

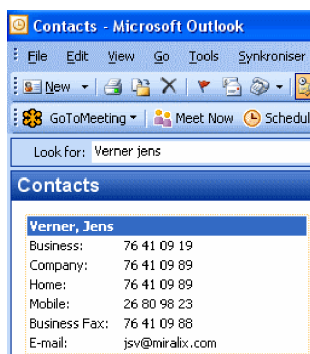


Miralix TAPI Client

Dial directly from Microsoft Outlook (Contacts) or from other TAPI supported systems. Miralix TAPI Client is used as be the link between TAPI supported CRM (Customer Relationship Management) systems and PBX or IP-PBX solutions.

Miralix TAPI Client makes it possible to dial up from systems that support TAPI 2.0 or newer i.e. Microsoft Outlook, CRM and ERP. For example Microsoft Outlook has a build-in functionality which makes it possible, via the Miralix T API Client, to make a direct call to one of the contacts in Outlook without dialling the number on the phone.

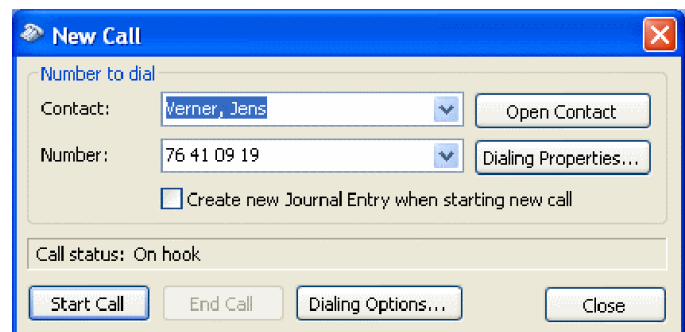
Select a contact



Click this button



Select the number and press “Start Call”



Miralix TAPI Client can identify incoming A-numbers. Therefore a TAPI supported CRM system has the ability to use the A-number identification to display information related to the A-number on a PC screen. If it is supported the user will be able to make outgoing calls directly from the TAPI supported system as well.

Miralix TAPI Client can be used in a pure mobile/GSM solution as well, provided that the user has a Miralix MobileOperator and a mobile phone connected to the PC.

Miralix TAPI Client makes it possible:

- To dial up via Microsoft Outlook (Contacts)
- To make calls from programs/systems that supports TAPI
- To use a TAPI supported application with a PBX (NEC Philips 2000IPS, NEC Philips iS3000, Alcatel OmniPCX Enterprise, Alcatel OmniPBX Office or Miralix MobileOperator)
- To Identify the incoming calls in i.e. CRM systems

Read also about:

- **Miralix PhoneMonitor:** PC Client that show status on the extensions
- **Miralix OfficeOperator:** PC switchboard with Email- & Calendar integration and database

What is TAPI?

TAPI stands for *Telephony Application Programming Interface* and makes you able to perform the most common telephone services from a Windows PC and a PBX/IP-PBX. TAPI is the result of a joint development between Intel and Microsoft. TAPI works via the company's IP network and through the company's analogue-, digital- or/and IP-telephony.

... IT'S THAT EASY ...

PAGE 1 of 1