

## CTI Link

CTI Link is a great feature which can increase your company's productivity greatly. Computer Telephony Integration (CTI) is about bridging the gap between the telephone system and business applications. On IP Office, this is achieved by use of the IP Office CTI Link; full-featured, open-standards based CTI middleware product and Software Developers Kit.

Computer telephony integration (CTI) delivered through the IP Office CTI Link Lite enables even greater convenience and efficiency, and includes screen pop-ups of pertinent customer information and rapid integration with third-party productivity applications such as Microsoft Outlook.

IP Office CTI link is a full-featured Computer Telephony Integration link, providing Microsoft TAPI, and gives the ability to screen-pop a contact's information to an agent when the call is answered or when it rings. There is no charge for the lite version, which enables screen-popping for as many agents as you may require.

On IP Office, CTI is delivered through adherence to open standards. This gives customers access to a wide range of third-party solutions, addressing vertical markets, and designed to meet their requirements. For developers, migrating their offering from other platforms to IP Office is quick and easy, and the advanced CTI features IP Office offers makes it easy to demonstrate full and complete integration, along with the resulting business benefits.

### IP400 CTI RFA (171988)

IP400 CTI RFA enables CTI link pro functionality (TAPILink Pro and DevLink Pro).

### IP Office SDK CD (700188873)

The IP Office SDK CD is a CD ROM containing the IP Office CTI software developing kit, including software development manuals.  
A license key required to enable CTI link functionality.