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## <u>NETBAMA.COM</u>

## Call Control from your Desktop

# MyCalls Desktop Lite

A compact version of MyCalls Desktop, users can enjoy call control from the desktop with contact screen-popping functionality.

The versatile MyCalls Desktop Lite provides three key benefits: faster call handling, increasing productivity and enhancing customer service levels. This is achieved by:

- > Standard Call Control Basic and more advanced telephone functions can be controlled quickly and easily from a toolbar on the desktop using simple "click and go" commands.
- > Free Dialling Highlight telephone numbers in any application & simply click to dial.
- Individual Action Screens Users can customise the desktop with a range of functions including speed dials;
  BLF views of selected extensions.





### At a Glance

- > Compact version of MyCalls Desktop
- > Standard call control features
- > Simple operator functions
- > Free dialling in any application
- > Phone book
- > 10 Programmable DSS Keys
- > Personal call handling statistics
- > Hot desk support
- > Screen-popping (Microsoft® Outlook only)
- > IM (Instant Messaging)





#### Call Control - Basic (above)

Dial; Answer; Hang-Up; Transfer; Hold & Recall

#### **Free Dialling**

Click and dial in any application

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#### Call Log (above)

Inbound / Outbound call lists with free dial function

#### System & Personal Phone Book

User-compiled personal contact lists with import function from other databases.

#### Hot Desk Support

User log-in offers authorised access from different work stations



#### 10 Configurable Action Buttons (above)

- Speed dials
- Extension status including Busy Lamp Field (BLF) views

#### **Database Supported with Screenpop**

EMEA (Europe, Middle East, Africa)

NEC Enterprise Solutions www.nec-enterprise.com

Standard: Microsoft® Outlook XP 2003 - 2013

#### **Call Recording**

MyCalls Desktop Lite can be fully integrated with MyCalls Call Recorder. This includes the Stop / Start recording feature ideal for PCI compliancy when taking credit card orders over the phone.

#### **Upgrade Options**

This application can be seamlessly upgraded to MyCalls Desktop.

#### System Requirements

MyCalls Desktop Lite is designed as a standalone application to run on NEC SV9100 telephone systems. It can be used in conjunction with all versions of MyCalls - Basic; Call Manager. A PC is required to act as a server.

#### Feature Comparison

	MyCalls Desktop	MyCalls Desktop Lite
Call Control / Productivity Features		
Answer, Hangup, Transfer, Hold, Recall, Dial	1	1
Call History	1	1
Call Playback	1	×
IM (Instant Messaging)	1	1
Quick Dial / Clipboard Dialling	1	1
System Address Book Synced to PBX	1	1
Personal Address Book	1	1
Action Buttons - BLF Buttons / Speed Dial Buttons	1	✓*
Action Buttons - Services Codes (Day / Night Mde / Page / Redirect to Voicemail)	1	×
Action Buttons - Run Shortcuts	1	×
Park / Unpark / DND / Forward / Conference / Camp On	1	×
Barge-in / Call Pickup	1	×
Unreturned Calls	1	×
MyCalls Call Recorder Stop/Start Integration	1	1
Screen-pop Features:		
MyCalls Address Books	1	1
Microsoft® Outlook XP, 2003 - 2013	1	1
Act! 2005 - 2014	1	×
Salesforce	1	×
Microsoft® CRM 4, 2011, 2013	1	×
Goldmine 6.7 - 9	1	×
Maximiser 9.5 - 10.5	1	×
Sage Line 50 - 2006 - 2014 (using ODBC)	1	×

For further information please contact NEC EMEA or:

