

Synchronisation of telecommunications and data technology for SAP® Business One.

**Integration in SAP® Business One through coresuite quickfinder.**

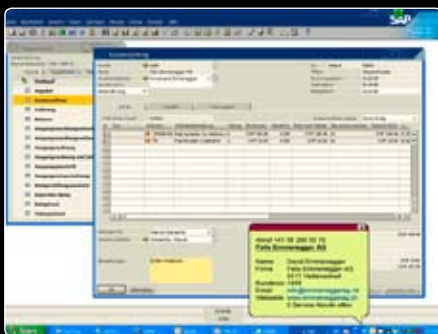
The Quickfinder is the interface between ESTOS and SAP® Business One. It registers every call made using the ESTOS service and subsequently offers different functions within SAP® Business One. When a telephone number is introduced, a search for the corresponding business partner is immediately carried out. After this operation, you can directly open a business partner mask, a service call or an activity or, thanks to the Quick Functions, create a new document with a simple mouse click.

**Searching for contacts.**

Connection to different data sources (SAP®, Outlook, Twixtel, etc.) is possible, thus allowing you to read contact information from any given source. Connecting to SAP® Business One allows you to find client addresses as they are registered in the system. And you can obviously also call a client directly, using ProCall Clients.

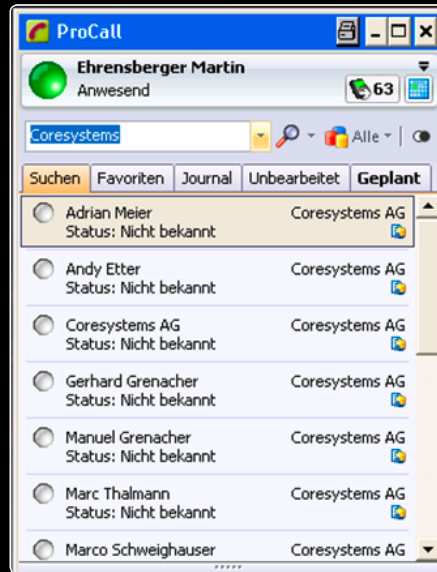
**Pop up.**

A speech bubble identifies the caller with all the important data from SAP® Business One. The data can be highlighted with colour. If, for example, the client balance is too high, it is added in red. This immediately shows you that the client has unsettled accounts.



**Monitor.**

With the ProCall monitor you always know what is going on. At a glance, you can see which of your colleagues is free at the moment or who is on the telephone with whom. When connected to Outlook, the active terminals are also directly displayed on the monitor.



**Connection to SAP® Business One.**

SAP® Business One gives you important business information on clients or business partners instantly. If a client calls you, you are immediately shown which company the caller belongs to and, for example, his account situation. Special fields can be highlighted in colour, indicating if the client deserves special treatment or if there are unsettled invoices.

**Journal.**

The journal keeps a log of all calls. It registers whom, when and for how long you spoke to on the telephone. Telephone calls can additionally be filtered and sorted by different criteria (incoming, outgoing, calls during absence, date, duration, time of call, etc.), thus giving you a clearer overview.

**General overview of functions.**

- Telephony comfort.
- Functions for outgoing calls.
- Functions for incoming calls.
- Conversation management.
- Planning calls.
- Search functions.
- Modular structure: search | contact | action.
- Cooperation and presence.
- Organisation with a clear overview.
- Instant messaging.
- Integration at Outlook.
- Local contact data sources.
- Central contact data sources (via metadirectory) (extract).

**Advantages.**

The use of a CTI solution substantially improves the level of efficiency of conversation. Automatic and efficient client and product information availability, together with the intelligent synchronous transference of calls and data lowers costs, reduces processing time and improves the quality of customer service. CTI helps your collaborators in handling clients, increasing sales and simultaneously manage the data bank. The reason is obvious: knowing the customer history helps your collaborators in selling targeted products and in handling queries.

You can find more information on this product on [www.coresuite.ch/cti](http://www.coresuite.ch/cti)