

# Turn your PC into a high performance telephone with **SwyxIt!**

Think of the amount of time you spend looking up your contacts in a database or Microsoft® Outlook® etc. and then dialling their number from your phone. Do you often end up transferring calls to colleagues who are unavailable or out of the office? And what happens when you are out of the office or away from your desk? Does your desk phone just ring and ring because the sequence of telephone keys for forwarding your calls to the right destination was too complex?

Wouldn't it be so much easier if you could look up your contacts and then simply click a button on your PC or laptop to dial the number? Wouldn't you like to

know who within your business location is available or already on the telephone so you don't waste time calling someone who isn't available to talk? And when you are planning to be out of the office or away from your desk, wouldn't it be great if you could click a few buttons on your PC/laptop and easily forward your calls exactly the way you want to forward them?

All of this can be achieved with the SwyxIt! softphone - a powerful yet easy to use graphical based client application which, together with SwyxServer on your company's network, enables you to add high performance telephony to your PC or laptop.

## Key benefits of **SwyxIt!**

- Your phone to use how you want:
  - a completely tailor-made user interface (skin) can be easily configured and customised by the user
  - total choice so the user can decide on handset, headset or desk phone depending on their requirements
- Ensure calls never go unanswered so you don't lose new business or reduce client satisfaction
- Save time by dialling numbers directly from Microsoft® Windows®, Outlook®/CRM and Lotus Notes
- Ensure that even when you are not available to take a call, your caller is seamlessly re-directed to the next best option.
- Users who frequently have to transfer calls, such as receptionists, can choose a skin/interface that shows many speed dial options while users who are frequently taking calls rather than making them may choose a more compact skin/interface. All templates are included with the SwyxIt! client so it is not necessary to purchase different software variants.

## How does SwyxIt! work?

SwyxIt! provides you with performance and functions to help you carry out simple and sophisticated telephony tasks in your company significantly more easily, than with traditional telephone systems. Quickly and precisely SwyxIt! offers many functions that perfectly integrate the phone with the PC world, providing critical telephony functions such as redial, call forwarding, transfer, hold and conference via a graphical user interface..

With SwyxIt! you can easily set up your own speed dials for internal and external calls making it even quicker to connect to frequently called colleagues, prospects, customers or suppliers without having to worry about misdialling. And, because of the level of integration with Microsoft® Outlook®, you will see details of your contacts 'pop up' on your screen when they call you.

If parties of 3 or more need to have a quick discussion to make some mutually agreeable arrangements or settle a dispute, the SwyxIt! conference function button enables this to happen effortlessly. And SwyxIt! doesn't stop there. Users can choose to share their desktop to enable greater collaboration and quicker resolution of queries when on a call.

In addition, the SwyxIt client gives you access to a powerful call routing tool – the Call Routing Manager – which allows you to automatically redirect calls to a number of your choice whenever you cannot take a call. It is even sophisticated enough to configure call redirections based on your availability as listed in your Microsoft® Outlook® Calendar. Calls can be redirected to your mobile phone or to another employee or department or to a recorded message.

## Features of SwyxIt!

- Individual graphical user interfaces (skins)
  - Volume slider on skin<sup>1</sup>
  - Redial
  - Call forwarding, hold, transfer
  - Conferencing
  - Caller lists
  - Online phone book, personal and global phonebooks
  - Recording of calls and conferences
  - Voicemail
  - Integration with Microsoft® Outlook® and IBM Lotus Notes
  - Intelligent call management with Call Routing Manager
  - Visibility of availability of speed dial contacts and phone book contacts
  - Voice compression
  - Application Sharing
  - Caller dependent ringing sounds with any WAV file
  - Export of call recordings
  - Extended My Callback Requests Dialog, Extended Recorded Conversations List
  - Plug & play / Hot plug of Swyx USB audio devices (Handset P250, ...), enhanced Sound Wizard for unknown devices
  - Polyphonic ringing sounds (mp3, wma, ...)
- Not available in conjunction with SwyxPhone

### System Requirements

Microsoft® Windows® 2000 or XP Professional, CPU: Pentium II 800 MHz or comparable processor, Memory: 512 MB, Hard disk: 25 MB, Audio device: SwyxIt! Handset/Headset with connection to USB port/soundcard or SwyxPhone with Option Pack 'CTI for SwyxPhone'