



serVonic Product Overview

CTI Computer Telephony Integration with IXI-Call 3.0

Client/Server Software for Computer-aided Call Management

IXI-Call – the Third Party Solution

serVonic's CTI software is a client/server-solution (so-called third party application, multi-user version) for companies that want to gain advantage in competition by an effective telephony: Using IXI-Call, the workstation PC is provided with multiple features, which allow an easy, comfortable and effective handling of the phone calls.

Besides a modern design with extensive and easy to learn features like e.g. dial, hang up, hold, consultation, call transfer, uncomplicated search for contacts, caller identification, instant messaging, display of the call status, IXI-Call also offers an improved workflow in communication-intensive business areas: **Presence-Management, Active Contacts-technology**, team support, Microsoft Outlook and Lotus Notes calendar integration, Office Integration

Available:

- Integrated in Microsoft Outlook
- Standalone for Lotus Notes
- Standalone for all the ODBC data sources

CTI-application (third party = client/server-architecture) in a modern design with additional features for an improved workflow in communication-intensive business areas: **Presence Management, Active Contacts-technology**, team support, Microsoft Outlook calendar connection

Available:

- Integrated in Microsoft Outlook
- Integration in Lotus Notes possible
- Integration in LDAP-directories possible

System Requirements:

Software:

- Windows Server 2008
- Windows Server 2008 R2
- Windows Server 2008 x64 Edition
- Windows Vista
- Windows Vista x64 Edition
- Windows XP x64 Edition
- Windows XP Home Edition, Professional
- Windows Server 2003
- Windows Server 2003 x64 Edition
- Windows 2000 Professional, Server and Advanced Server
- CITRIX and MS Windows Terminal Server compatible
- Optional environment:
Windows Virtual Server, VMware

Hardware:

- PC with 2 GHz clock rate
- 512 MB main memory
- 100 MB free main memory

PBX:

- PBX (TAPI- or CSTA-capable)
- CSTA TSP's available at serVonic as middleware

Server and client can be installed on one PC. Further Components / Options:

IXI-Call CSTA TSP's

- Middleware for PBX'S:
e.g. for Siemens HiPath 4000, HiPath 3000, Hicom 150, Hicom 300 or Telekom Octopus E30, E300, E800, Alcatel OmniPCX Enterprise/Office, Ericsson
An overview of the suitable PBX's and available CSTA TSP's can be requested at serVonic.

IXI-Call MetaDirectory

- Optimized access to data from ODBC, LDAP and Active Directory / Global Catalogue
Centralization of available, distributed data stock to one global information service on the basis of LDAP (Lightweight Directory Access Protocol)

Optional Data Base Connection

- Microsoft Exchange from Version 5.5 on
- Microsoft Outlook from Version 97 on
- Lotus Notes-data bases from Version 6.5 on
- CRM and ERP applications (MS Dynamics CRM and NAV, Sage, SAP One, Baan, etc.)
- ODBC (Access, SQL-Server, MySQL)
- LDAP (OpenLDAP, NDS, public directory services)
- Active Directory / Global Catalogue
- DATEV
- Abacus
- Steps Business Solution
- "DasTelefonbuch" (Germany)
- TwixTel, klickServer

Interfaces / Connections:

IXI-Call NAVconnect

Interface of the connection of the IXI-Call CTI features in Microsoft Dynamics NAV (formerly Navision) with caller identification out of Navision Contacts

IXI-Call Baan Integration

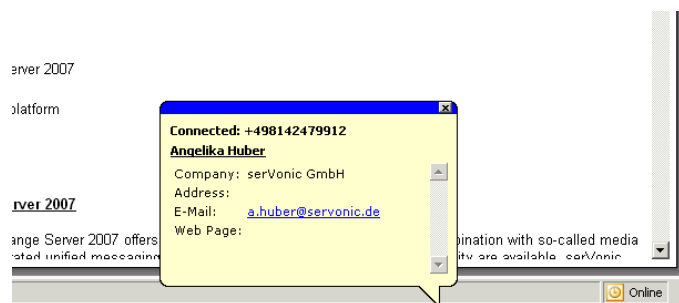
- For example start of up to 3 ERP-LN Sessions with an incoming call
- Starting calls out of selected ERP-LN Sessions



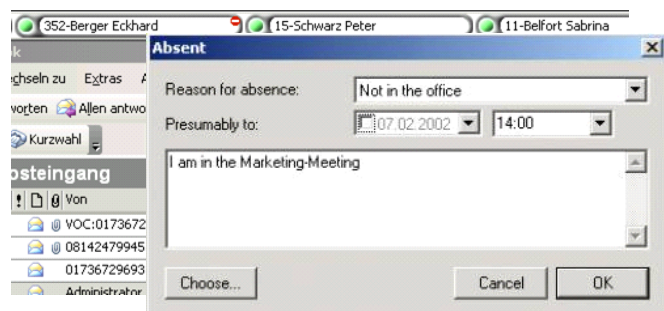
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Overview of the Most Important IXI-Call 3.0 Features:

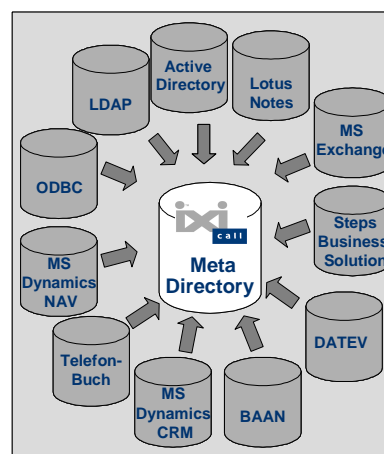
- Presence Management
- Active Contacts-technology
- Team support
- Microsoft Outlook calendar integration
- Microsoft Office integration (presence status)
- IBM Lotus Notes integration with calendar connection
- Caller identification by optimal data access, e.g. via Outlook Contacts (public and personal), Notes data bases or ODBC data sources
- Alternation
- Call transfer
- Redirect
- Redial
- Quick dial
- Schedule calls, resubmission
- Easy dialing (hotkey, telephone button)
- Dialing with project identification digits
- Supports all kinds of call number formats
- Easy retrieval of contacts and numbers (search options)
- Interface for the connection of applications
- Individual call announcement for contacts
- Transfer of unanswered calls to the inbox or to an individual e-mail address
- Optional: connection to voice mailbox / unified messaging
- Enhanced security by client log-in with domain user authentication
- Recording of phone conversations
- Silent Installation (installation without any interaction at the client)
- Roaming Profiles
- Configurable view of incoming calls (bubble window)
- Integrated web server at the IXI-Call Server
- MetaDirectory: optimized access to data from ODBC, LDAP and Active Directory



- Data connection between client and server secured with certificate (TLS)
- Inverse search on the basis of phone book CD's
- Access also to LDAP-based address books
- Extended caller identification via inverse search
- User administration in the Active Directory with or without extension of the schema
- User administration via Microsoft Management Console
- Status monitor with call status of the in-house communication partners
- Status monitor with call forwarding and pick-up
- Status monitor with instant messaging (sending short text messages to other participants)
- Status monitor with out of the office indication and status notification



- Telephone journal
- Call back option directly out of the telephone journal
- Indication of unanswered calls (incoming and outgoing)
- Conference call
- Consultation
- Hold



Further Suitable serVonic Products

- **IXI-UMS:** Unified messaging server with Fax, Voice, SMS
- **IXI-UMS Auto Attendant:** Automatic telephone exchange
- **IXI-PCS Gateway:** for Microsoft OCS Office Communications Server