

@COM Central Telephone book

CRM is crucial for organisations in this day and age. Rapid access to the right customer data means that your organisation can perform more efficiently and professionally. The key to CRM is probably still an up-to-date phone number database. With @COM Central Telephone book, you can ensure that you and your employees always have fast access to the right phone details of thousands of business relations.

What is it?

The @COM Central Telephone Book is an LDAP-based phone database. The data can be copied from any phone or application supported by LDAP.

How does it work?

@COM Central Telephone Book enables you to look up stored phone numbers fast and easily and call directly from an LDAP-based telephone directory. The Central Telephone Book consists of internal, external and abbreviated phone numbers, pre-programmed via the web-based Local Management Tool or from your Active Directory. Phone numbers are entered into @COM Central Telephone Book individually or collectively. Data from Microsoft Active Directory or other @COM Business Manager tools can be synchronised with the functionality Central Telephone Book synchronisation and/or Active Directory synchronisation.

In practice

The central telephone book can be accessed by SNOM 300 phones and via the Personal Call Manager.

Synchronisation @COM Central Telephone Book

@COM Central Telephone Book can be synchronised with a Microsoft Active Directory, enabling you to centralise your entire database in @COM Central Telephone Book. The following parts can be synchronised:

- full name
- first name
- surname
- phone number
- e-mail addresses
- mobile phone numbers



Features of @COM Central Telephone Book

- Capacity for up to 50,000 phone numbers
- Look-up function on first name, surname and full name (depending on type of phone)
- Save mobile and landline numbers
- Functions with any LDAP-based phone:
 - Snom phones
 - Aastra Cordless DECT phones
 - CounterPath Bria Softphone
- Integrated in the @COM Personal Call Manager (optional)

