

# Manage phone calls through your PC with **SwyxCTI**

Telephones have traditionally been THE communication tool for businesses of all sizes but computer telephony integration (CTI) has now made it possible for PCs and laptops to be integrated with the telephone to provide a much more powerful communication solution.

The ability to make a phone call simply by clicking a button on a PC or laptop enables you to work more effectively during the course of the business day. Imagine how much quicker it is to call someone by clicking on their telephone number in your Microsoft® Outlook®

or Lotus Notes contact list, rather than typing their number digit by digit. Imagine the frustration of mis-typing or being disconnected because you've taken too long to type in the number. But what if you want the best of both worlds – PC based telephony as well as a traditional looking telephone on your desk?



PC with SwyxIt! skin

## Key benefits of **SwyxCTI**

- PC telephony with the look and feel of a classic desktop phone
- In combination with the PC/laptop all the functionality of a fully featured SwyxPhone can be used optimally
- Optimise all communications by managing your phone and all your calls from your PC, laptop or thin client
- Quick & easy 'click to call' Microsoft® Outlook® and Lotus Notes contacts
- SwyxPhone IP desksets are ready for use even if the PC is not available (for example, if the PC is switched off)
- The PC does not have to be equipped with a sound card

## **SwyxCTI** is the perfect combination of telephone and computer

With the SwyxCTI option all incoming and outgoing phone calls can be handled by the SwyxIt! PC/laptop softphone as well as with the desktop SwyxPhones and you can switch between these communications tools at any time so that you are always using the tool that suits you best. Integration with Microsoft® Outlook® and Lotus Notes means that you can call your contacts at the click of a button on your PC/laptop providing you with comprehensive 'PC telephony'. The

graphical user interface of the SwyxIt! client gives you quick and easy access to key telephony functions such as transfer, hold, forward, call back and conference through your PC/laptop screen. Even businesses who use thin clients from companies such as Citrix, IBM and Oracle can take advantage of the SwyxCTI option as the IP SwyxPhone does not require any hardware resources on the desktop.



## Smooth transition

To ease the transition to computer telephony integration, you can continue to use the familiar functions of a

SwyxPhone while familiarising yourself with the PC telephony functions available through the SwyxIt! client.

## Features of SwyxCTI

- Integrates PC and telephone functionality
- Works with IP SwyxPhones
- Can be used for both incoming and outgoing calls
- Gives users the choice of a graphical user interface for PC telephony as well as a familiar looking telephone
- Can be implemented by businesses with thin clients as well as standard PCs/laptops

## System Requirements

- Server: SwyxServer Installation
- Client: SwyxIt! Installation in combination with SwyxPhone

## For more information

For more information contact your local Swyx distributor or reseller. To find your local distributor or reseller visit [www.swyx.com](http://www.swyx.com) or call Swyx on +44 (0) 118 325 0110 or +49 (0) 231 47770.

