

VisionPhone

Connects your Phone System - with Microsoft Dynamics NAV



VisionPhone - See and register who is calling

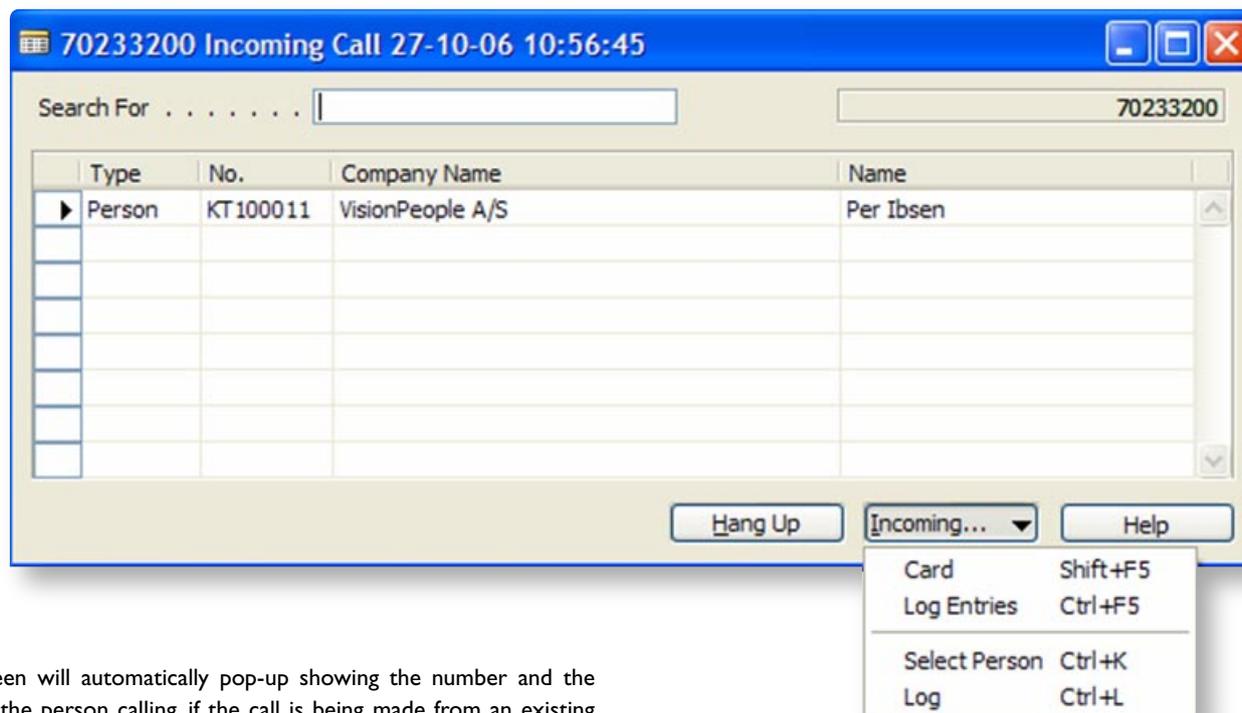
VisionPhone is an add-on for Microsoft Dynamics NAV, developed to be used by any company. With VisionPhone you can provide better service to your customers, and improve internal workflows by recording customer time registration automatically, while recording the dialogues that take place with customers.

See and register who is calling:

- Recognize the caller and number on your screen, - even before you pick up the phone.
- Get quick access to all the available information on the person you are talking to.

How is it done?:

When the phone is ringing, a screen pops up – directly from Microsoft Dynamics NAV:



This screen will automatically pop-up showing the number and the name of the person calling, if the call is being made from an existing number in your Microsoft Dynamics NAV database. If the company's main number is used, you will see the name of the company. Choose 'Select Person' to see all the registered persons related to this company and pick the right person.

If you click on 'Card', VisionPhone will show you the Contact, Customer or Vendor Card with all your relevant data of the person or company that you are talking to.

Under 'Log Entries' you get access to previously registered interactions with the person or company you are talking to, helping you to know the relationship with this person. It is also possible to create a new interaction via 'Log' so all your colleagues can see this information in the system.

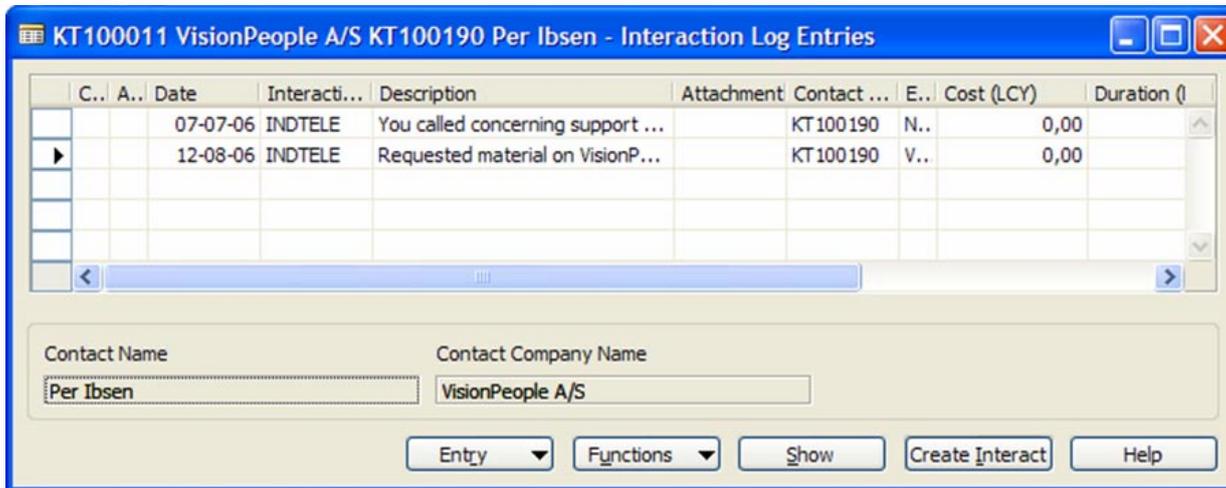
If the call is being made from a hidden number, or the number is not in your Microsoft Dynamics NAV database, the screen will still pop up, but without showing any contact information. In this case you just type the name of the person or company in the field, press enter and you will see all the registered persons or companies with this name. So even if you do not have the phone number registered in the database, VisionPhone will still provide you with all registered information of the person you are talking to.

The duration of each call can also be recorded. This simplifies time registration as the call is logged and the time stored for billing purposes.

How important is it for you to know how the company's time is spent?

With VisionPhone you can log all the time used talking on the phone, and hereby improve your knowledge about how the time is used. It will give you the ability to determine whether time is spent optimally, or if some adjustments are necessary.

In many companies, time is a big issue. And if your time is your main product, it can certainly help if you keep a close eye on how time is spent and how it is being used.



The screenshot shows a window titled "KT100011 VisionPeople A/S KT100190 Per Ibsen - Interaction Log Entries". It contains a table with the following data:

C..	A..	Date	Interacti...	Description	Attachment	Contact ...	E..	Cost (LCY)	Duration (l
		07-07-06	INDTELE	You called concerning support ...		KT 100 190	N..	0,00	
		12-08-06	INDTELE	Requested material on VisionP...		KT 100 190	V..	0,00	

Below the table, there are two input fields: "Contact Name" with the value "Per Ibsen" and "Contact Company Name" with the value "VisionPeople A/S". At the bottom, there are buttons for "Entry", "Functions", "Show", "Create Interact", and "Help".



The screenshot shows a window titled "KT100190 Per Ibsen - Create Interaction". It is a wizard with the following steps:

- Who are you interacting with? Per Ibsen
- What is the type of interaction? OUTPHO
- Language Code
- Who is the salesperson responsible? PI
- Describe your interaction. Follow up on campaign questionnaire

At the bottom, there are buttons for "< Back", "Next >", "Finish", and "Cancel".

VisionPhone will provide you with quick access to relevant data and functionality giving you the ability to qualify the caller and act upon historical information.

In a service department, the technician will have the relevant information at his finger tips to perform high quality service right away.

In the Sales/Order department, the worker will have information of earlier orders, quotes, emails, documents etc.



VisionPhone can be extended by the customer's Microsoft Dynamics NAV developer, to show the exact Microsoft Dynamics NAV screen images the customer requires. For example:

- Ongoing projects
- Last order/invoice
- New completed sales order
- Other Contact Cards or specific screen images

Be aware that:

The only limit is your imagination. VisionPhone can be adjusted to fit your company's workflow.

With VisionPhone you get all the employees customer specific knowledge registered and made available to everyone. It will allow your company to get a better understanding of which customers you talk to, how often and about what.

Contact us for more information or a demonstration of VisionPhone:
www.visionpeople.dk

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