COMPUTER TELEPHONY INTEGRATION

Integrate telephony into your ERP system

CTI facilitates access and distribution of telephone call data.

The call supervision application associated with your IP telephony infrastructure automatically identifies the telephone numbers of your customers, suppliers and other callers. It is based on Cisco CallManager technology and can be integrated seamlessly into your management applications.

// Telephony configuration

- ERP users associated with Cisco terminal equipment
- Terminal settings retrieved in the ERP

// Telephony administration

- Manage interception groups
- Manage mobility groups
- Manage ERP functions and associated parameters
- Access rights to programs

// Features

- Manage interceptions and call transfers
- Display pop-up when receiving a call
- Outgoing calls from all Proginov ERP modules
- Manage favourites
- Monitor telephones
- An ERP program opens when a call is received (linked to the caller's phone number). For example: The customer's sheet opens when the call is received, intercepted or terminated. An ERP script can also be created, for instance another page opens when the customer sheet is closed.
- Configurable by the user
- Manage telephone availability (presence), pause mode
- Instant messaging
- Call and connection history (missed calls, received calls, voicemail)

Integrated in the ERP

Call centre

Opening of program when call is received

Optimisation of incoming calls

Call history

PROG/NOV
business management software

// Features (continued)

- Manage supervisors: interception, call recording, call monitoring
- Manage call statistics (number, duration, missed calls, ratio between calls and orders)
- Manage a call centre with automatic forwarding of calls to a usual contact, department, etc.

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