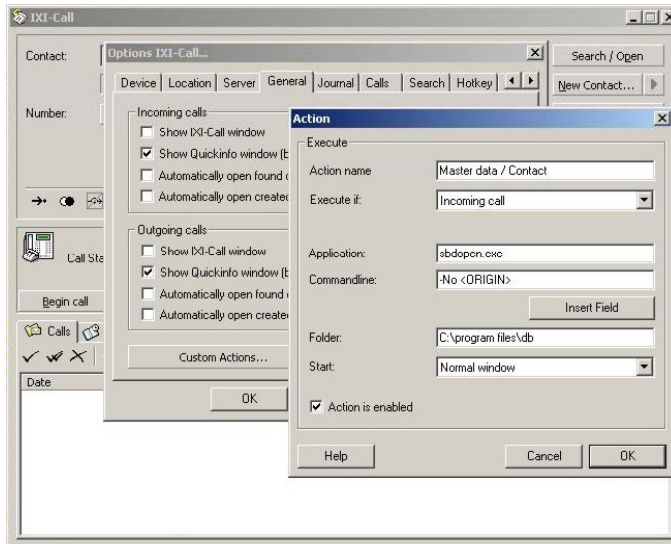




## IXI-Call and Connection of Data Bases and Applications

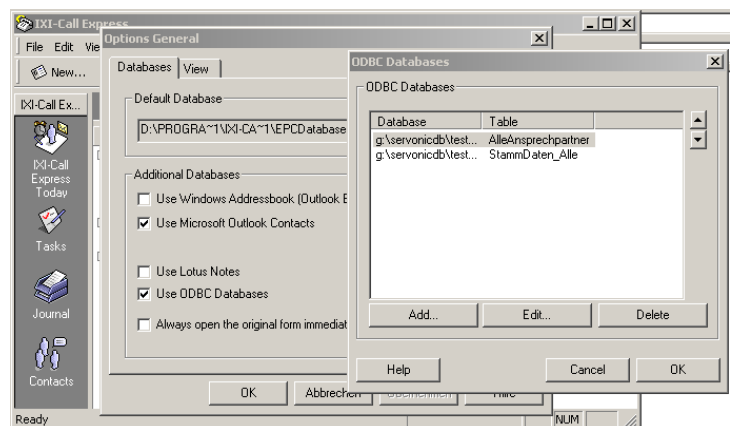
### Connection of Applications



From version 1.1.0.7 on, serVonic's CTI-software IXI-Call is open for the connection of any application program. IXI-Call allows to integrate applications, that contain contact data and therewith also phone numbers, in a way that when a call comes in, a particular application is started and particular fields from it are used as information source for the caller identification. The IXI-Call user does not only see who calls, but can also capture information about the telephone discussion in the right application to the respective contact. IXI-Call can be linked to own applications, data base interfaces or also e.g. Excel, and use these as information source for computer-aided telephony. IXI-Call determines the parameters for the integration, the performance of the respective application for certain actions can therewith be set up without any problems.

### IXI-Call Express with Connection of Data Sources out of ODBC Data Bases

IXI-Call Express is available for the connection of data bases as data source for the caller identification. IXI-Call Express uses any ODBC data source for the caller identification. Any data base can be stated as information source. The data base is searched through by IXI-Call. IXI-Call Express only needs the information, where the data source is, which fields are relevant for the search (e.g. Business Phone, Central Office, Mobile Phone) and which fields shall be indicated (e.g. Company1, Contact Person LastName, Phone Number). Multiple data sources can be searched through for the caller identification.



**ODBC** means Open Data Base Connectivity and is a widely spread interface that controls the connection between data bases and applications. Every data base that is ODBC-conform can now be used as data source for caller identification with IXI-Call Express. This can be, for example, an Access data base, SQL server data sources or IBM DB2.