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 A group blog by Mirjam Baumberger in General



Fridays' Swyx Tip #39: CTI



Entry posted by Tom Wellige July 10, 2020
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From 2009 to 2011 [mirjam baumberger](#) wrote a great blog, the "**Fridays' Swyx Tip**". Every Friday she posted a tip regarding the usage of SwyxWare and connected tools and devices. As the old forum is offline, this article series will be restored here again over the time. Please note that some information in this article series might not be valid anymore with current SwyxWare versions.

This blog article was originally posted on 11.03.2010 23:04

Dear Swyx Users

The ability to make a phone call by a click of a button on a PC enables you to work more effectively. But what if you do not want to let go of your traditional looking telephone on your desk?

With SwyxWare CTI all incoming and outgoing phone calls can be handled by the SwyxIt! soft phone as well as with the Desk Phones. Allowing you to switch between these communications tools at any time so that you are always using the phone that suits you best.

Here a short demonstration on how powerful and simple to use the Swyx CTI solution is:




I hope you enjoyed my screen cast. As you could see, Swyx CTI is an intuitive solution and results in satisfied users and customers alike. Every call can be controlled on the device of choice increasing the operators productivity.

Note: Since SwyxWare is an software based IP PBX solution, there is no additional CTI server needed to enable this functionality. It is simply a software option on the core SwyxServer.

Have a good weekend and happy Swyxing...

Regards
Mirjam

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