

Feature List -



Click to Dial

Clicking instead of typing. Avoid mistakes and save time.



Caller-Popup

Caller information from any data base and conversation options like hold, transfer, DTMF and automatic call back.



Journal

Calls **including incoming at busy** (extern) are listed and can be grouped or filtered.



Contacts

Access to own contact data bases, filter and group them.



Answering Machine

Configure and upload greetings easily.



Conversation Recording

Record conversations with a click.

Feature List -



Team

Screen team members, see appointments and online state.
Make a short note or set a call forward.



Chat

Text messages to colleagues in single- or group chat.



CCD Agents

Simply login and out of processing groups.



Call Back E-mail

Make an e-mail with the contact details of the caller.



Outbound List

Process caller and hang-up list in an optimized way.



Dashboard

Monitor your call centers and keep an eye on the service level.

Feature List -



Remote Extension

Use a mobile device as a remote extension.
Hand over conversations without interruption.



PC Mode

Use the client as a softphone, no desk phone for calling needed.



Home Office

Use your home telephone with the nomadic function for calls.



Video Call and Desk Sharing

Show colleagues something without them being present.



Web Conferences

Use the client to create and manage web conferences.



Mobile Agent

REX and PC Mode also for call center agents.

Feature List -



Multidevice

Choose any of your active lines for calling.



Call Forward

Effortlessly set with the client.



Displayed Calling Number (CLIP)

Change the extern shown calling number.



Hunt Group

Set yourself in and out with a click.



Settings

Colour, language, window settings.

Adjust the view of the client to your needs.

Feature List -



Browser

Integrate websites to give your workers access to defined content.



Internet Phone Book

Access to a current telephone number database with the integration of ©DasTelefonbuch.



Door Cam

See who is at the door, speak and open.



Dynamic Buttons

Easy integration of web or file links like for example roue planer.



Busylight

Show colleagues your conversation state with a signal light.