


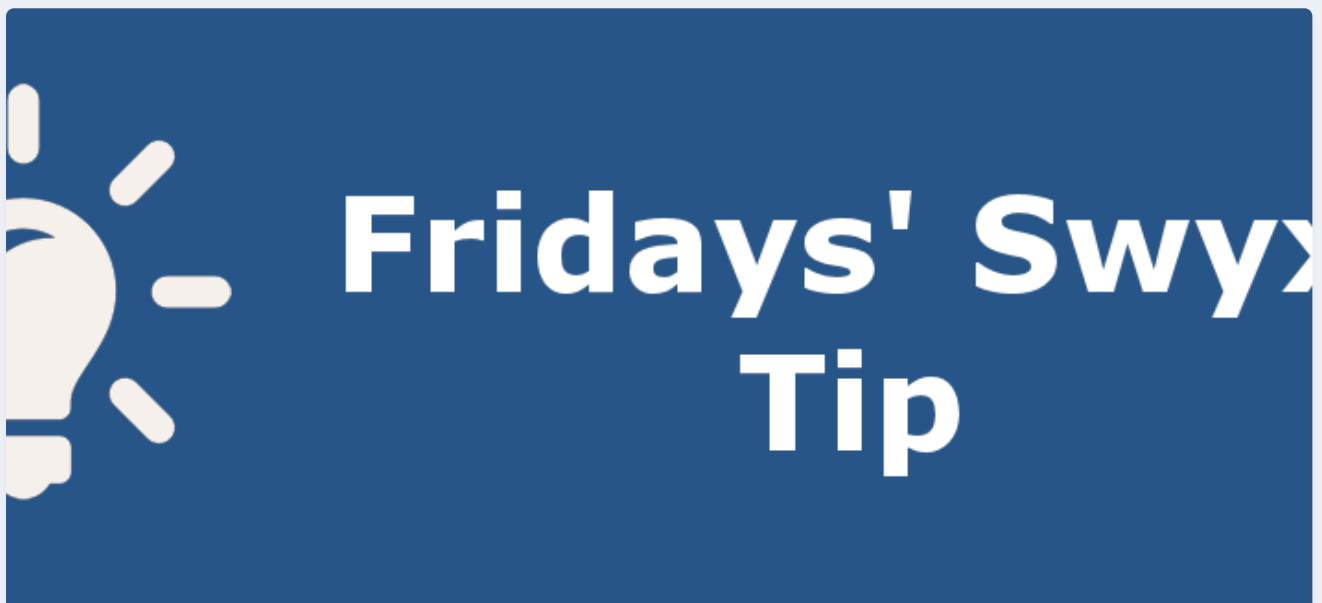


- Fridays' Swyx Tip
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## Fridays' Swyx Tip

 A group blog by Mirjam Baumberger in General



### Fridays' Swyx Tip #41: TAPI Support



Entry posted by Tom Wellige July 24, 2020

796 views

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 08.04.2010 22:24

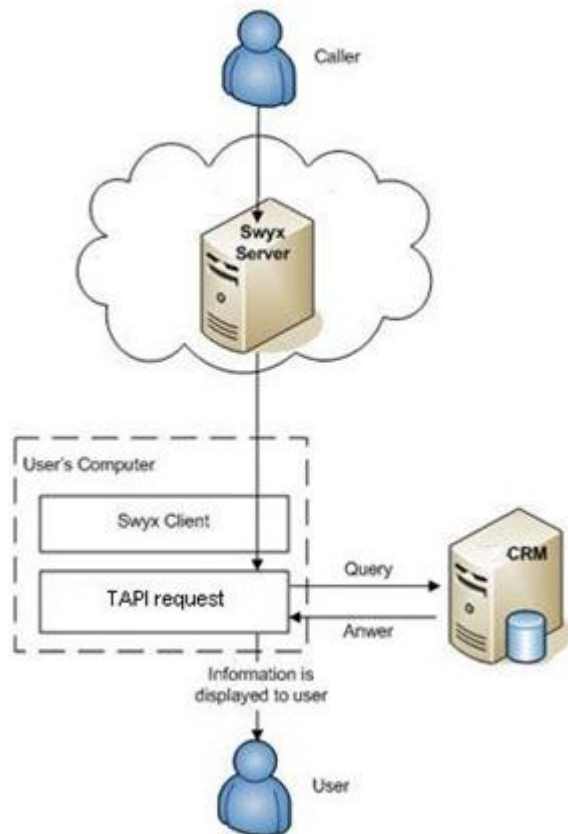
Dear Swyx Users

Did you know that SwyxIt! is enabled with a standard TAPI driver?

And it gets even better, Swyx's TAPI integration comes at no extra cost. SwyxIt! TAPI support is for FREE and allows dialing from **TAPI enabled applications** like CRM and ERP systems.

Integrating SwyxWare with your CRM software will enhance customer interactions and drive improved efficiency. Many well know business application like ACT!, Sage, Saleslogix or Legrand are supporting TAPI service provider.

### TAPI Swyx version



### How does TAPI it work:

Search on Incoming Call:


When an incoming call is received, the CRM application uses the Caller ID to scan the database for a number match. If a match is found the CRM application brings up the appropriate Contact or Company record.

Dial from your application:

And Click2Dial from your CRM applications increases also productivity and time efficiency in all outbound phone tasks.

Have a good weekend and happy Swyxing...

Regards  
Mirjam

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