

Computer Telephony Integration

- The Personal Call Handler saves time by automatically performing routine call-handling events. Using a combination of triggering events, conditions and actions, Net Phone addresses each call or function based on the user or supervisor preferences. Net Phone can announce VIP calls with a particular tone from the PC, forward incoming calls from a specific number directly to voice mail, launch e-mail or contact programs, and log into an ACD group on start up.
- Net Phone automatically creates a log of calls dialed and received on the local telephone extension. The Call History can be searched for specific calls by date, telephone number, name, or account code. Calls can be automatically dialed by double clicking the call in the Call History window. The entire Call History or a search result can easily be printed or exported to a file.
- The Net Phone provides a powerful set of directory features that allow you to look up and dial PBX extensions with a click of your mouse. The directory is automatically generated by the system so it is always up to date with every extension. It can easily be searched by name, and printed or exported.

Chat

Chat is an instant text messaging system that enables users to send and receive messages via their desktop PCs connected over the LAN. You can communicate interactively with other workers individually, or send broadcast messages to individuals, system groups, or personal groups. Chat can be applied throughout the organization, so the communication is available to all users with Chat installed on their PCs.

Digital Telephone Integrated PC Interface

Toshiba digital telephones can interface to a PC that runs the application software using the Microsoft Windows Telephone Application Programming Interface (TAPI), to provide customized functionality and call handling from the PC.

- The most common types of application are database look-up and "Screen-pops" that provide information on the calling party.
- From a Strata system, Caller ID, ANI, DNIS, and call processing information can be passed from the digital telephone to the application computer.
- Your telephone can perform simultaneous CTI operation and voice calling features, without the need of a modem or an extra outgoing line.

The 3000-series digital telephone uses an integrated PC Interface Unit (BPCI) for TAPI and data switching simultaneous voice/data applications. The BPCI provides a highly functional interface for fast, positive call control via a USB port.

SPECIFICATIONS

Net Phone "Screen-pop" Compatibility with Contact Manager and CRM Applications	ACT!® Attachmate, Day-Timer Organizer, Ericom® PowerTerm, Epicor Clientele, FrontRange™ Goldmine®, FrontRange HEAT®, IBM Client Access, Lotus® Organizer, Maximizer, Microsoft Access®, Microsoft® Outlook®, Microsoft CRM, Microsoft Internet Explorer, Netscape® Navigator, OnContact CMS, Onyx Customer Center, Remedy®, Salesforce.com®, SalesLogix® for Sales, TeleMagic®, Tigerpaw Business Suite, Time Matters, Tiny Term, Uptrends™ WennSoft SMS, WinSearch, WRQ Reflection.
System OAI Link	The Strata CIX uses ECMA standard CSTA to provide call control and telephone support for CTI applications. The system OAI uses system 10/1000-baseT LAN connection between the Strata system and external application server. The LAN port is a standard built-in feature of the Strata CIX processor.
BPCI Telephone Compatibility	Toshiba DKT3010-S, DKT3010-SD, DKT3020-S, DKT3020-SD, DKT3014-SDL.

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