



A review of the industry's leading solutions

Depending on your technical and business requirements, the right solution will vary. If you have questions or would like more information, let us know. We understand and implement each of these solutions and would be more than happy to help you figure out which one would best fit your organization.

	CUPC	MOC	interAct
A 3rd Party Call Control of your Cisco Phone	☺	☺	☺
B Basic Search and Click to Dial from Active Directory	☺	☺	☺
C Basic Search and Click to Dial from MS Outlook	☺	☺	☺
D Presence and Chat - Internal	☺	☺	☺
E Presence and Chat - External Federations		☺	☺
F Unity VM Playback	☺		
G Enhanced Cisco Call History	☺		☺
H Enhanced Search and Click to Dial from Lotus Notes			☺
I Phone Books and Personal \ System Speed Dials			☺
J Enhanced Search and Click to Dial from Active Directory			☺
K CRM Integration (salesforce.com, NetSuite, MS CRM, Saleslogix, ACT!, Goldmine, ...)			☺
L Screen Pop Automation (Contact, Call Activity)			☺
M Call Recording Integration			☺
N IPCC Express Integration for Inbound Processing			☺