



ENWIS CTI - Computer Telephone Integration

ENWIS CTI stands for Computer Telephone 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. Some highlights are:

Complete overview function

Flexibly adjustable

Complete integration into all industry solutions based on Microsoft Dynamics NAV

Support of classic client & role-tailored client both

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