

Technical requirements - TAPI

Description

TAPI is an interface provided by Windows which provides information about outgoing and incoming calls. To use TAPI, the manufacturer of the telephone / telephone exchange must provide a TAPI driver. PC CADDIE then communicates with the TAPI driver via the Windows TAPI interface. Not every TAPI driver has the same version and the same range of functions. Therefore, some things have to be analysed and configured for TAPI. This means that every TAPI configuration is unique.

Range of functions in PCCADDIE

The TAPI implementation in PC CADDIE can monitor and make calls. Information about incoming and outgoing calls are collected and stored in the PCC_CALL.DBF database. Based on this stored call information, PC CADDIE can display a pop-up with exactly this information at the user's request. The caller is also searched for in the persons and displayed. This means that the user knows who is calling and can automatically create a CRM entry for the call at the same time. In addition, a call can be made directly from the persons by clicking on the telephone next to the number. This is also recorded and displayed in the database.

Supported TAPI drivers

TAPI drivers from version 2.0 are currently supported. The manufacturer is basically irrelevant. However, not all drivers provide all the necessary information. Therefore, definitive compatibility can only be determined after a test.

The TAPI driver must support the following commands:

Name	Ab Version	Monitoring	Anrufen
lineInitializeExA	1.3	x	x
lineNegotiateAPIVersion	1.3	x	x
lineOpen	1.3	x	x
lineClose	1.3	x	x
lineGetMessage	2.0	x	
lineGetDevCaps	1.3	x	x
lineGetCallInfo	1.3	x	
lineMakeCall	1.3		x