

# CTI for Microsoft Outlook



## TC/Snapware and Microsoft Outlook

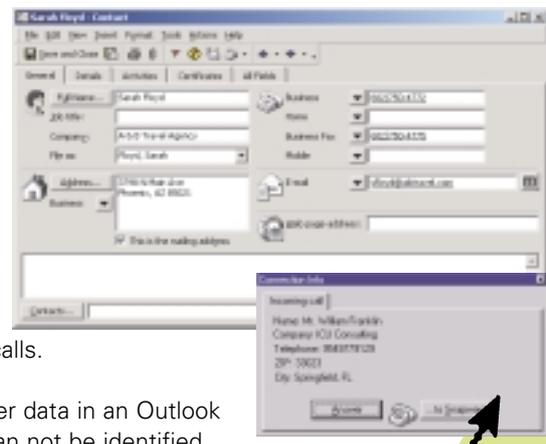
### Feature Overview

#### Enhanced Connectivity

- Native Exchange Integration
- Caller Identification
- Telephone Journals
- Click-to-dial
- Call Reminders
- Call Transfer / Accept
- Telephone Message integration
- Presence Manager

### Incoming telephone call

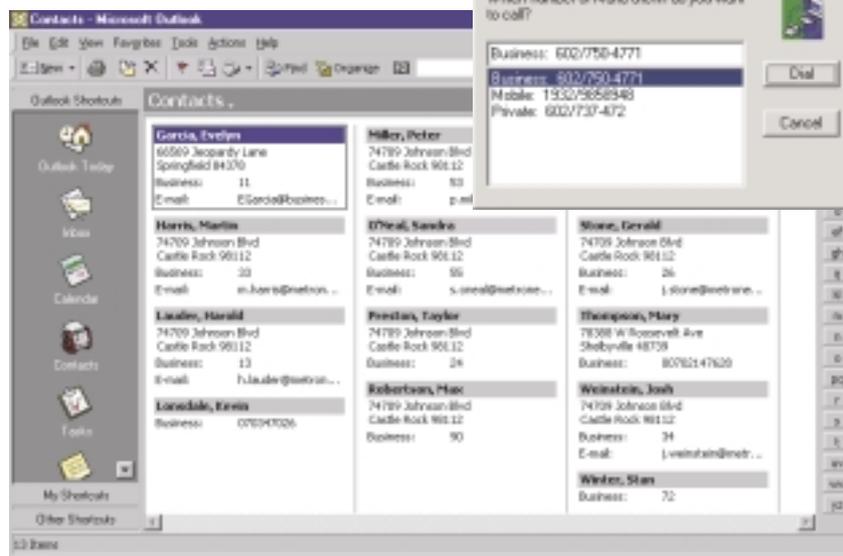
The Caller Identification for all incoming calls is displayed in the Microsoft Outlook and Microsoft Exchange clients. Since the standard address book for Microsoft Outlook is automatically opened and ready to fill in, users are able to better prepare for telephone conversations and effectively manage incoming calls.



TC/Snapware displays the caller data in an Outlook pop-up window. If the caller can not be identified from the directory, TC/Snapware automatically opens a new Outlook contact window with the unknown telephone number already filled in. Users can directly enter the missing customer data so that it will be available for the next time the customer calls.

### Outgoing phone calls

Users can easily start a telephone call from the Microsoft Outlook address book by selecting the respective person and pressing the Snapware telephony "Dial" button. TC/Snapware provides a



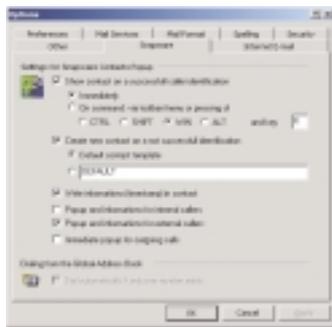
a list of all available telephone numbers for the person and users can start the phone call with a simple mouse click. Consequently, users save time and minimise calls to misdialled numbers. Any information received during the conversation is directly entered in the Outlook contact form and available to all users for future phone calls with the customer.

The list box displays all available telephone numbers for each contact. Users can individually select how to reach the person. By pressing "Dial", the call is initiated.

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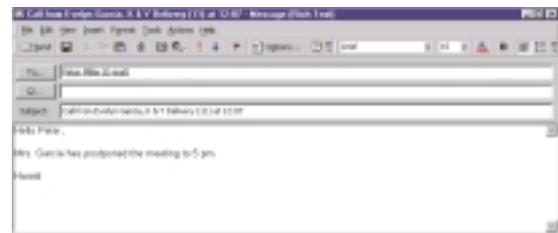


## TC/Snapware and Microsoft Outlook



### Telephone messages

When a colleague is away from his desk, taking messages is easy. TC/Snapware automatically generates a telephone message with the relevant caller information already filled in. Users can additionally add background information that is included alongside the number and the caller information. The message is then sent as a standard Microsoft email. Information is transferred to the target person faster and more precise. The intuitive user interface increases employees willingness to take over phone calls for their colleagues, making it easy to perform once complicated functions.

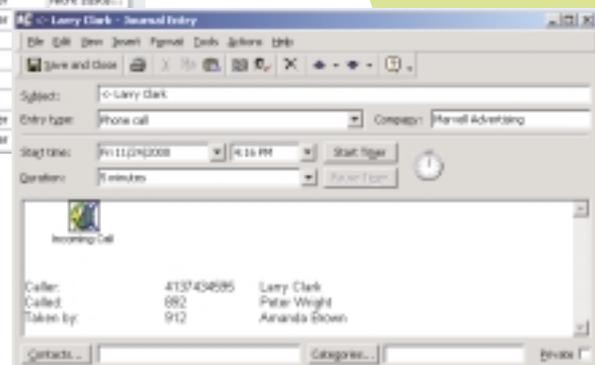


### TC/Snapware Journal

TC/Snapware provides users with a journal in Microsoft Outlook which registers all incoming and outgoing telephone calls. All successful and unsuccessful telephone calls are logged onto the server, regardless whether the PC is turned on or off. Each entry gives detailed information concerning the handling of the phone call:

Ertragsart	Betreff	Beginn	Dauer	Kontakt	Kategorien
Telefonanruf	<- Uchi Müller	Fr 26.02.99 12:46	0 Stunden	Uchi Müller	Nicht zusta...
Telefonanruf	<- Uchi Müller	Fr 26.02.99 12:47	0 Stunden	Uchi Müller	Nicht zusta...
Telefonanruf	<- Uchi Müller	Fr 26.02.99 12:47	0 Stunden	Uchi Müller	Nicht zusta...
Telefonanruf	<- Uchi Müller	Fr 26.02.99 12:48	0 Stunden	Uchi Müller	Nicht zusta...
Telefonanruf	<- 39	Mo 01.03.99 12:23	2 Minuten		var: 1.3.9...
Telefonanruf	<- Uchi Müller	Fr 26.02.99 12:46	0 Stunden	Uchi Müller	Nicht zusta...
Telefonanruf	<- Uchi Müller	Fr 26.02.99 12:46	0 Stunden	Uchi Müller	Nicht zusta...
Telefonanruf	<- Uchi Müller	Fr 26.02.99 12:49	0 Stunden	Uchi Müller	Nicht zusta...
Telefonanruf	<- Uchi Müller	Fr 26.02.99 12:51	0 Stunden	Uchi Müller	Nicht zusta...
Telefonanruf	<- 32	Fr 26.02.99 12:51	0 Stunden		Nicht zusta...
Telefonanruf	<- 32	Fr 26.02.99 12:51	0 Stunden		Nicht zusta...
Telefonanruf	<- Uchi Müller	Fr 26.02.99 13:19	0 Stunden	Uchi Müller	Nicht zusta...
Telefonanruf	<- 39	Mo 01.03.99 10:06	1 Minute		var: 1.3.9...
Telefonanruf	-> Uchi Müller	Mo 01.03.99 10:13	0 Stunden	Uchi Müller	Nicht zusta...
Telefonanruf	-> Uchi Müller	Mo 01.03.99 10:21	1 Minute	Uchi Müller	Nicht zusta...
Telefonanruf	<- 39	Mo 01.03.99 13:08	13 Minuten		
Telefonanruf	<- 39	Mo 01.03.99 13:22	9 Minuten		
Telefonanruf	<- 39	Mo 01.03.99 13:32	6 Minuten		
Telefonanruf	<- 39	Mo 01.03.99 13:48	1 Minute		
Telefonanruf	-> Uchi Müller	Mo 01.03.99 15:08	0 Stunden	Uchi Müller	Nicht zusta...
Telefonanruf	-> Uchi Müller	Mo 01.03.99 15:11	0 Stunden	Uchi Müller	Nicht zusta...

who was called, who picked up the call, what time the person called and how long the connection lasted. Callbacks and call scheduling can be directly initiated from the journal. The continuous logging function helps to trace every call or to generate callback lists. The registry files show who called during the user's absence so that priorities can be set for callback. Users can easily generate lists to get a quick overview of call histories.



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