

# ERM CTI

Call without typing - Know who is calling

## Phone Extension for CRM Systems

All companies are using contact databases where phone numbers are stored. Most companies are using PBX that are linked to their computer network. In many companies computer and phone are connected directly – but still most users have to dial manually.

Easy to use and easy to implement

Just dial from your CRM-System with a mouse click

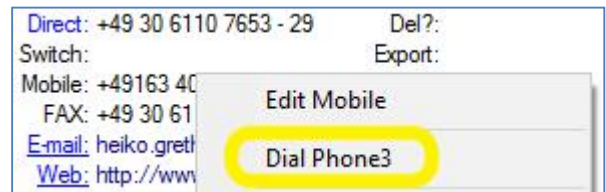
ERM-CTI shows who is calling and who was calling when you were off

Log the call to your CRM-System



### Key Feature

- Supports GoldMine and inforCRM/SalesLogix (other systems in preparation)
- Supports any PBX that integrates in Windows Telephony on the client.
- Fuzzy search for incoming calls (configured per user)
- Searches via dynamic SQL-View or per SQL-Table
- Jumps to company or contact in your CRM-System
- Creates a history record
- Call log stored per user
- Call-Back/Redial Function
- Open “new Company/Contact” in your CRM-System
- User can configure the Screen design
- Clipboard-Dial for direct call from any application



ERM CTI Call Log							
Date	Time	CallState	Contact	Account	RemoteStation	Duration	Line
<b>Today</b>							
13.02.2017	15:33	Idle	ERM Consulting GmbH	ERM Consulting GmbH	+4917 1234567	01:27	29
13.02.2017	15:23	Proceeding	ERM Consulting GmbH	ERM Consulting GmbH	+4930 1234567	38s	29
13.02.2017	14:48	Proceeding	ERM Consulting GmbH	ERM Consulting GmbH	+4930 1234567	44s	29
<b>Last month</b>							
26.01.2017	09:23	Dialtone	Sver	ERM Consulting GmbH	+4930 1234567	01:05	29
26.01.2017	09:18	Dialtone	Sver	ERM Consulting GmbH	+4930 1234567	0s	29

ERM CTI matches even phone numbers that you do not have in your database and shows similar numbers.

ERM-CTI shows these matches and displays a quality code (e.g. 68%).

