

Someone who phones a lot needs a solution that supports the task of dialing, avoids mistakes by dialing the phone numbers, collects and saves statistical basic data (day, time, call duration) automatically if a call comes about, and invites the caller to enter further information into ACT!.

DialIT-basic-functions of each edition:

- Calls contacts from the company detail view or company list view
- Speed dialing/direct dialing
- Calls secondary contacts
- Calls from the clipboard
- Customized caller identification
- Popup-window with contact data of incoming calls
- Go back to the last contact after finishing the call
- Internal/external forwarding of numbers
- History-record during a call
- Planning of an activity during a call
- Shows the to-do-list as reminder for calls
- Automatic activity planning/Creation of a history for unanswered calls
- Creation of a call history
- Add unknown phone numbers to existing contacts – with just one mouse click

DialIT Skype

- All Basic-functions
- Dials from Skype
- Calls Skype contacts
- Sends SMS

DialIT TAPI

- All Basic-functions
- Calls through TAPI-drivers

DialIT Skype & TAPI

- All Basic-functions
- All DialIT Skype functions
- All DialIT TAPI functions

DialIT Call Center

- All Basic-functions
- For outgoing calls the user decides which number the called person will see.
- If your telephone switchboard supports the announcement of the caller-ID (not to be mistaken with the announcement of the phone number), incoming calls will be assigned automatically to a group.
- Depending on projects/customers, different e-mails or reports can be sent. The contact/the group decides what document with which sender's address will be send. Requires Exchange.
- Advanced reporting
- Centralized configuration
- Automatic group classification during the call