connect

application integration

Connect is a powerful integration tool that brings together business and telecoms data in real time and uses it to speed up call handling and to improve the quality of service offered to customers.

Connect recognises who's calling and uses this information to search through your database or application to find the matching contact.

It will then screen pop the contact details all before the caller has been answered.

Connect integrates with a large number of databases and applications as standard to ensure that it works for your business.

Connect also works with you to make outbound calls to your clients automatically from within your application.

There's even an SDK (software development kit) to allow software vendors to do their own screen popping and database integration but still use our PABX integration technologies.

Connect can be used as a stand alone application or together with the other integrated applications in Comms Suite for call recording, call logging and motivational wallboard displays.

In fact Connect is often used in conjunction with Record so that each call recording can be labelled with such things as a customer id or reference automatically ready for later retrieval.

Whether you have just a few call handling staff in your business or a large number of agents in a call center, Connect is scalable enough to meet the demands of any business.

Connect brings your business and application data to life allowing you to deliver a faster and better service to your callers.

• **Reduce Costs**
Call handling time is reduced because you have the caller's details to hand and don't need to ask for them again.

• **Improve Service**
By knowing who the caller is before answering the call you can offer a more personalised service.

• **Increase Sales**
Telephone calls can be made automatically from your database or application thus speeding up connection and avoiding mis-dialling.
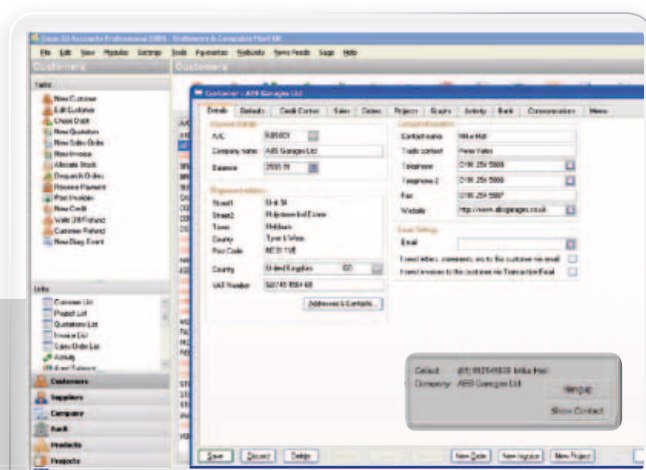
• **Improve Productivity**
By automatically opening your application or database on the correct screen, you can enter call related notes right away without losing seconds finding the correct screen or tab to use.
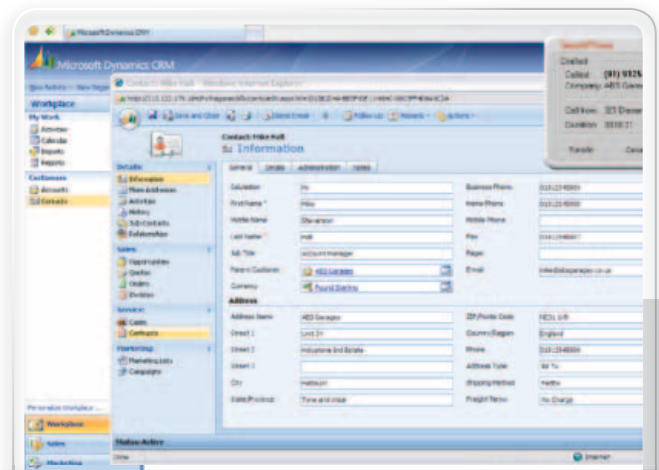
• **Share**
If a call is transferred, all the caller's details are shared with the next person.

Sage Accounts - Client details automatically opened and displayed.

Microsoft CRM - Client details automatically opened and displayed.

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application integration editions

Options	09 standard	09 premium	09 enterprise
Store & Backup Calls			
SmartServer running as a Windows Service	✓	✓	✓
Connection Server running as a Windows Service	✓	✓	✓
Maximum number of desktop clients	5	100	Unlimited
Desktop Phone			
Address Book with manual import	✓	✓	✓
Call History	✓	✓	✓
Extension Status	✓	✓	✓
Preview Dialling , Call Answer	✓	✓	✓
Simple Screen Popping on incoming CLI	✓	✓	✓
Standard Application Support			
Access (Microsoft, Database)	✗	✓ No scripting	✓ With scripting
ACT! , ACT! Professional (Sage, CRM)	✗	✓	✓
MS CRM (Microsoft, CRM)	✗	✓	✓
Goldmine (Frontrange, CRM)	✗	✓	✓
Lotus Notes (IBM, Contact Management)	✗	✓	✓
Maximiser (Maximiser Software, CRM)	✗	✓	✓
Outlook (Microsoft, Contact Management)	✗	✓	✓
Exchange (Microsoft, Contact Management)	✗	✓	✓
SuperOffice (SuperOffice, CRM)	✗	✓	✓
Bespoke Application Support			
Adapt (Bond, Recruitment)	✗	✗	✓
Autoline (Kerridge, Automotive	✗	✗	✓
C360 (C360 Solutions, CRM)	✗	✗	✓
Capital Gold (Pegasus, Accountancy)	✗	✗	✓
DezRez (DezRez, Property Management)	✗	✗	✓
Emis (Emis, Medical)	✗	✗	✓
Lawbase (Synaptec,, Legal)	✗	✗	✓
Navision (Microsoft, CRM)	✗	✗	✓
Sage Line 50 /100 (Sage, Accountancy)	✗	✗	✓
Database :- Oracle/SQL Server/ODBC/dBase/FoxPro	✗	✗	✓
SDK :- Software Development Kit	✗	✗	✓
Many more...	✗	✗	✓
Installation			
Helpdesk support available	✓	✓	✓
Remote diagnostic support available	✓	✓	✓
Installation service available	✗	✓	✓

record — call recording

report — call logging

connect — application integration

display — wallboard

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Connect is part of the integrated Comms Suite.

Oak is an ISO 9001:2000 Quality Accredited company.
Oak, developing market leading Communications Management Systems since 1985