

THE IDEAL CONNECTION TO YOUR CUSTOMERS THROUGH THE INTEGRATION OF TELEPHONY AND CUSTOMER DATA



enwis)CTI



THE IDEAL CONNECTION TO YOUR CUSTOMERS THROUGH THE INTEGRATION OF
TELEPHONY AND CUSTOMER DATA

enwis)CTI

CTI stands for Computer Telephony Integration. CTI connects telephone numbers with the desired data about your business partners. When a call is received, your employees can instantly view all relevant data related to a customer, such as turnover, outstanding items, existing orders etc., enabling the call handler to deal effectively with the caller without the need to search for data in the business software first. Microsoft Dynamics NAV does not even have to be opened in order to be able to display all important information when a call of a customer or a supplier is received. In the same way, a call can be started directly out of the customer data by a mouse click. You keep the overview and are always able to access the information you need for the telephone conversation.

tegos GmbH

tegos was founded in Dortmund in 1996 and has become an internationally leading developer of integrated business software for the recycling and waste management industry as well as for intersectoral solutions for corporate communications and document management.

The company's industry solutions are based on Microsoft Dynamics NAV and are successfully used in all sectors of the waste industry worldwide. The international partner network of tegos currently serves about 400 firms and company groups in Europe, North America and Australia.

tegos GmbH Dortmund
Oslostraße 2
44269 Dortmund

Your contact for enwis)CTI:

Ralf Linnemann

rlinnemann@tegos.eu

+49 231 31776-200

www.tegos.eu

THE IDEAL CONNECTION TO YOUR CUSTOMERS THROUGH THE INTEGRATION OF
TELEPHONY AND CUSTOMER DATA

Customer-oriented.

Nothing is as important as the conversation with the customer or the business partner, even if it is "just" a telephone call. **enwis)CTI** makes sure that your employees are optimally prepared for every contact and that they have access to all relevant information at their fingertips. You are able to configure the type of information which should be displayed automatically if, for instance, a customer calls: Turnover, outstanding items, payment reminders, contact data, offers etc. – in short, all information is provided in a central location.

But it's not only the handling of incoming calls that is supported effectively by **enwis)CTI**, also outgoing calls to the business partner become significantly more comfortable. Phone calls can be started by a mouse click directly from the customer data in the customer management application. The data of every call is saved permanently and can be directed to particular marketing activities. Thus, telephony becomes a fixed part of your customer management and can be evaluated and analysed afterwards. Finally, you have the possibility to control telephone activities very efficiently.

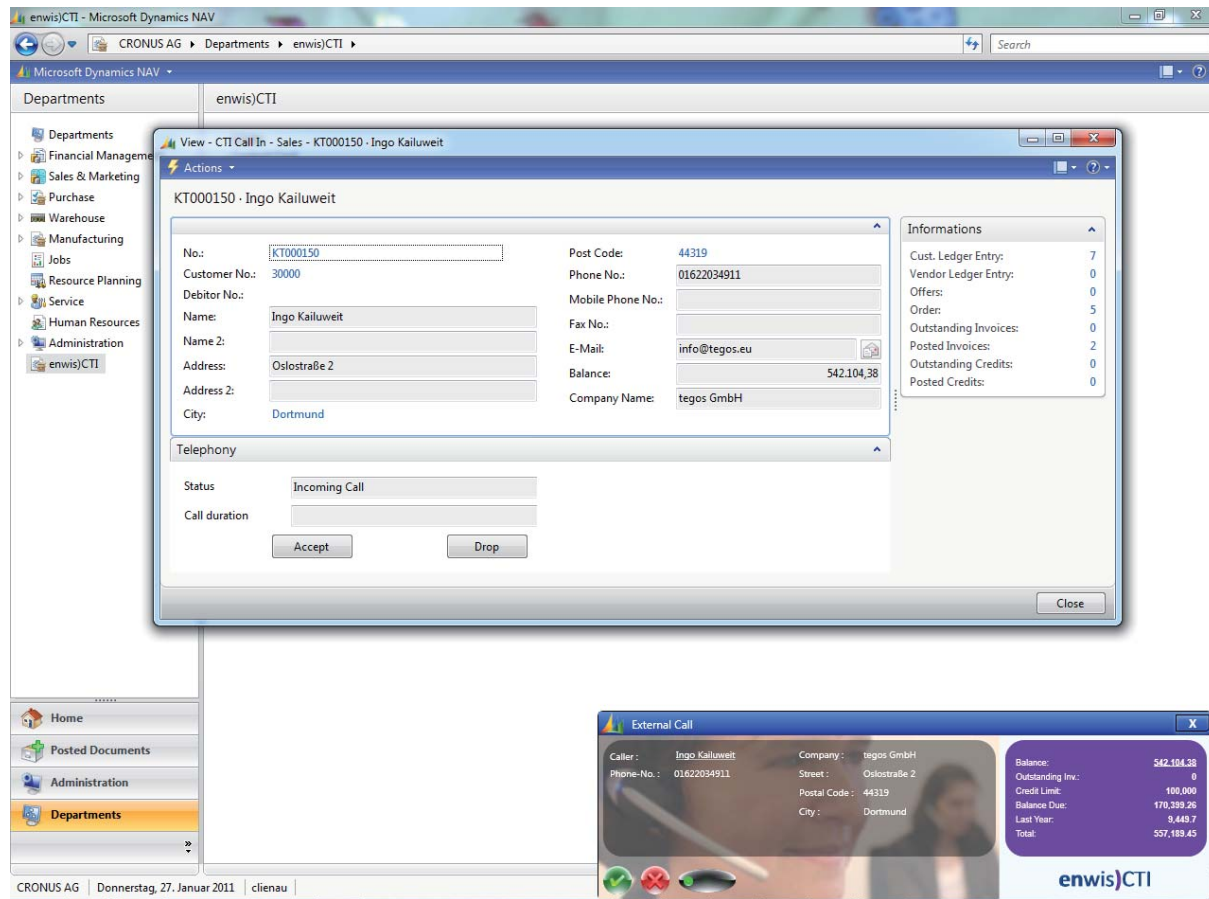


Image: Incoming call

THE IDEAL CONNECTION TO YOUR CUSTOMERS THROUGH THE INTEGRATION OF
TELEPHONY AND CUSTOMER DATA

Highlights

- Complete overview function
- Flexibly adjustable
- Complete integration into all industry solutions based on Microsoft Dynamics NAV
- Support of classic client
- Support of role-tailored client
- Windows Vista and Windows 7 support incl. gadget
- Complete control and configuration through symbol in taskbar
- Call identification
- Displaying an individually adjusted view (individual screen)
- Structured contact information
- Storing a new contact or allocation to a contact if number is unknown
- Logging in telephone items in NAV 2009
- Freely configurable

Systematic connection.

Based on the latest technology, **enwis)CTI** can be integrated seamlessly into all Microsoft Dynamics versions starting from 5.0. In the case of NAV 2009, **enwis)CTI** can be integrated into the classic client as well as into the role-tailored client. Moreover, **enwis)CTI** is also compatible with the different industry solutions based on Microsoft Dynamics NAV. **enwis)CTI** is even active if NAV is not opened at all, and also if no NAV installation exists on the local computer (the client).

THE IDEAL CONNECTION TO YOUR CUSTOMERS THROUGH THE INTEGRATION OF
TELEPHONY AND CUSTOMER DATA

Flexibly adjustable.

enwis)CTI is a flexible tool which can be configured completely according to your workflows and requirements. When a business partner calls, a window opens containing all information that is important for you. In other words: You determine what **enwis)CTI** is supposed to show you. Moreover, **enwis)CTI** stands out due to a short implementation period thereby guaranteeing a high return on investment.

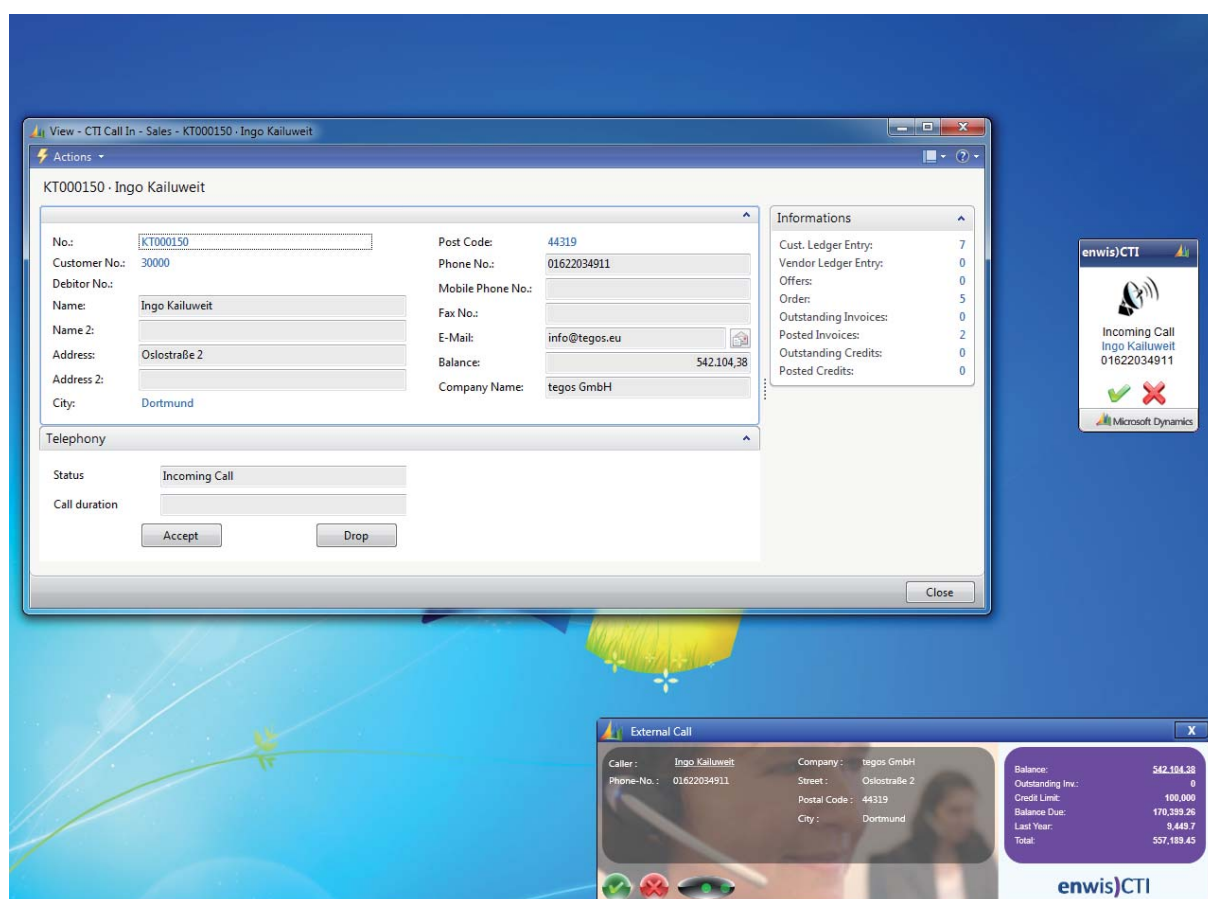


Image: Screen, incoming call with gadget

THE IDEAL CONNECTION TO YOUR CUSTOMERS THROUGH THE INTEGRATION OF TELEPHONY AND CUSTOMER DATA

Forward-looking.

enwis)CTI is based on the latest Microsoft technology. The integration of **enwis)CTI** with Microsoft Dynamics NAV ensures a maximum of investment security. Moreover, tegos adjusts **enwis)CTI** respectively to the latest version of Microsoft Dynamics NAV. The know how of tegos as a long-time and especially qualified Microsoft partner in combination with the advanced Microsoft technology guarantees the sustainability of the whole solution.

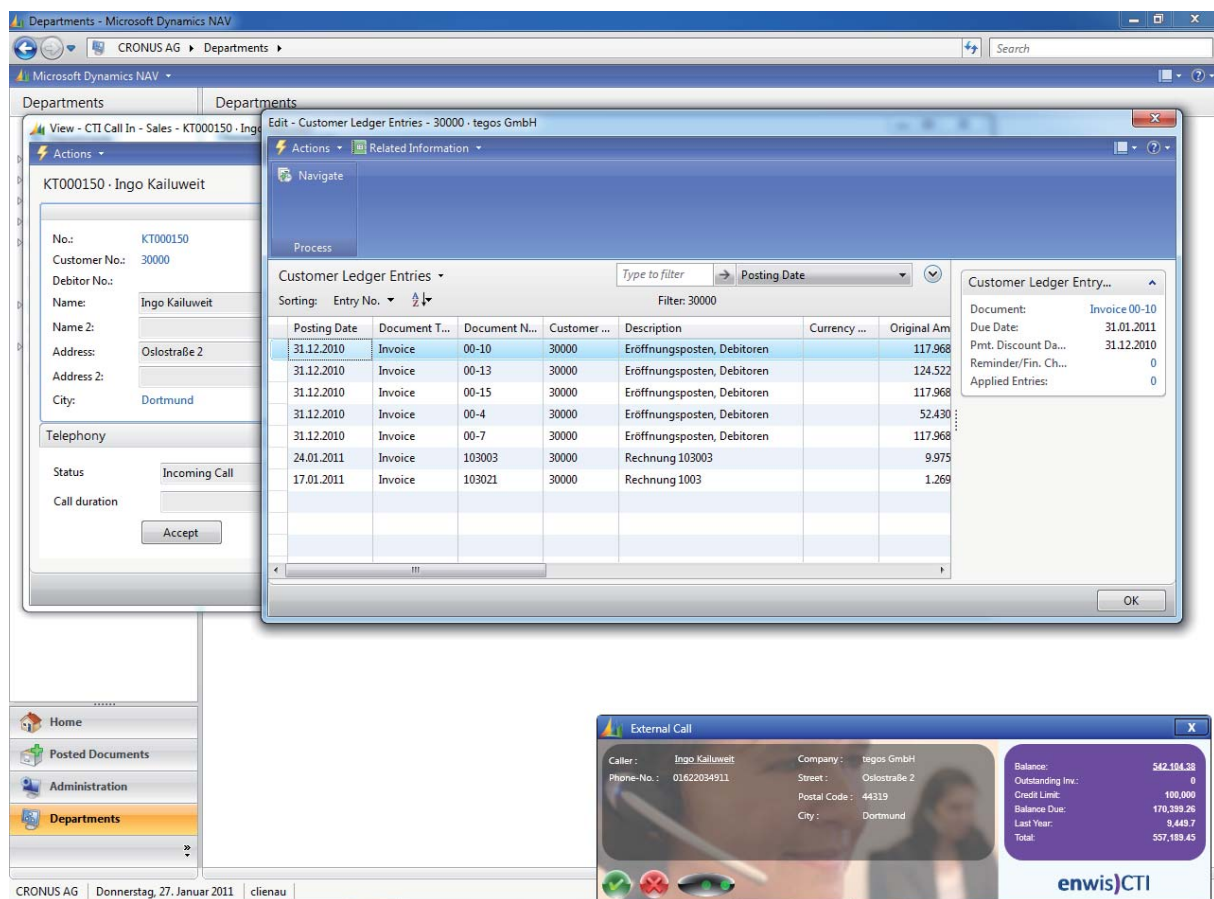
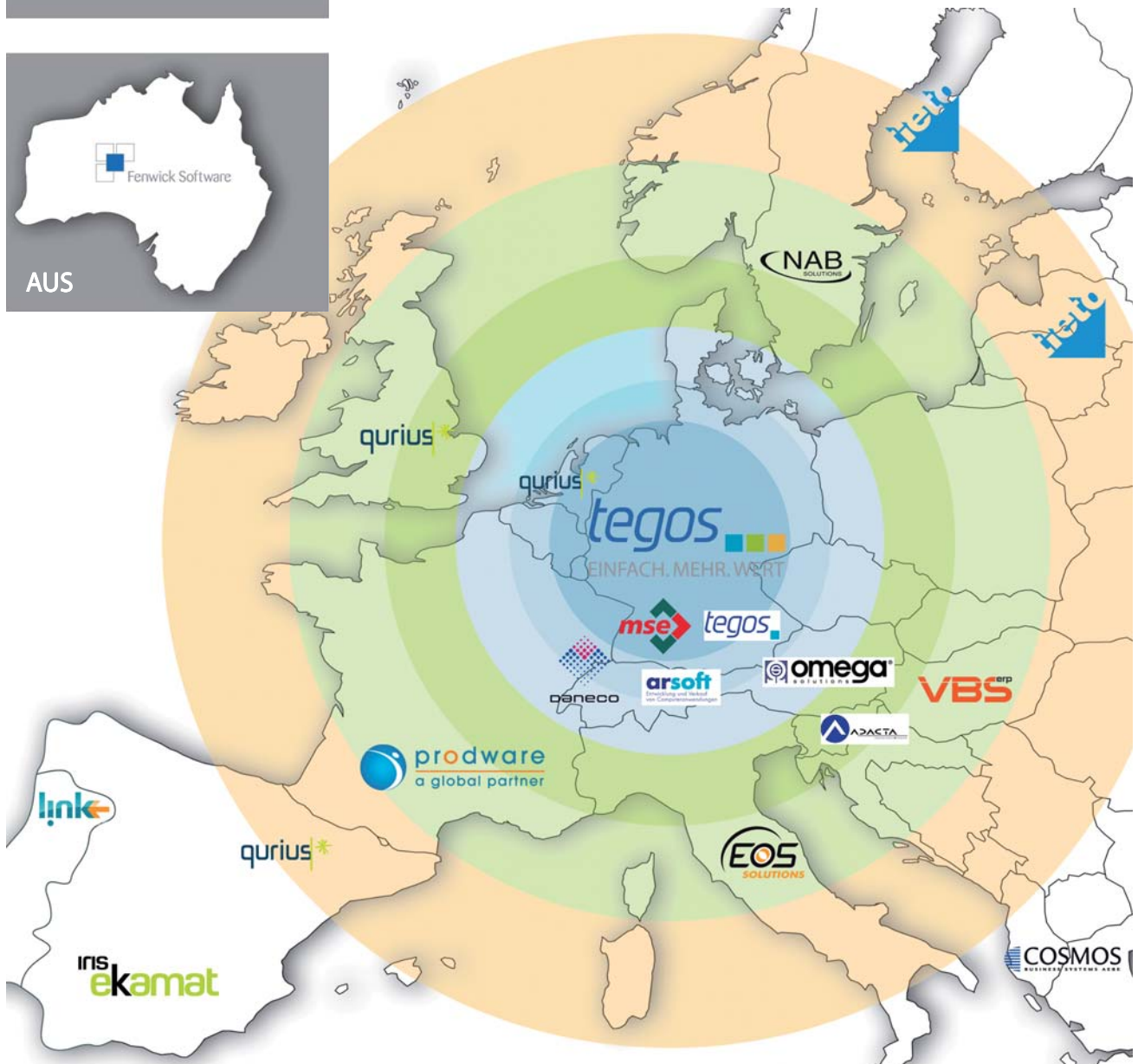


Image: Screenshot description

Our international Partner Network



Your Contact Person:

For more information, please visit our
Homepage www.tegos.eu.