

The **Contact Kit for Lync** is a useful addition to Microsoft Lync 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 Lync

# Use Information

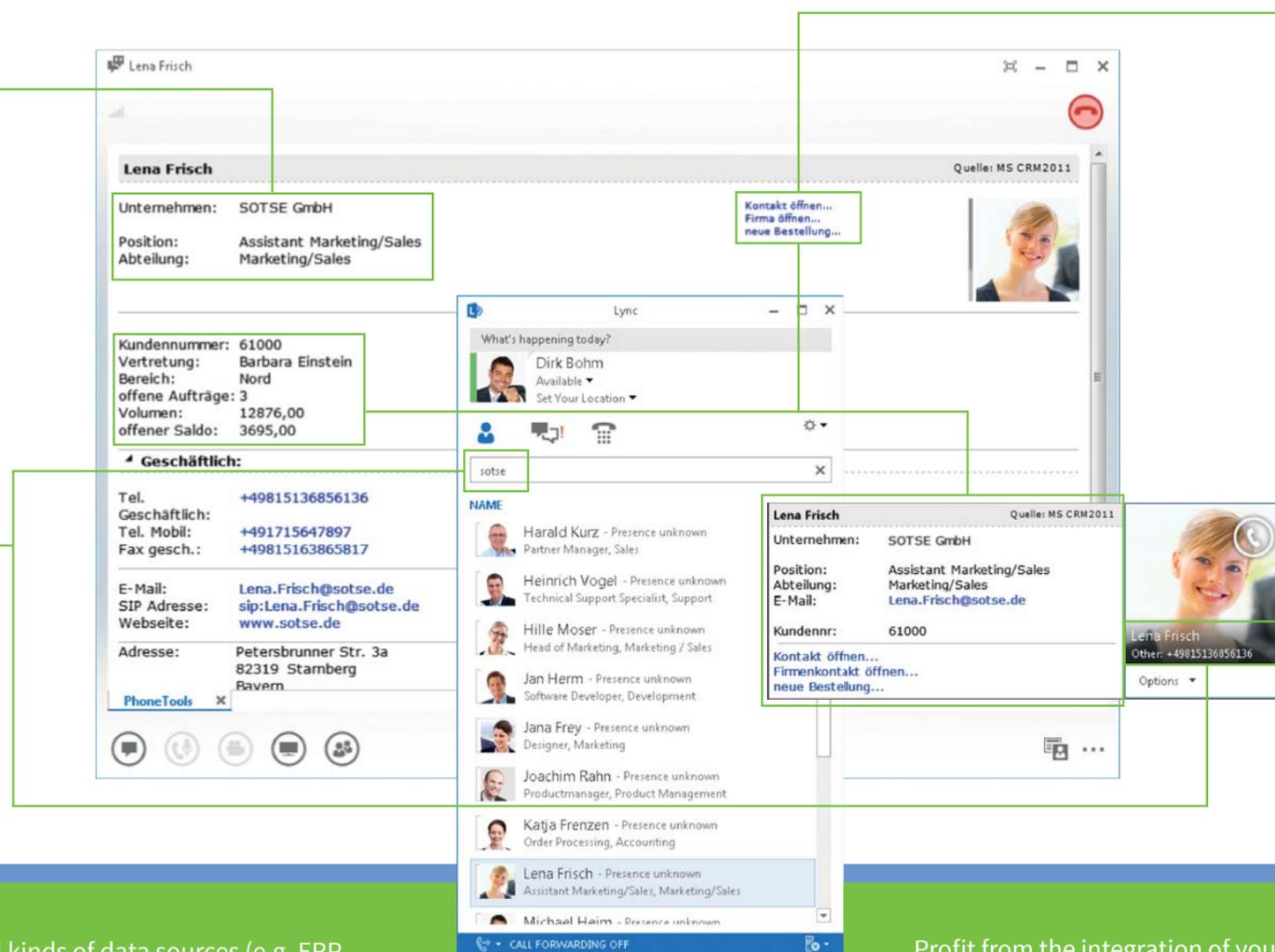
The integration of your key contact and client data saves time and makes recurrent tasks more efficient. „Recognition“ of the caller before the call is even accepted makes your customer service more professional and your customers more satisfied.

## Contact Kit (MetaDirectory)

The Contact Kit integrates Microsoft Lync 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 Lync. 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 Lync Client. Whether it be a desktop client or in Lync's native apps, you have access to your contact data whenever and wherever. Lync Toast can also access all linked data sources for calling number resolution.



## Contact Kit (PhoneTools)

PhoneTools from estos are innovative telephone „helpers“ that have been developed especially for Microsoft Lync 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 Lync 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 Lync 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 Lync Client. Turn data into valuable contact information.

# Optimize Processes

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

Profit from the integration of your valuable contact data from ERP / CRM systems, for example, directly into Microsoft Lync, optimize your processes and improve your client and employee satisfaction. The Contact Kit for Lync - 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

Microsoft Windows XP, Vista, Windows 7 or Windows Server Version 2003 SP2 or later  
Supports 32 and 64-bit Microsoft Windows systems  
Licenses for MetaDirectory 3.5

## SearchInterceptor

SearchInterceptor must be installed on the Microsoft Lync's front-end servers.

The following are supported:

Microsoft Lync Server 2010  
Microsoft Lync Server 2013

## PhoneTools

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

Microsoft Lync Client 2010  
Microsoft Lync Client 2013

They can be installed on the following operating systems:

Windows Vista (32/64Bit) Windows 7 (32/64Bit) Windows 8 (32/64Bit)

**Trial**  
45 days without registration

Presented by

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