

TAPI interface

Your telephone system becomes a service centre

Greet your members and customers by name as soon as you answer the phone and create messages and tasks in your CRM (Customer Relationship Management) system in a flash after the call. (Customer Relationship Management) system. The TAPI interface of PC CADDIE recognises recognises entered caller numbers and directly displays the data record with all entries and notes. This means that you have all caller information available before and during the call and can competently conduct the call. Outgoing calls are also dialled directly from PC CADDIE directly. New entries, notes or tasks can be created, filed or scheduled during and after the call. or tasks can be created, filed or scheduled. The TAPI interface gives your team more authority in telephone calls in addition to making work easier. All calls can be analysed in statistics and reports for better telephone management.

The facts

Services:

- Connection to telephone systems that provide the TAPI interface (Telephony Application Programming Interface)
- Dialling telephone numbers that are listed in the address file
- Recognising telephone numbers when dialling in, opening the corresponding customer data record or contact person
- Contact person
- Creation of telephone statistics and analyses
- Possibility of customer-related filing and archiving in our PC CADDIE CRM\DMS system

Requirements:

- Customer ManagementFinance
- PC CADDIE CRM\DMS module for archiving