

# ERM CTI Telephone Extention

Call without typing // Know who is calling



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



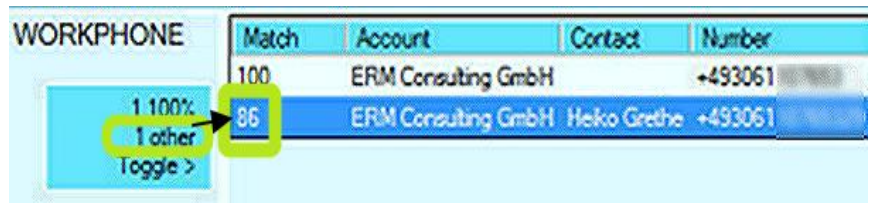
ERM CTI is easy to use and easy to implement!

Just dial from your CRM-System with a mouse click.

ERM-CTI shows who is calling.

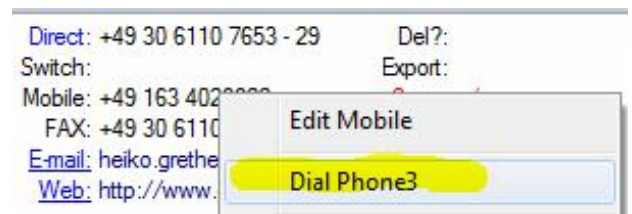
BUT ERM CTI matches on phone numbers that you do not have in your database!

If you have similar phone numbers stored, ERM-CTI shows these matches too and displays a quality code (e.g. 86%).



## Key Feature

- Mouse-click-dialing from your CRM-System
- Fuzzy search for incoming calls (can be configured)
- Jump to company or contact in your CRM-System
- Create a history record from ERM-CTI
- SQL search
  - Via dynamic SQL-View
  - or optional search per SQL-Table
- User can configure the Screen design
- Hide/show match list
- Call log stored per user
- Call-Back/Redial Function
- Open “new Company/Contact” in your CRM-System
- Clipboard-Dial for direct call from any application
- Supported CRM-Systems: GoldMine and inforCRM/SalesLogix (other systems in preparation)
- Supports any PBX that integrates in Windows Telephony on the client.



Start	End	Duration	Cal State	Ortan	CallerID	Dirac	CollectID
14.06.2016 11:17:05	14.06.2016 11:19:51	00:02:45	Idle	Outbound	29	→	U4131/3...
14.06.2016 10:40:51	14.06.2016 11:02:16	00:21:25	Idle	Inbound	0406708...	←	29
14.06.2016 10:03:44	14.06.2016 10:04:30	00:00:45	Idle	Outbound	29	→	0413133...
14.06.2016 10:00:50	14.06.2016 10:01:57	00:01:06	Idle	Outbound	29	→	0413173...
14.06.2016 09:47:52	14.06.2016 09:50:03	00:02:11	Idle	Outbound	29	→	0413173...
14.06.2016 07:53:25	14.06.2016 07:54:10	00:00:45	Idle	Inbound	0172392...	←	29

**ERM Consulting – Gesellschaft für  
Enterprise Relationship Management mbH**

Landhausring 3  
12683 Berlin

Tel.: +49 (0)30 6110 7653

Fax: +49 (0)30 6110 7654

info@erm-consulting.de

www.erm-consulting.de