

Office CTI enables you to combine your telephone and computer systems, providing a unified and automated method of handling customer interaction. Every employee becomes more productive, laborious time consuming manual data manipulation actions are automatically performed in a fraction of a second every time a call is received or made.

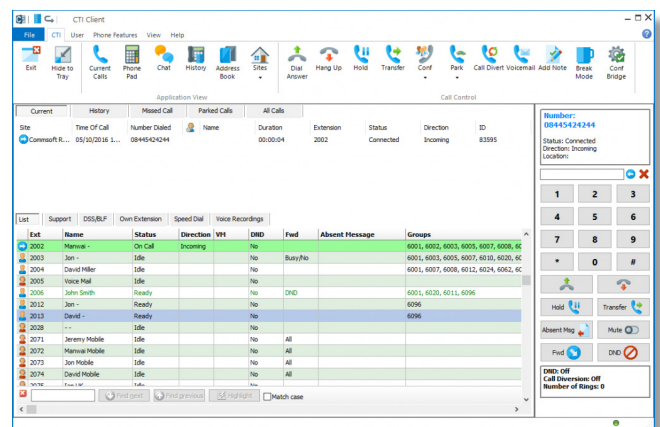
Office Solutions Version 9.0 provides a choice of Microsoft or Google interface themes and styles providing an easy to use and familiar desktop environment.

For many companies, it can be daunting to determine which communications products and integration applications are required, the prospect of using this technology may seem cost prohibitive and or unattainable. Because Office CTI has evolved directly from user requirements across a wide range of small, medium and larger businesses, it comes with a broad range of cost effective standard **ready-to-go** features and comprehensive application integration facilities.

Screen pop information before a call is answered or made, display the presence (status) of other extension users, control calls and telephone system features from your PC. Office CTI used with Office Voice recording can embed call links to audio call recordings in your contact records, enabling instant playback of agent and customer conversations.

## Features

- Integration with Microsoft Office
- Identify callers as the phone rings
- Click to dial from screen (highlight and dial)
- Speeds up call resolution
- Personalize customer interaction
- Increases user productivity, faster call handling
- See user presence information
- Significant cost savings for any business



## Efficiency and integration

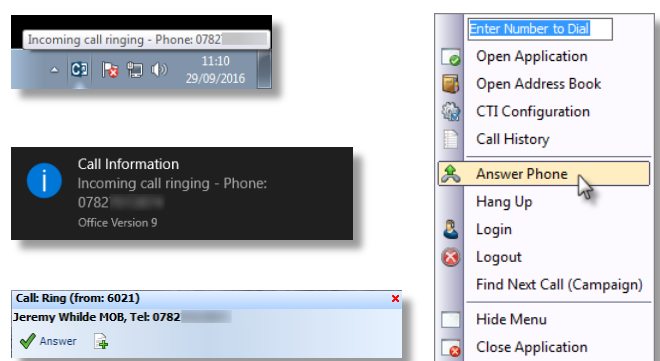
Increases efficiency of your operation, automating functions carried out by users, delivering customer data to PC screens as calls ring.

Office CTI clients will integrate 'out of the box' with Microsoft Office products plus many other CRM products. Custom integration services available

Can provide integration with cloud or server based applications and databases.

Outbound call centres can optionally add Office Campaign which in conjunction with your database drives the flow of outbound calls and responses.

## Run in full screen or use mini pop-ups or minimal system tray balloon hints



## Office CTI™ Integrate, automate and increase efficiency with your business processes

### Contact your CommSoft RMS dealer or get more information from:

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