

NCTI

Flexible, smart and fully integrated with your day-to-day business.



Nearly every company now operates with multiple, isolated communications and IT systems, including ERP and CRM. This results in an overly complex environment where tasks are duplicated, and time is wasted switching between interfaces. A simple way to bring all these systems together is the way forward. This is where Computer Telephony Integration (CTI) comes in.

By bringing together and simplifying disparate systems, CTI helps to reduce overheads and increase efficiency. At the same time, it creates a holistic perspective on customers, which is increasingly important as a way to improve customer service.



Smart and flexible technology integrated into everyday work

NCTI is CTI made by NFON. It complements the functionality of Cloudya – NFON's best ever cloud telephone system – with deeper business process integration, giving businesses and their employees maximum freedom in choosing their communication devices and environments.

With NCTI, an employee can be in their usual working environment and have easy access to all the telephony functions they need.

- › One single interface and view of the customer, automatically updated
- › Availability on-the-go: Employees always connected
- › Unique functional and data integration with a wide range of CRM, ERP and ticketing systems
- › Monthly payment, scale up and down as required. Just pay for what you really need
- › Connected to NFON redundant data centers that are ISO 27001 certified, which guarantees top safety requirements
- › Platform-independent and device-spanning functionality with native clients for macOS, iOS and Android, compatible with hardware phones from multiple vendors

NCTI: A CTI solution for every need

NCTI STANDARD + NCTI PREMIUM

For companies using desk phones that want to extend their functionalities to their computer and integrate information from other software.

NCTI STANDARD – Simplify your business with one communication interface and one centralised view of the customer.

- › Control your desk phone from your workstation computer
- › Screen pop-up provides caller credentials such as name and company
- › Data-read integration with multiple CRM tools and Apple contacts
- › Client based, running from your computer with no need for any server infrastructure

NCTI PREMIUM – Enrich customer communications through personalised and insightful interactions.

- › Chat feature, common address and call history
- › Presence management linked to Outlook calendar
- › Extended TAPI functionalities (inbound and outbound)
- › +300 integrated CRM and ERP systems, additional possible on demand
- › Extended CRM functionalities such as automatic and manual call activity logging

NCTI PRO

For organizations – regardless of size – that have multiple locations and want fully flexible cloud telephony, UC features and deep integration with business processes, accessible from anywhere.

NCTI PRO – Drive business performance by making flexible interactions an integral part of your business DNA.

- › Integrates with softphones, business processes and any cloud-based database/platform
- › Peer-to-peer UC functionalities like chat, screen share and app-based video conferencing
- › Native iOS and Android Apps
- › Updates all connected databases through a core central database (MetaDirectory)
- › Saves time in daily business through functional integration with CRM, ERP or Office 365 business processes

- › Customises to your preferences with a pre-set dashboard window
- › Enables real-time customer service through WebRTC for text, audio and video chats

Optimal synchronization with CRM and business applications.

› Salesforce

Customer information is displayed directly in the call window and the customer can be called with a click. You can transfer notes directly to Salesforce and the solution has a connection to MetaDirectory.

› SAP Business One

Customer information is displayed directly in the call window. The solution also has a connection to a central telephone book.

› Sugar CRM

Leads can be converted directly from the call window. In addition, the user can import notes or record new business matters.

› Microsoft Dynamics

The deep integration with Microsoft Dynamics allows flexible use of the telephony functions and is closely interlinked with many program functions.

› Microsoft Outlook

A deep integration into Microsoft Outlook provides connections to contacts, calendars and presence information. A variety of control and management functions are available for calls.

› DATEV pro

The separate menu item "Telephony" in DATEV makes it possible to start different workflows from one call.

› Zendesk

Customer information can be viewed directly during a call and used for the conversation.

› Zoho CRM

All relevant customer information is available during the phone call.

› Sage

NCTI creates a direct connection between the customer information and the call window stored in the CRM system.