

nixTM

CONNECT



FROM



BRIDGE THE GAP BETWEEN YOUR CUSTOMERS AND YOUR BUSINESS SYSTEMS WITH NIX CONNECT.

ABOUT NIX CONNECT

NIX Connect is a powerful, unified communication software suite. It allows users a level of integration, communication and collaboration with their PBX, other phone system users, and the organisation's internal business systems.

- Improve the quality and professionalism of your call handling and the caller's experience
- Increase the productivity and collaboration of your phone system's users
- Reduce the time and costs involved with making and receiving large volumes of calls
- Realise the full potential of your Telephone System

HOW DOES NIX CONNECT WORK?



APPLICATION INTEGRATION

LYNC/SKYPE FOR BUSINESS INTEGRATION

For Microsoft Lync users, NIX Connect will update the status of the user's Lync client to "In a call" when their handset goes busy or allow a call to be made from their handset directly from the Lync Window.

STANDARD INTEGRATION

NIX Connect is a powerful business productivity CTI tool that allows businesses to benefit by providing an easy and affordable way to link their CRM database application with their PBX. A common set of integration features including Caller Preview, Contact Popping, Click to Call and Address Book search are provided with all standard applications.

VERTICAL INTEGRATION

NIX Connect provides custom integration services enabling integration with vertical specific or other applications.

Please contact us for more information.

NIX CONNECT STANDARD INTEGRATIONS

- ACT!
- Connectwise
- eGroupware
- Address Book
- Goldmine
- Google Contacts
- IBM Notes
- LDAP
- Maximiser
- Microsoft Access

- Microsoft Dynamics CRM
- Microsoft Dynamics NAV
- Microsoft Outlook
- National Directories
- NetSuite
- ODBC
- Sage 50 Accounts
- Sage 50 Complete Accounting
- Sage CRM
- Salesforce

- SalesLogix
- Sugar CRM
- SuperOffice CRM
- vTiger
- Xing
- Zoho CRM

For more information, please call 0844 318 5000 or visit: www.nixcommunications.co.uk/contact

NIX CONNECT MAIN FEATURES



Now with new features for version 2.5:

- Preferred device setting
- Presence window – “Combined view”
- All-device caller Preview window
- Increased number of Availability states
- Automatic Availability-based actions
- Automatic update of Availability
- Tray menu icons updated
- Lync - Call from deskphone
- Dockable Presence window
- Transfer to Address Book results
- Busylight support
- Preview window screen re-positioning
- Email from Presence window
- Transfer to groups
- Online help

NIX CONNECT WIDE RANGE OF FEATURES INCLUDE:

- Dialing
- Popping
- Preview Window
- Address Book
- Call History
- Presence
- Messaging

FEATURE SUMMARY

CALL CONTROL

Without needing to touch their handset, a NIX Connect user has access to a full range of control over inbound and outbound calls, including dialing, answering, transfer, consult and hang-up.

CALLER PREVIEW

For both inbound and outbound calls, if a match for the caller is found within an integrated application, the caller's summary details are displayed on screen. This allows the NIX Connect user to see who is calling them before they answer the call.

CONTACT POPPING

If a caller is located in an integrated application, their full details can be quickly “popped” on screen.

ADDRESS BOOK

Details of a new caller can be easily saved in the Address Book. Both the Address Book and integrated application contacts can be searched and the results can be dialed.

RECENT AND HISTORY LISTS

Users can quickly view a list of the most recent numbers that they have dialed, or a fuller history list of all inbound and outbound calls. Any telephone number in these lists can be re-dialed with a simple click.

REAL-TIME PRESENCE

The Presence screen allows users to check the busy status of their colleagues' extension. This feature greatly improves co-ordination and collaboration between users.

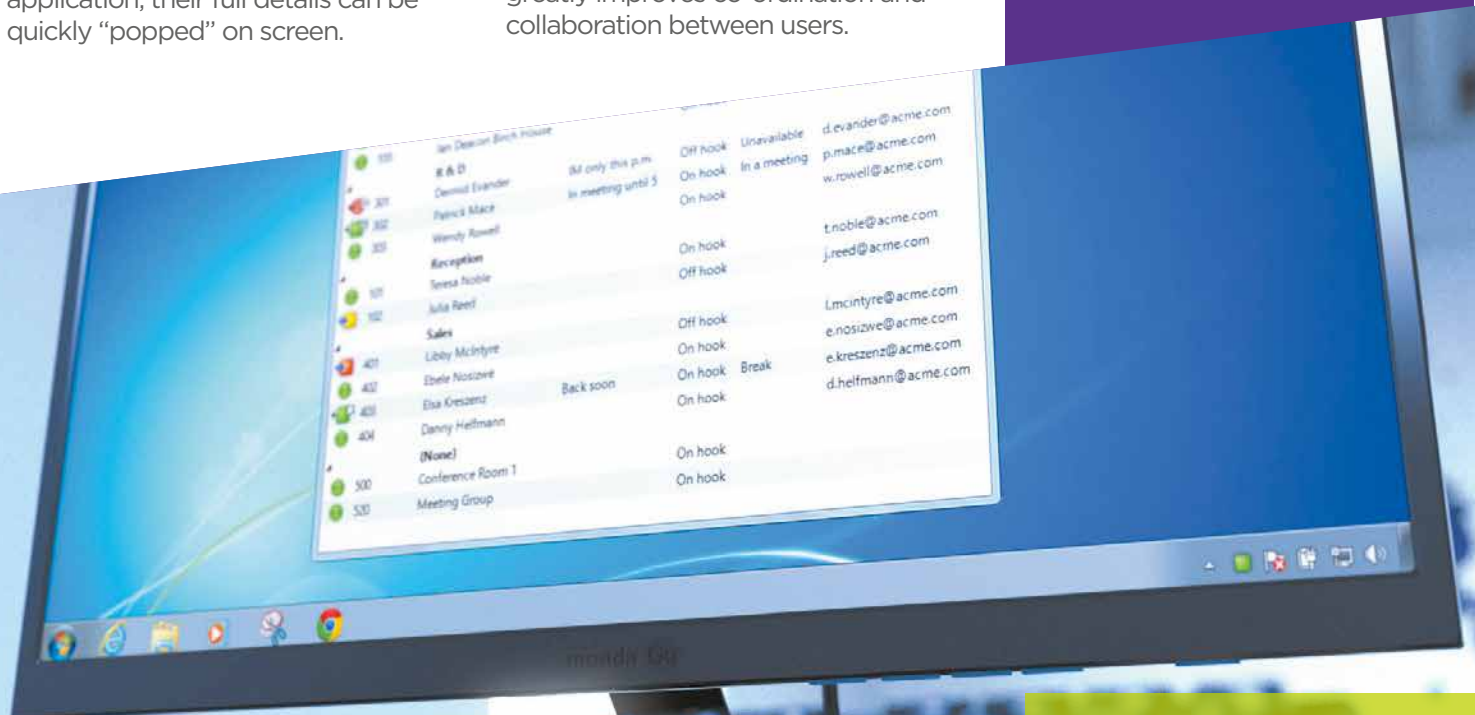
PRODUCT SUITE

The NIX Connect desktop client comes in three versions: “Express”, “Extra” and “Fusion”.

All versions offer the full call control functions, call history, contact searching/popping, extension presence, as well as integration with Microsoft Outlook, Lotus Notes, Google Contacts and Places.

NIX Connect Extra is enhanced with Presence window - “Combined view”, Preferred device selection, Availability actions and All-device caller preview features.

NIX Connect Fusion provides integration to many popular CRM applications. A full list of supported applications can be found on the Integration page. Other databases can be supported on a custom basis. Other databases can be supported on a custom basis.



NIX CONNECT PRESENCE SCREEN

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