

QuickDIAL

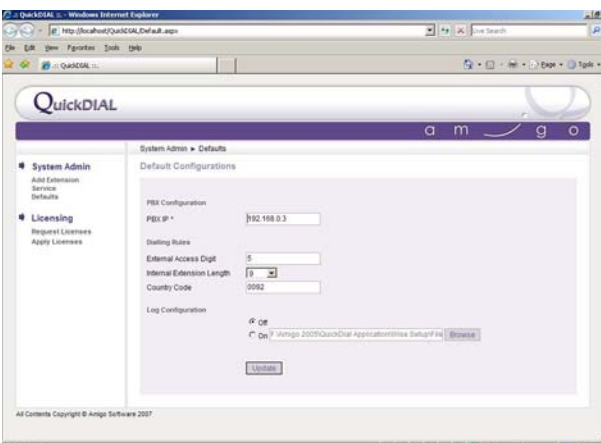
Introduction

The days of copying down a telephone number on paper, pressing the buttons on the phone and waiting for the system to dial out are over. With QuickDial, if you see it on screen, the system will dial out any telephone number automatically. No wrong numbers, no incorrect key presses - number after number.

QuickDial Overview

QuickDial is CTI middleware that sits between the PC and any Alcatel-Lucent PBX. (OXO or OXE platforms). Once you highlight a number and hit the hot keys, what actually happens is that the highlighted text is pasted onto the clipboard. All spaces and superfluous information is stripped out and the number is dialled and your telephone starts to ring.

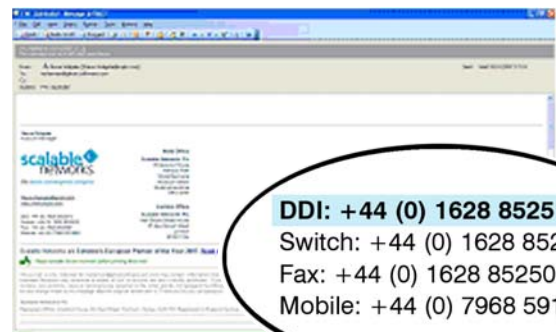
Easy to install and set up



The application is a client - server and has an easy to use web interface This means that it can be set up very quickly and easily



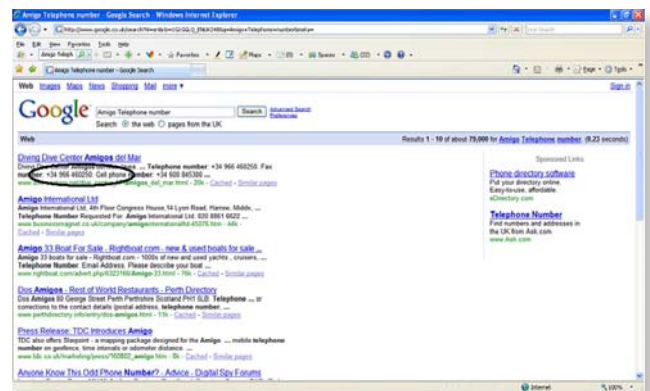
Everyone's Email signature has a telephone number



Look at this email signature. Can you see the contact details? There is a DDI number, a switchboard number, a fax and mobile number too. Now you can simply highlight the number you want, hit the hot keys and hey presto the number is being dialled out automatically.

How many times a day do you Google somebody or something?

Another common use that demonstrates the versatility of QuickDial is Google. Look at the page below.



QuickDIAL

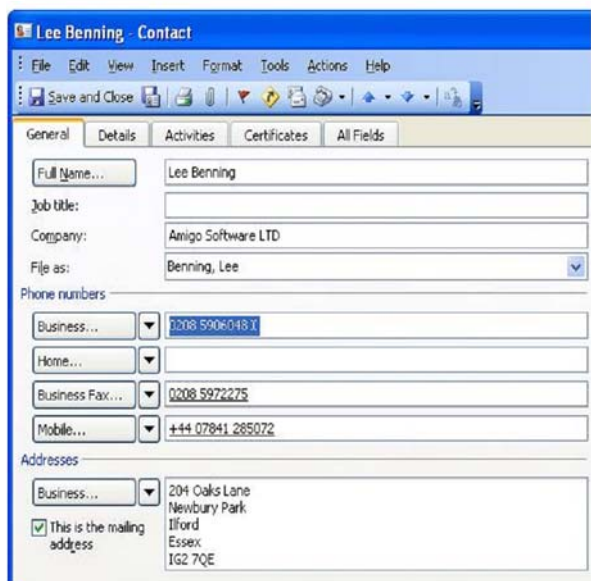
All you do is to highlight the number



Click the hotkeys and the application will dial out automatically. Your phone will start to ring. Simply pick up the handset (or headset) and continue as normal.

Any contact Any contact management database

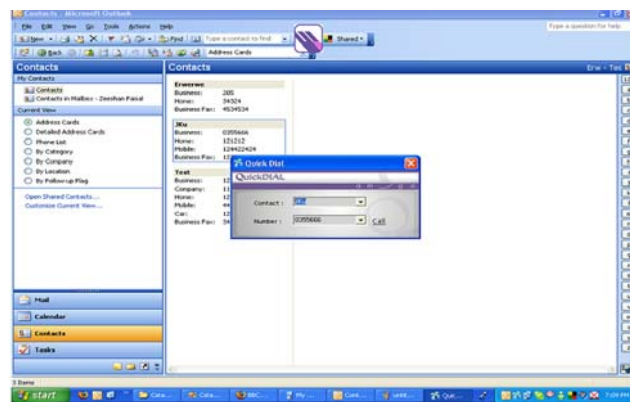
Whether its Outlook, Goldmine, Act, SQL, Excel or Sage Line 50, you can call any telephone number whether its in the phone field or in the notes section. Here's an Outlook screen...



You can see which number is highlighted. Simply hit the hotkeys and the system will dial out automatically.

By special request Microsoft Plug Ins

Recently we encountered a situation where the customer wanted pure "click-to-call" with no keyboard intervention for around 200 people dialling from a database. We have now produced a mouse-only option.



Here is the contacts screen from an Outlook Application. When the special Click to Dial module is installed, a Click-to-Dial icon appears in the Outlook toolbar. The application then shows you the contact selected and all the contact numbers against it. You choose the number you want and the number dials automatically from Outlook.

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