PHONE-LiNK

by **mondago**

PHONE-LiNK is a powerful, simple to use, unified communication software suite which enables you to significantly increase your productivity.

PHONE-LiNK unified communication software suite

With desktop control of your handset you can utilise the power of your telephone system from within the applications you use everyday. Click to dial from Outlook, screen pop your business application system, see your team's presence and easily transfer calls all from your desktop.

PHONE-LiNK integrates telephony into your desktop and your business processes making call control just a mouse click away.

PHONE-LiNK License

PHONE-LiNK Standard

PHONE-LiNK Standard is the entry level version of PHONE-LiNK and provides an extensive range of features at a very cost-effective price point. Features include call control, click-to-dial, call history, real time presence and availability, instant messaging and custom events.

Includes:
• Basic Call Control
• Presence
• Address Book
• Instant Messaging
• Click to Dial

PHONE-LiNK Standard Plus

PHONE-LiNK Standard Plus provides the same functionality as "Standard", with the addition of integration with Outlook, Lotus Notes and Google Contacts.

Includes:
• Call Control
• Presence
• Address Book
• Instant Messaging
• Click to Dial
• Integration with MS Outlook, Lotus Notes and Google Contacts.

PHONE-LiNK CRM

PHONE-LiNK CRM is the top-level license and includes all the features of the "Standard Plus" license plus integration to a large range of additional Standard integrations.

Includes:
• Call Control
• Presence
• Address Book
• Instant Messaging
• Click to Dial
• Integration with range of supported CRM applications

PHONE-LiNK Standard Plus and PHONE-LiNK CRM are also available for Mac computers.

PHONE-LiNK Operator

PHONE-LiNK Operator is a fully featured PC-based operator console intuitively enabling the user to effectively distribute calls across a single or multiple sites.

• View all waiting calls and answer in any order*

• Use the wallboard-type view to check if co-workers are available to take a call, are already on a call, are set as DND or if call forward has been set

• Use a preferred mode of operation from mouse or keyboard or use the special touch-screen mode

• Set up personal extension tabs and configure Operator to present the tab when a call to a selected DDI/DID number is received

• Add custom greetings/scripts for multiple tenants

PHONE-LiNK Operator supports all of the integrations supported by PHONE-LiNK CRM.

* dependent upon configuration of the telephone system
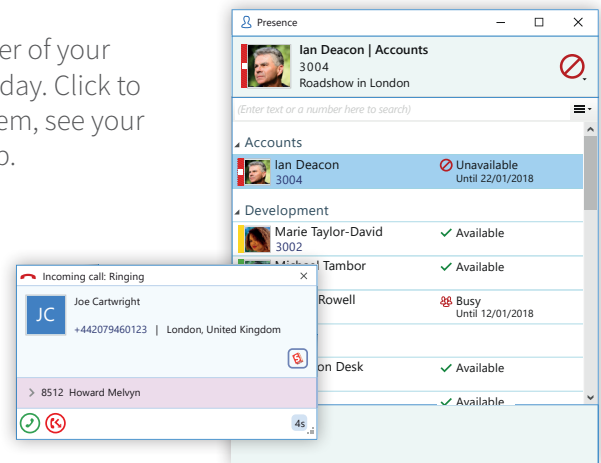
Click-to-dial

All PC license types of PHONE-LiNK ship with an extensive range of click-to-dial features including:

Web page dialing

PHONE-LiNK supports two separate ways of dialing from web pages. Web pages can be scanned for valid telephone numbers and, when found, they are turned into hyperlinks to make dialing easy. Also, PHONE-LiNK can be configured to provide dialling directly from many web-based business applications packages.
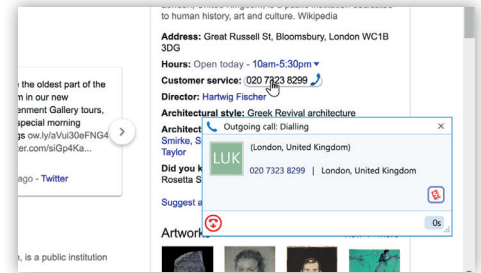
Clipboard dialing

Each time you copy a valid telephone number to the clipboard, a windows notification will appear which, when clicked, will dial the number.
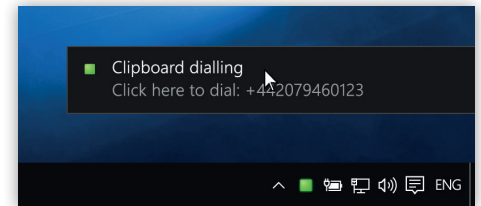
Bespoke dialing

PHONE-LiNK allows developers to add dialing support directly from their applications. Instructions are provided within the software.

Alternatively, PHONE-LiNK can often be configured to work with existing applications to save any development work. See "Application dialing" for more details.
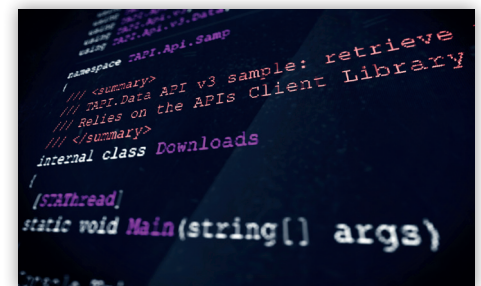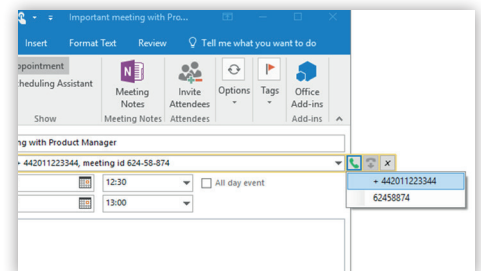
Application dialing

PHONE-LiNK can be trained to recognize telephone number fields in the business application and present a button to dial the number.
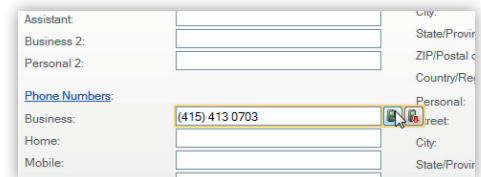
Focus dialing

Focus dialing will automatically detect fields that contain dial-able numbers and will present a click-to-dial option to the right of the field. If the application field contains more than one potential telephone number, a drop-down is displayed when you hover over the click-to-dial icon, allowing you to select which number to dial.

TAPI dialing

The Standard, Standard Plus and CRM clients also include a "dial only" TAPI driver enabling click-to-dial from TAPI compatible business applications. Note: if full TAPI compatibility is required, the standalone TAPI driver is required.
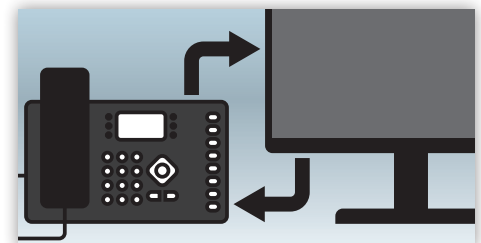
Dialing from Skype for Business

In Skype for Business, clicking on the new "call using desk phone" option will interrogate that user's Skype for Business contact card and present all of the phone numbers contained within it.
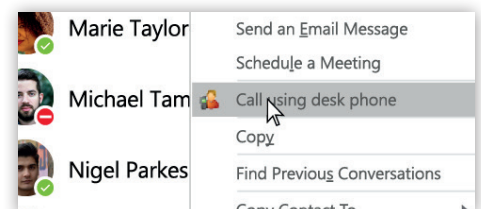
Integration information

Typical integration features*

- 🔍 Contact searching
- 📇 Contact popping
- 👤 Caller preview
- ↺ Activity logging
- ☝ Cick-to-dial

* go to https://apps.phone-link.co.uk/crm-integrations/ to check supported features for each integration

Types of integration

Integrations are divided into three types:

- Standard
- Controlled
- TAPI

Standard integrations

Standard integrations are available by default within PHONE-LiNK and installation can be completed by the reseller / end user using the provided add-in guide where applicable. Standard integrations use open APIs or benefit from partner agreements with the application developer and it is expected that support for future release will be maintained.

Controlled integrations

Controlled integrations have typically been provided on a customer project basis and either a limited agreement or no agreement is maintained with the application developer and support for future versions might not be available. The integration add-in is not available by default within the PHONE-LiNK client and must be enabled by the PHONE-LiNK developer at the time of installation.

TAPI integrations

The method provides a TAPI driver that can connect to TAPI compliant** application. With TAPI integration, the driver simply provides call information to the business application and it is the business application that provides the integration features.

PHONE-LiNK also have partner arrangements with a number of Application developers providing integration using TAPI.

A full list of supported applications can be found at:

https://apps.phone-link.co.uk/crm-integrations/

Other databases can be supported on a custom basis. Please contact PHONE-LiNK or your local representative for further information.

STANDARD ADDINS	STANDARD (PC)	STANDARD PLUS (PC)	CRM (PC)	STANDARD PLUS (Mac)	CRM (Mac)	OPERATOR (PC)
1-2-Access Limited ServiceMax	✗	✗	✓	✗	✗	✓
ACA Systems WinSIMS	✗	✗	✓	✗	✗	✓
Act!	✗	✗	✓	✗	✗	✓
Autotask	✗	✗	✓	✗	✗	✓
Carerix	✗	✗	✓	✗	✗	✓
ConnectWise Manage	✗	✗	✓	✗	✗	✓
ConnectWise PSA	✗	✗	✓	✗	✗	✓
CPL Software RPM	✗	✗	✓	✗	✗	✓
DATEV	✗	✗	✓	✗	✗	✓
Dezrez One/PM	✗	✗	✓	✗	✗	✓
Dezrez Rezi	✗	✗	✓	✗	✗	✓
eGroupware	✗	✗	✓	✗	✗	✓
Estates IT Ltd PCHomes	✗	✗	✓	✗	✗	✓
GoldMine	✗	✗	✓	✗	✗	✓
Google Contacts	✗	✓	✓	✗	✓	✓
IBM/Lotus Notes	✗	✓	✓	✗	✗	✓
Infor CRM	✗	✗	✓	✗	✗	✓
LDAP	✗	✗	✓	✗	✗	✓
Logical Office	✗	✗	✓	✗	✗	✓
Max-Immo	✗	✗	✓	✗	✗	✓
Maximizer	✗	✗	✗	✗	✗	✓
Maximizer CRM Web Access	✗	✗	✓	✗	✗	✓
Microsoft Access	✗	✗	✓	✗	✗	✓
Microsoft Dynamics CRM	✗	✗	✓	✗	✗	✓
Microsoft Dynamics NAV	✗	✗	✓	✗	✗	✓
Microsoft Outlook (32bit)	✗	✓	✓	✗	✗	✓
Microsoft Outlook (64bit)	✗	✓	✓	✗	✗	✓
Netsuite	✗	✗	✓	✗	✗	✓
ODBC	✗	✗	✓	✗	✗	✓
OSX Contacts	✗	✗	✗	✓	✓	✗
Perfectview CRM	✗	✗	✓	✗	✗	✓
Sage 50 Accounts (UK)	✗	✗	✓	✗	✗	✓
Sage 50 Complete Accounting (US)	✗	✗	✓	✗	✗	✓
Sage CRM	✗	✗	✓	✗	✗	✓
Salesforce CRM	✗	✗	✓	✗	✓	✓
SalesLogix	✗	✗	✓	✗	✗	✓
Salpo CRM	✗	✗	✓	✗	✗	✓
Sugar CRM	✗	✗	✓	✗	✓	✓
SuperOffice CRM	✗	✗	✓	✗	✗	✓
Teamleader	✗	✗	✓	✗	✗	✓
TechMan	✗	✗	✓	✗	✗	✓
Titan	✗	✗	✓	✗	✗	✓
vTiger	✗	✗	✓	✗	✗	✓
Web CRM	✗	✗	✓	✗	✗	✓
Workbooks	✗	✗	✓	✗	✗	✓
Zendesk	✗	✗	✓	✗	✗	✓
Zoho CRM	✗	✗	✓	✗	✓	✓
Zoho (PhoneBridge)	✗	✗	✓	✗	✗	✓

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