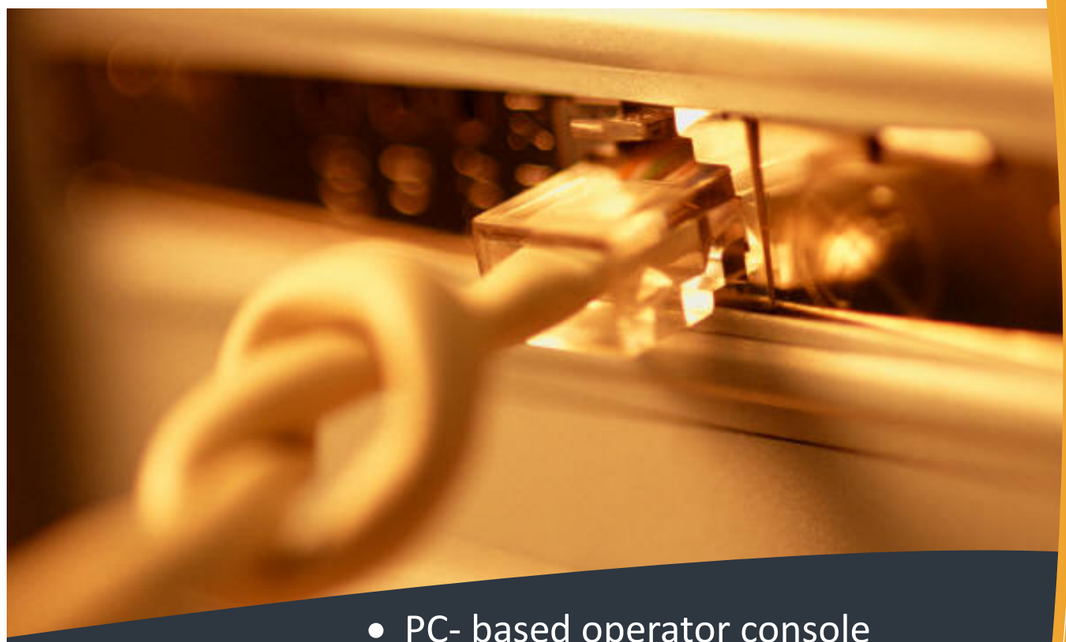
RANDER CTI

SOFTWARE APPLICATION

Computer Telephony Integration
Panasonic & NEC PBXs



- PC- based operator console
- PC- based extension user
- Real time call status
- Mini call centre
- Customer service desk
- In-built database
- Call History
- Incoming call popup screen

Supported By

Unified Communication

Rander

Action View Options Tools Help

Dial

101 Connected

00:11:38

114
Antonio Castillio
Ranat

Our VIP customer

Buttons Contacts Console Calllog

1416

Name	Phone
ISDN service (USI)	2210301
Abash Michael	2963273
USI	061
Castillio Antonio	2280517
Smith John (Atel)	2103601
Fetisov Lev	
Parens Sara (Remoz)	
Kalash Andrew	
Vlasov Fedor (Ranat)	
Cruise Samantha (Perr	
Fetisov Lev (PGPK)	
Maclaren Andrew	
Igor	
Bounce Bill (Treasure I	
Davis Jonathan (Korn)	
Igos (Amatory)	
Johnes Sam	
Sanchous (Microsoft)	

Smith John

Work 210
Mobile 890
Organization Atel
City Perr
Addres Kom

Server

Rander

Action View Options Tools Help

Dial

215 Disconnected

4:26 PM

Buttons Contacts Console Calllog Active Calls

EXT	Phone	Name	Time
200			
201			
202			
203	026222368		00:00:56
204			
205			
206			
207			
208			
209			
211			
212			
213			
214	0505330141		00:00:55

Dial on this EXT
Drop
Redirect
Intrude

CO	EXT	Phone	Name	Time
9001				
9002	214	0505330141		
9003				
9004	026222368	026222368		
9005				
9006				
9007				
9008				
9009				
9010				

Server PBX Conta

Answer Close
Drop

114

Antonio Castillio
Ranat

Our VIP customer

Rander

Action View Options Tools Help

Dial

215 Disconnected

4:35 PM

Buttons Contacts Console Calllog Active Calls

Extensions

200 201 202 211 213 214 215

CO Trunks

CO1 CO2 CO8 CO9

One Touch Dial

Etisalat HO
Dubai Municipality

Dial
Redial
Unhold

Server

Rander

Action View Options Tools Help

Dial

215 Disconnected

4:29 PM

Buttons Contacts Console Calllog Active Calls

Filters Today calls Edit Update

Date/Time	EXT	Phone	Call	Name
7/1/2009 7:30:56 AM	205	2994426206	00:00:35	
7/1/2009 7:39:09 AM	213	055	00:00:22	
7/1/2009 7:40:00 AM	213	055826	00:00:40	
7/1/2009 7:42:41 AM	213	055	00:00:16	
7/1/2009 7:42:57 AM	213	05559	00:00:41	
7/1/2009 7:46:33 AM	202	04267	00:01:44	
7/1/2009 7:57:29 AM	205	33	00:01:00	
7/1/2009 7:58:32 AM	205	33	00:00:07	
7/1/2009 7:58:47 AM	205	CO2	00:00:00	
7/1/2009 7:59:20 AM	200	037222345	00:00:22	
7/1/2009 7:58:53 AM	205	3390000		
7/1/2009 7:59:44 AM	200	0507484005		
7/1/2009 8:00:12 AM	200	203		
7/1/2009 8:00:14 AM	203	0507484005		
7/1/2009 8:01:47 AM	200	CO5		
7/1/2009 8:01:57 AM	200	042297517		
7/1/2009 8:02:01 AM	200	025545585		
7/1/2009 8:02:04 AM	200	037222345		
7/1/2009 8:02:18 AM	200	0509925097		
7/1/2009 8:02:54 AM	200	043331815		
7/1/2009 8:03:08 AM	200	225		
7/1/2009 8:03:10 AM	225	043331815		
7/1/2009 8:03:59 AM	200	0508901974		
7/1/2009 8:05:23 AM	200	026336643		
7/1/2009 8:06:14 AM	200	092233646		

Dial
Add/edit contact
Comments
Find all calls

Server PBX Contacts

Dial

Dial
Type external or internal number here

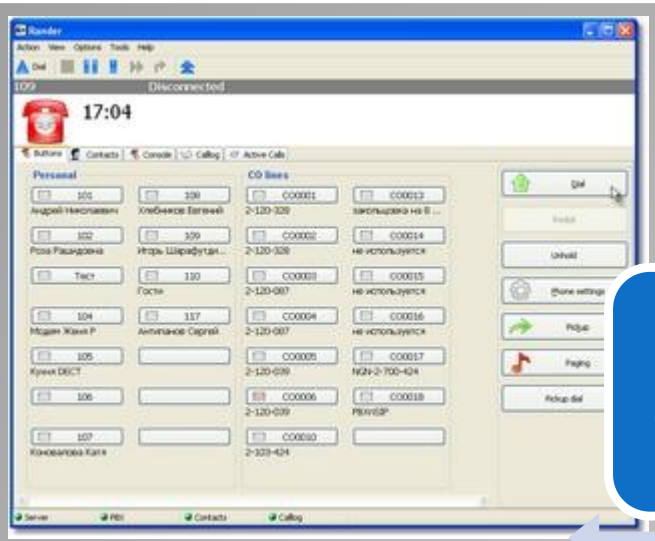
Code 9

Number 045072305

Search

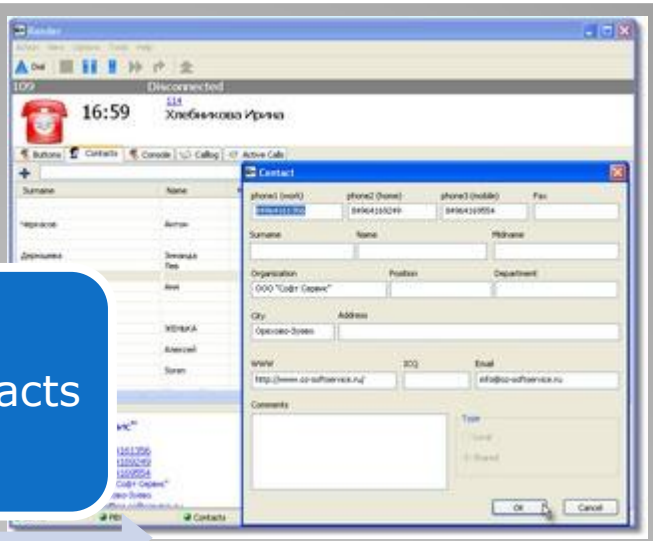
Contacts

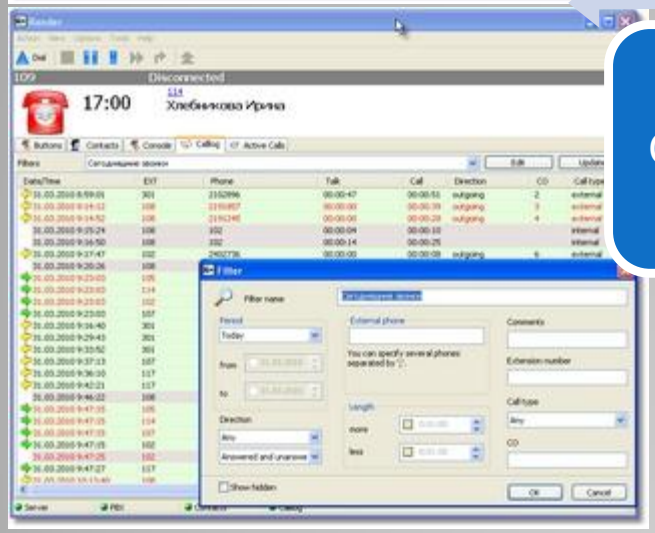
Dial Cancel



Button console

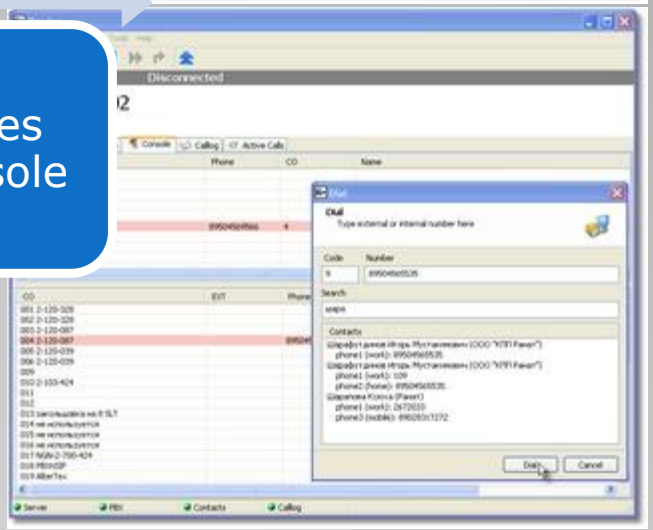
Contacts





Call Log

Lines console



Rander CTI Client

RANDER **CTI** software integrated with NEC & Panasonic PBXs brings together the two main communication tools: the computer and the telephone. With Rander and PBX working together, PC and telephone work as one device. Your company can work far more effectively with Rander as it gives you basic call center functionality. Your employees can handle more calls in the same amount of time and you can provide your customers with even better care. Rander displays real-time PBX call activity, shows customer data on incoming calls, and gives you the ability to track and control all calls. Search name or number from a personal or global database and automatically dialed. Rander maintains call history on extension basis and system wide.

RANDER **CTI** Features

- Rander displays real-time PBX call activity for supervision, management and service betterment.
- You can search phone numbers by names or by numbers from a personal or global database and automatically dial them with a single click.
- Rander shows customer data in case of incoming calls for quick identification. When an incoming call is received, Rander searches the database for the Caller ID number and displays the data about the found number on your PC screen.
- Rander logs all calls made or received system-wide in the database and displays on selected criteria.
- The client-server architecture allows Rander to be used all over the enterprise LAN.
- Rander uses the standard TAPI CTI interface and runs perfectly over the office LAN.

RANDER **CTI** Benefits

- The system can be monitored in real time to ensure the most efficient operation. Deliver better service to your customers.
- Your employees can handle more calls in the same amount of time providing more intensive contact with customers, improving the customers' satisfaction.
- Identify lost calls. You can find all calls including unanswered ones in the call history.
- Eliminate non-business calls. You can even identify them in real time.
- Suitable for companies of any sizes.
- The pop-up window fades in and out without interrupting the workflow.
- Multiple pop-up windows appear if you receive several calls simultaneously.
- Rander CTI helps you improve the productivity, profitability and efficiency of your company.

Network Architecture

Rander CTI is based on client-server architecture and consists of two basic parts:

- Server part works on a PC connected to the PBX
- Client part works on any workstation over the LAN

Smart solutions for your business needs