



The **Contact Kit** is a useful addition to Microsoft Skype for Business designed to produce profit from valuable contact information.

It allows efficient communication, thereby increasing customer and staff satisfaction.

Contact Kit

Customized Business Process Integration for Microsoft Skype for Business

Use Information

The integration of your key contact and client data saves time and makes recurrent tasks more efficient. „Recognition“ of the caller before the call is even accepted makes your customer service more professional and your customers more satisfied.

Contact Kit (MetaDirectory)

The Contact Kit integrates Microsoft Skype for Business with existing company contact data sources such as CRM, ERP, support or specialist applications. It prepares this business-critical information in an automated manner and provides it in a central location for use with Skype for Business. Thanks to an intelligent set of rules, calling numbers are standardized, for example, so that high-performance searches are possible even with large databases.

Contact Kit (Search Interceptor)

Search for all your clients and contacts directly in Skype for Business Client. You have access to your contact data whenever and wherever. Skype for Business Toast can also access all linked data sources for calling number resolution.

Optimize Processes

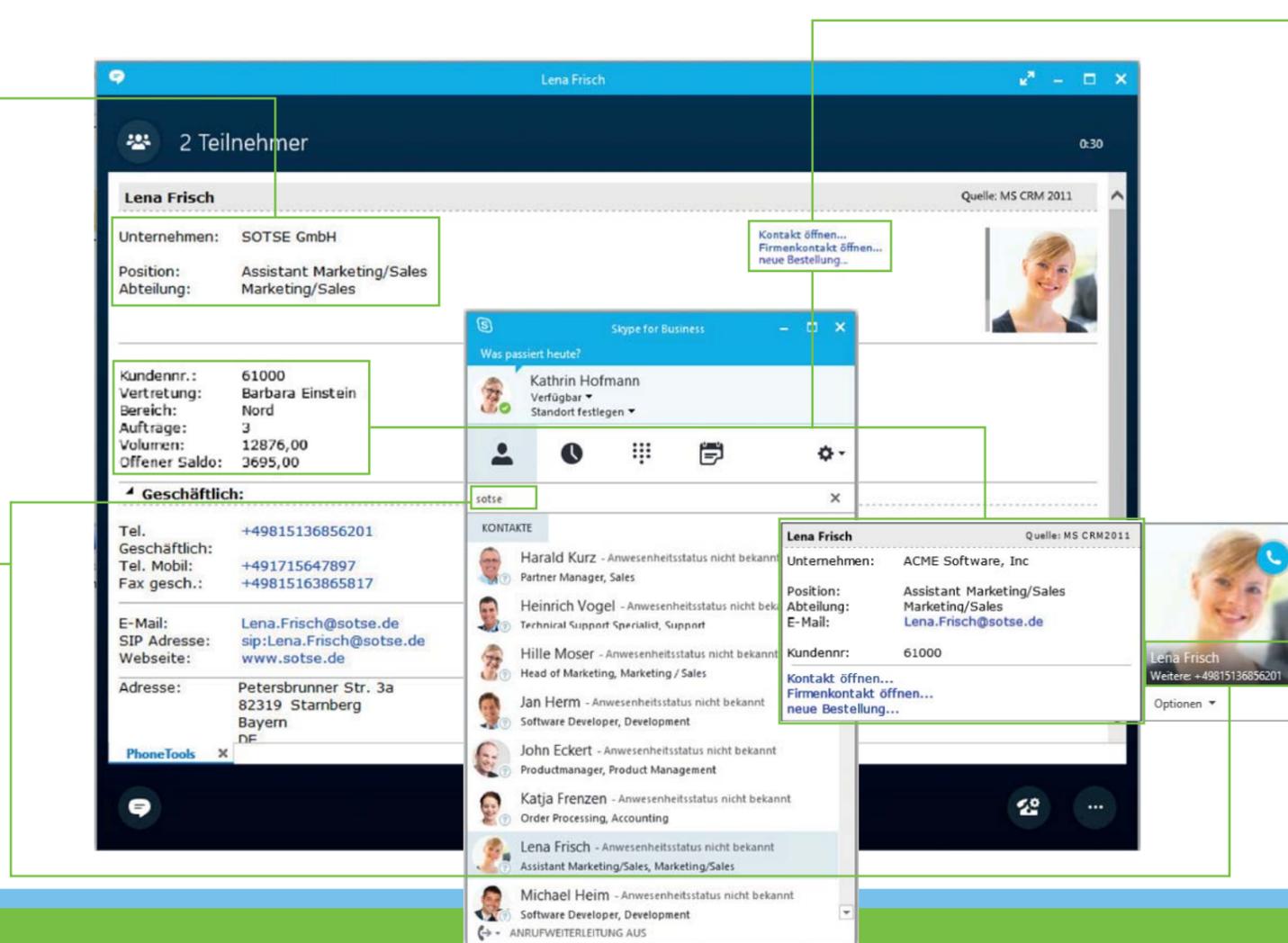
We not only integrate the contact data into Microsoft Skype for Business, but our Contact Kit also offers the adaptable toast and call window add-ons that form the basis of the professional integration of Skype for Business into the company's business processes.

Contact Kit (PhoneTools)

PhoneTools from estos are innovative telephone „helpers“ that have been developed especially for Microsoft Skype for Business and which can be administered professionally using group guidelines. Trigger a call from any application, e-mail or website with just a press of a key. The integrated hotkey dialing function saves you from time-consuming typing on your telephone.

The Contact Kit for Skype for Business also provides a client-side proxy TSP which supports outgoing TAPI dialing and therefore the dialing interfaces of many ERP / CRM systems.

See who is calling even before you accept the call. Contact Kit searches all of your linked data sources. As is already the case with Skype for Business Toast, the call window is supplemented with all of the contact information from your linked data sources and can be customized to suit the needs of the individual employee. The addition of buttons allows other process steps to be initiated in other applications.



Bring your key client data from all kinds of data sources (e.g. ERP, CRM, Excel file) together in a central location. All of the key information about a business partner is therefore available directly in your Microsoft Skype for Business Client. Turn data into valuable contact information.



Profit from the integration of your valuable contact data from ERP / CRM systems, for example, directly into Microsoft Skype for Business, optimize your processes and improve your client and employee satisfaction. The Contact Kit for Skype for Business - your route to the ideal communication process.

MetaDirectory

PC server hardware

PC with 1 GHz clock frequency
1 GB RAM
1 GB of free hard disk space

PC server software

Windows 7, Windows 8, Windows 8.1, Windows Server 2008 / 2008 R2 / 2012 / 2012 R2
Supports 32 and 64-bit Microsoft Windows systems
Licenses for MetaDirectory 3.5

SearchInterceptor

SearchInterceptor must be installed on the Microsoft Skype for BusinessLync's front-end servers.

The following are supported:

Microsoft Lync Server 2010
Microsoft Lync Server 2013
Microsoft Skype for Business 2015

PhoneTools

The PhoneTools form the client components of the Contact Kit for Skype for Business and support:

Microsoft Lync Client 2010
Microsoft Lync Client 2013
Microsoft Skype for Business Client 2015
Microsoft Skype for Business Client 2016

They can be installed on the following operating systems:

Windows 7 (32/64Bit)
Windows 8 (32/64Bit)
Windows 8.1 (32/64Bit)
Windows 10 (32/64Bit)
Windows Server 2008 / 2008 R2 / 2012 / 2012 R2

Trial

45 days without registration

Presented by

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