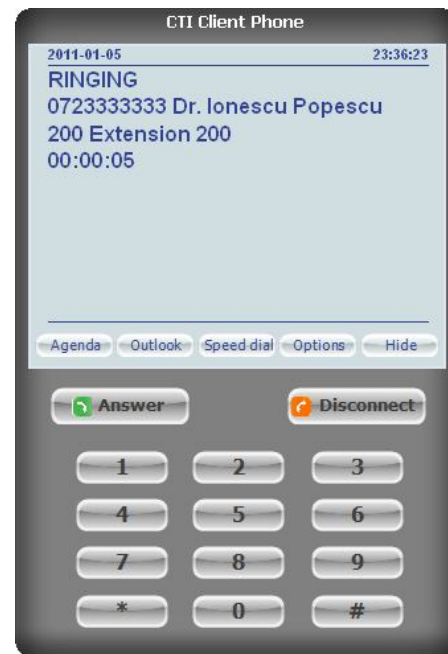
- Outlook integration
- Speed dial phone book
- Outook phone book
- Import SQL phone book
- Phone control (answer, hang up)
- Ribbon interface
- Style Classic, XP, Vista and personal
- Personal redirection list
- Technical support module built-in

- Display 1 waiting call
- Call waiting notification for 3 waiting calls
- Dialed calls list (3 contacts)
- Received calls list (3 contacts)
- Missed calls list (3 contacts)
- Dial from clipboard
- Import contacts from Microsoft Outlook
- Transparency
- Image LOGO
- Text LOGO
- Auto hide
- Call notification
- Animation
- Automatically open
- Autostart
- Language customization
- Interface style customization

CTI Client Phone
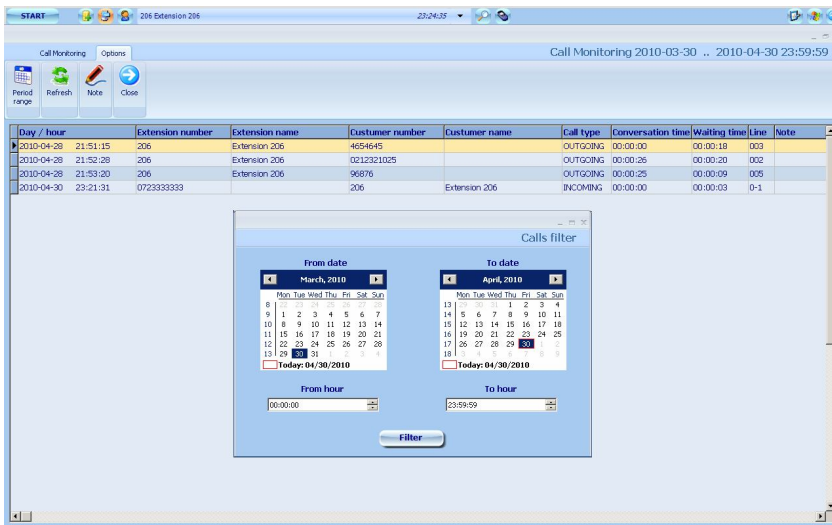
- Outlook integration
- Speed dial phone book
- Outook phone book
- SQL phone book
- Phone control (answer, hang up, divert, transfer, hold)
- Ribbon interface
- Style Classic, XP, Vista and personal
- Personal redirection list
- Technical support module built-in

- Display 5 waiting calls
- Call waiting notification for 10 waiting calls
- Dialed calls list (5 contacts)
- Received calls list (5 contacts)
- Missed calls list (5 contacts)
- Dial from clipboard
- Import contacts from Microsoft Outlook
- Transparency
- Text LOGO
- Auto hide
- Call notification
- Animation
- Automatically open
- Autostart
- Language customization
- Interface style customization

CTI Client Agent
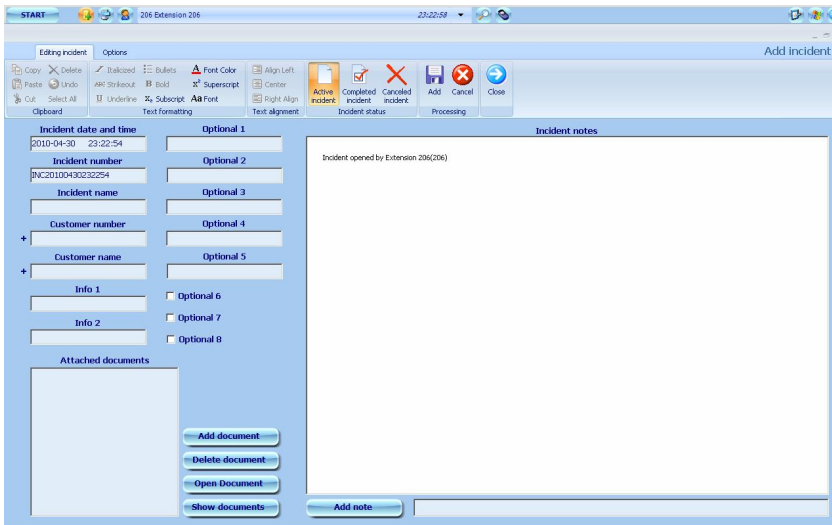
- Outlook integration
- Speed dial phone book
- Outook phone book
- SQL phone book
- Phone control (answer, hang up, divert, transfer, hold)
- Ribbon interface
- Style Classic, XP, Vista and personal
- Personal redirection list
- Technical support module built-in

CTI Client Phone

2011-01-05   23:40:38
RINGING
0723333333 Dr. Ionescu Popescu
200 Extension 200
00:00:04

Agenda   Outlook   Speed dial   Options   Hide

Answer   Disconnect

- Display 10 waiting calls
- Call waiting notification for 10 waiting calls
- Dialed calls list (5 contacts)
- Received calls list (5 contacts)
- Missed calls list (5 contacts)
- Dial from Clipboard
- Import contacts from Microsoft Outlook
- Transparency
- Text LOGO
- Auto hide
- Call notification
- Animation
- Automatically open
- Autostart
- Language customization
- Interface style customization
- Calls monitoring
- Back Office application
- Reports
- Open incident automaticaly
- Allows to attach any document to incidents

At a Glance

- Installation and setup within 30 minutes
- Speed dial phone book
- Outlook address book
- SQL address book
- Phone control
- Dialed calls list
- Received calls list
- Missed Call list
- Language customization
- CTI Client Basic
- CTI Client Phone
- CTI Client Agent
- LOGO
- Animation
- Call waiting notification
- Interface Style customization
- Automatic open
- Autostart
- CTI Server simulator built-in
- Technical support module built-in
- Can be tested free of charge
- Free of charge lifetime upgrades

Next in CTI Client-Server V2.5

- CTI Client Operator
- CTI Client Supervisor
- CTI Client Wallboard
- Graphic reports