Orchestrating a brighter world

NEC

Call Control from your Desktop

MyCalls Desktop Lite

A compact version of MyCalls Desktop, users can enjoy call control from the desktop with contact screen-popping functionality.
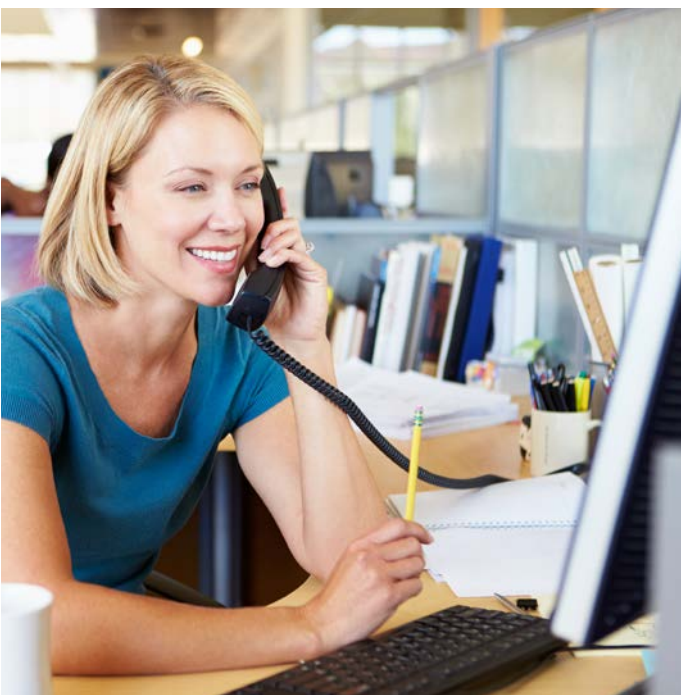
The versatile MyCalls Desktop Lite provides three key benefits: faster call handling, increasing productivity and enhancing customer service levels. This is achieved by:

> **Standard Call Control** - Basic and more advanced telephone functions can be controlled quickly and easily from a toolbar on the desktop using simple "click and go" commands.

> **Free Dialling** - Highlight telephone numbers in any application & simply click to dial.

> **Individual Action Screens** - Users can customise the desktop with a range of functions including speed dials; BLF views of selected extensions.
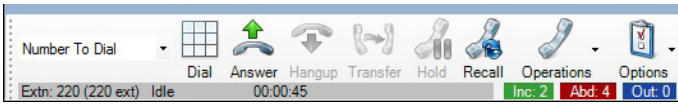
At a Glance

> Compact version of MyCalls Desktop
> Standard call control features
> Simple operator functions
> Free dialling in any application
> Phone book
> 10 Programmable DSS Keys
> Personal call handling statistics
> Hot desk support
> Screen-popping (Microsoft® Outlook only)
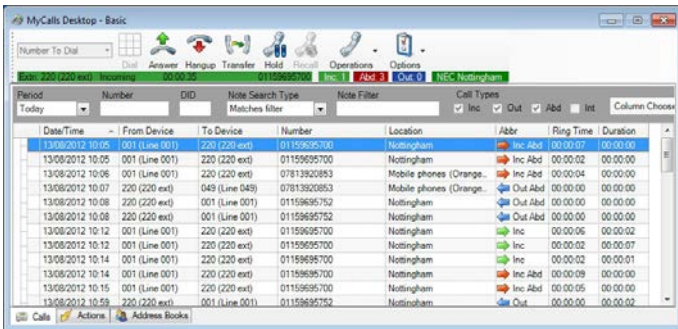> IM (Instant Messaging)

Specification

Call Control – Basic (above)

Dial; Answer; Hang-Up; Transfer; Hold & Recall

Free Dialling

Click and dial in any application

Call Log (above)

Inbound / Outbound call lists with free dial function

System & Personal Phone Book

User-compiled personal contact lists with import function from other databases.

Hot Desk Support

User log-in offers authorised access from different work stations

10 Configurable Action Buttons (above)

- Speed dials
- Extension status including Busy Lamp Field (BLF) views

Database Supported with Screenpop

Standard: Microsoft® Outlook XP 2003 - 2013

Call Recording

MyCalls Desktop Lite can be fully integrated with MyCalls Call Recorder. This includes the Stop / Start recording feature - ideal for PCI compliancy when taking credit card orders over the phone.

Upgrade Options

This application can be seamlessly upgraded to MyCalls Desktop.

System Requirements

MyCalls Desktop Lite is designed as a standalone application to run on NEC SV9100 telephone systems. It can be used in conjunction with all versions of MyCalls - Basic; Call Manager. A PC is required to act as a server.

Feature Comparison

	MyCalls Desktop	MyCalls Desktop Lite
Call Control / Productivity Features		
Answer, Hangup, Transfer, Hold, Recall, Dial	✓	✓
Call History	✓	✓
Call Playback	✓	✗
IM (Instant Messaging)	✓	✓
Quick Dial / Clipboard Dialling	✓	✓
System Address Book Synced to PBX	✓	✓
Personal Address Book	✓	✓
Action Buttons - BLF Buttons / Speed Dial Buttons	✓	✓*
Action Buttons - Services Codes (Day / Night Mde / Page / Redirect to Voicemail)	✓	✗
Action Buttons - Run Shortcuts	✓	✗
Park / Unpark / DND / Forward / Conference / Camp On	✓	✗
Barge-in / Call Pickup	✓	✗
Unreturned Calls	✓	✗
MyCalls Call Recorder Stop/Start Integration	✓	✓
Screen-pop Features:		
MyCalls Address Books	✓	✓
Microsoft® Outlook XP, 2003 - 2013	✓	✓
Act! 2005 - 2014	✓	✗
Salesforce	✓	✗
Microsoft® CRM 4, 2011, 2013	✓	✗
Goldmine 6.7 - 9	✓	✗
Maximiser 9.5 - 10.5	✓	✗
Sage Line 50 - 2006 - 2014 (using ODBC)	✓	✗

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