

Swyx introduces 'VisualContacts' to UC solution giving opportunity to integrate all contact information

Submitted by: TTA Communications (Bath)

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- Makes UC easier and more productive

London, UK, 19th June 2012 – Swyx, a market-leading vendor of Unified Communications (UC) for SMEs has extended its UC solution Swyxware with its new “VisualContacts” option. This brings together all stored contact information across a company within a single user interface. Whether CRM, ERP, SQL databases or individual customer systems based on Microsoft Access or Excel, users have immediate access to all relevant contact information from the various databases for incoming calls.

In addition, VisualContacts also allows users to quickly and easily search for relevant contacts via the SwyxWare interface, rather than having to open up separate applications.

Compact integration of all contacts in a single user interface

In many companies contact information is widely distributed across multiple applications. The role of VisualContacts is to integrate this information centrally into the core phone system. This results in instant access to customer data on incoming calls with the added facility of using the telephony client as a search engine for contacts to call. The key advantage of this compact integration means users have just one interface where they can get fast and efficient access to all contact information such as names, addresses, telephone numbers or other background details.

Rapid telephony integration for all applications

Users benefit from quick and easy installation of VisualContacts. Based on an LDAP (Lightweight Directory Access Protocol) server, the contacts from the respective databases are queried and regularly synchronised. Therefore it is not necessary to create separate integrations for each application – resulting in a significant reduction of costs and development effort.

Integration with CRM, ERP systems and SQL databases

VisualContacts provides integration with well-known applications such as Microsoft Dynamics customer management and product management systems, any SQL-based applications, and customised database solutions based on Microsoft Excel and Access.

For more information visit - www.swyx.com.

Editor's notes:

About Swyx

Always ready to challenge the market, Swyx develops software based unified communication solutions that

continually push the boundaries whilst maintaining its core belief that technology must always deliver tangible business value and productivity for clients.

Renowned for product innovation, Swyx aims to continually delight its customers and business partners by providing the best possible products and services to help make them more competitive in their markets.

Swyx has offices across Europe with the UK operation located in Stockley Park. Today the company is recognised as the market leader for unified communication in Europe and has enabled thousands of businesses to take advantage of the benefits of unified communication and associated applications.

An easy-to-install, easy-to-maintain software-based system, SwyxWare is designed to drive a company forward. Based around familiar Microsoft® Windows® applications, the Swyx solution is designed to integrate perfectly with existing business software, including all financial and business process management tools. It offers all the agility of a business-class communication solution with the flexibility to match – and to grow with a company's specific needs. Powerful business communication, that is simple, quick and easy to set up and manage, giving businesses full control, and making them more responsive to the needs of its customers, wherever they are.

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