



## PBX Dial

For SuperOffice

### CTI solution for SuperOffice CRM

A large part of our working day is spent clicking our way through SuperOffice CRM every time a customer calls.

PBX Dial makes it possible to jump directly to the right contact card when the phone rings.

#### Outgoing calls

SuperOffice CRM is prepared for CTI. This means that it is possible to select phone numbers everywhere in the application and activate the dial function directly. For example: if an employee in company 'X' calls you from his mobile phone, SuperOffice CRM knows that he or she is working for company 'X' and will show the correct contact card. This means that you are always well prepared, and can see right away all previous activities on this particular customer.

#### Incoming calls

Incoming calls are matched against the SuperOffice CRM database. This applies to both the main number and the numbers attached to persons registered under the company in SuperOffice CRM. The solution provides many possibilities of adapting to different call situations. All incoming and outgoing phone calls are recorded in PBX Dial, and it is hereby possible for you to see who called while you were out.

#### Features

Click the number in SuperOffice CRM and the customer will automatically be called. Attach the incoming numbers to persons in SuperOffice CRM or create new contact cards. Feature the possibility of recording the duration of calls as an activity in SuperOffice CRM.

#### Possibilities

The PBX Dial module is installed on the user's local PC, operating as a link between the SuperOffice CRM application and the software from the phone supplier.

There are now two integration possibilities. You can integrate either through firstparty CTI, i.e. a direct connection between the individual PC and the employee's phone, or through thirdparty CTI where the integration is provided between the telephone exchange and the SuperOffice CRM server.

#### System requirements

PBX Dial can use TAPI or Intravoice Call Pro 2.0 through DDE, COM or Active X compatible telephone systems.



With PBX Dial you can lift your customer service to a higher level while saving time.

## SuperOffice Independent Software Vendor

SuperOffice assumes no responsibility for products developed by third party, used together with or in connection with SuperOffice CRM 5 software. The solution provider shall identify and hold SuperOffice harmless from third party claims, from the use of SuperOffice products under these terms. SuperOffice warrants the SuperOffice CRM 5 product according to the end user license agreement, only when no changes have been made to the product.



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