

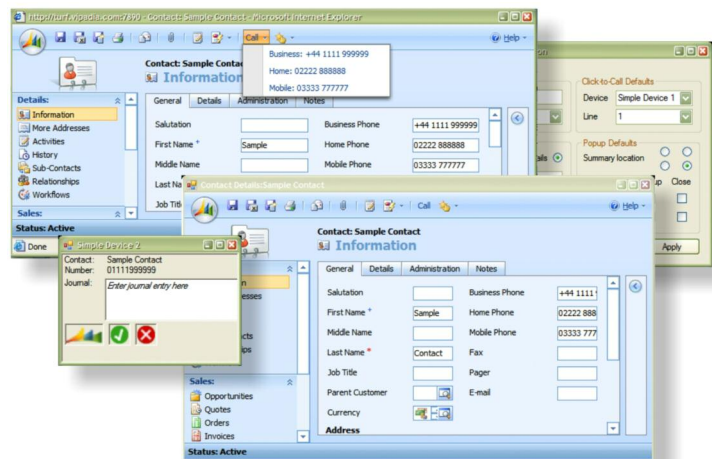
Integrate snom with Microsoft Dynamics

Dynamics and snom

Setting a new pace in the world of telephony CRM mash ups

CTI just got easier

Flexor™ software from CamrivoX integrates snom with Microsoft Dynamics CRM, enabling click-to-dial, contact screen pop-ups, call logging, call reporting and on-screen call control.



Any PBX – hosted or premise based

Flexor Connect for snom works with any snom 3 series handset deployed within any snom compatible IP PBX environment - hosted or premise based.

Simply put, as long as there is a snom handset on your desk, then Flexor will make it work with your Dynamics application.

No costly servers – just a simple download

Flexor is straightforward to install. Just download it from the web onto your desktop and let it automatically link your snom handset with your PC for immediate Microsoft Dynamics CTI - perfect for remote workers and small offices with limited IT support resources.

No independent call logging systems – just Microsoft Dynamics

If you're not using Microsoft Dynamics combined Flexor CTI, then you're not making the most of your CRM investment.

Flexor helps improve your CRM ROI by incorporating telephony within Microsoft Dynamics, removing the need for third party management solutions.

Flexor CTI enables you to publish telephony reports, manage sales activities and review contact history all from Microsoft Dynamics - so saving you time and money.

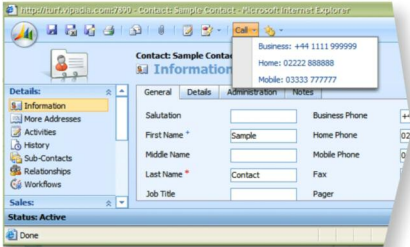
Flexor - designed for the on demand world

Flexor works within the existing snom environment making it simple to deploy, simple to understand and low cost.

This makes Flexor ideal for the small office, remote workers, "home shoring" organisations and hosted internet telephony service providers that are looking to integrate telephony with CRM but are wary of the installation burden and support.



Key features



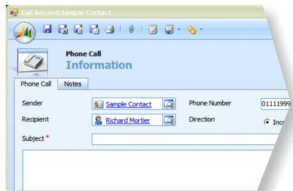
Click-to-dial and screen pop-ups

Flexor drives greater efficiency from Microsoft Dynamics and snom by activating click-to-dial and contact pop-up screens, while users can activate outbound calls simply by clicking on the contact's number.



Call control and transfer

With Flexor on screen call control at your fingertips, you can manage calls simply, including call-on-hold and call-transfer, all from your desktop.



Call logging and reporting

Users can set Flexor to log all calls in the contact history for future reference and management reporting. This is the source of all of your telephony reports and activity monitoring dashboards.



Global dialling plans

Flexor's adaptable dial plan management programme overcomes the problems that can arise from using different PBXs in different countries. Completed in just a few clicks, it is a simple and intuitive process for the end user and ideal for those travelling.

Benefits

- ❑ Unifies Dynamics and snom.
- ❑ Compatible with any snom approved PBX
- ❑ Uses existing infrastructure - no new servers required
- ❑ Embeds telephony within Dynamics for better reporting
- ❑ Improves process efficiency, increasing customer satisfaction, development and retention
- ❑ Lower cost - up to 80% cheaper than traditional integration routes
- ❑ Scalable; can be distributed across IP Networks: on-demand or on-premise
- ❑ Ideal for the small business, remote workers and ITSP's

Requirements

System

Windows XP SP 2 or Vista
.NET 3.5 (installed automatically if not present)

Microsoft Dynamics 4.0 CRM - hosted or premises based.

snom

Any snom 3x0 series phone with firmware version 7.1 or 6.3.

snom partners

If you are a snom reseller or service provider and would like to know how you can profit from adding this unique solution to your portfolio, then please contact either snom or CamrivoX.

Want to find out more?

Please contact your snom distributor or visit www.snom.com.