TAPI Skype Call
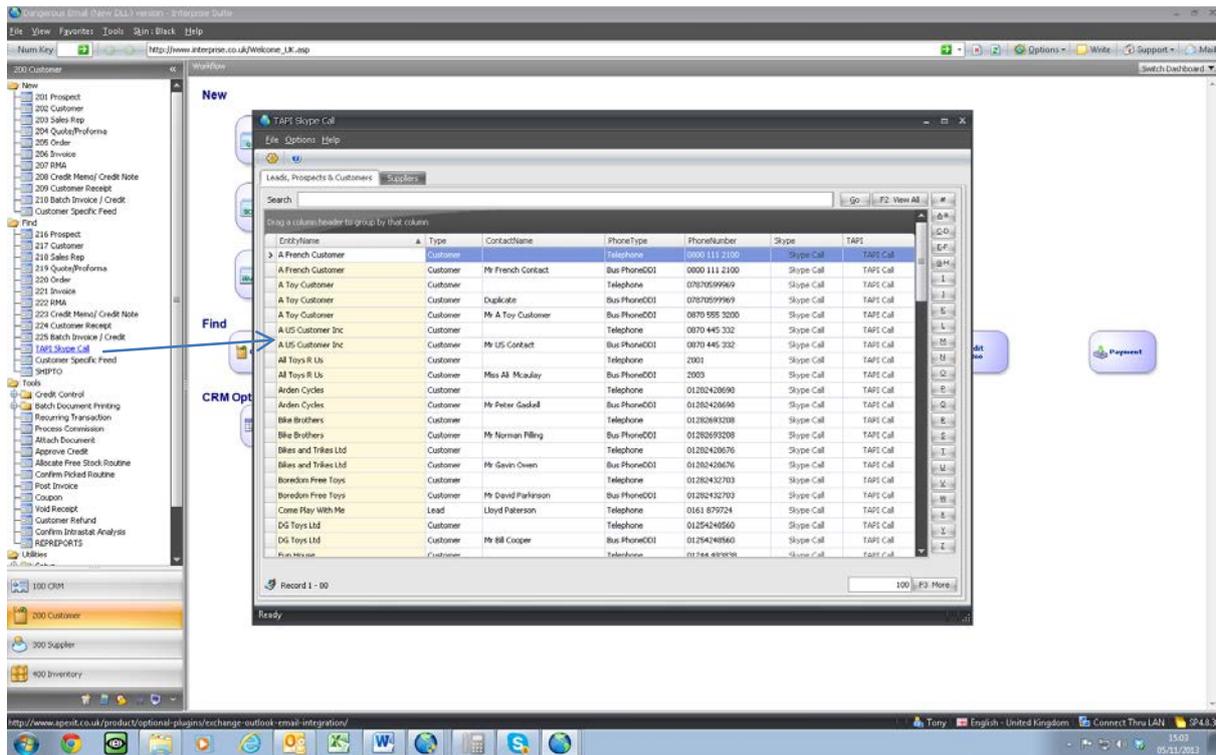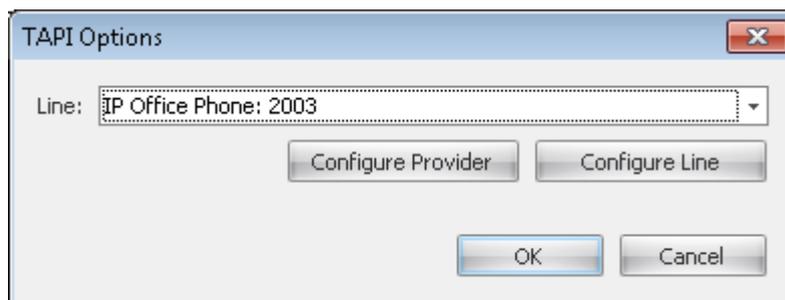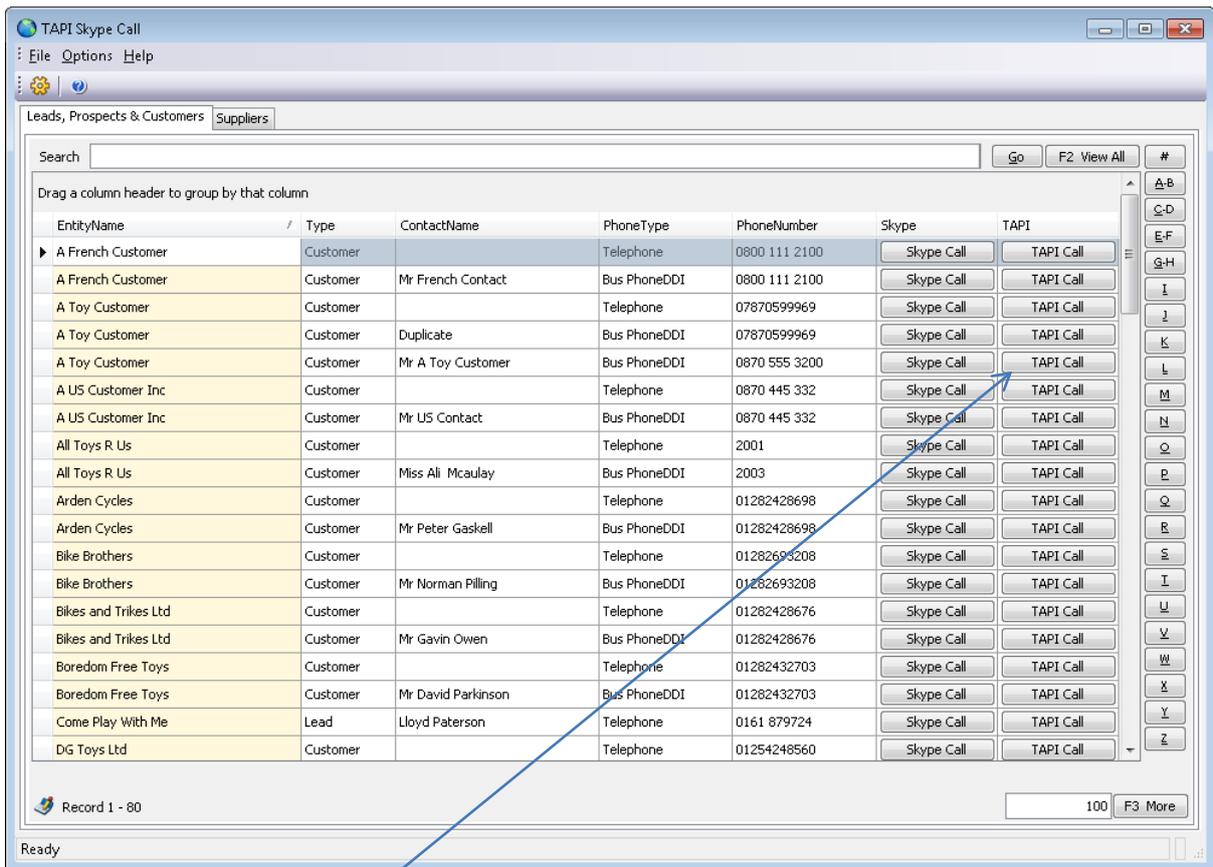

We have added the ability to make a call directly from Interprise by either Skype or a TAPI2 compliant phone system. There is a new menu option called Skype TAPI Call. This displays a list of all customers, leads and prospects and contacts (we also have a suppliers tab) that have a valid phone number. i.e. if a contact or entity have no phone number entered in the field then it does not display it in the list.
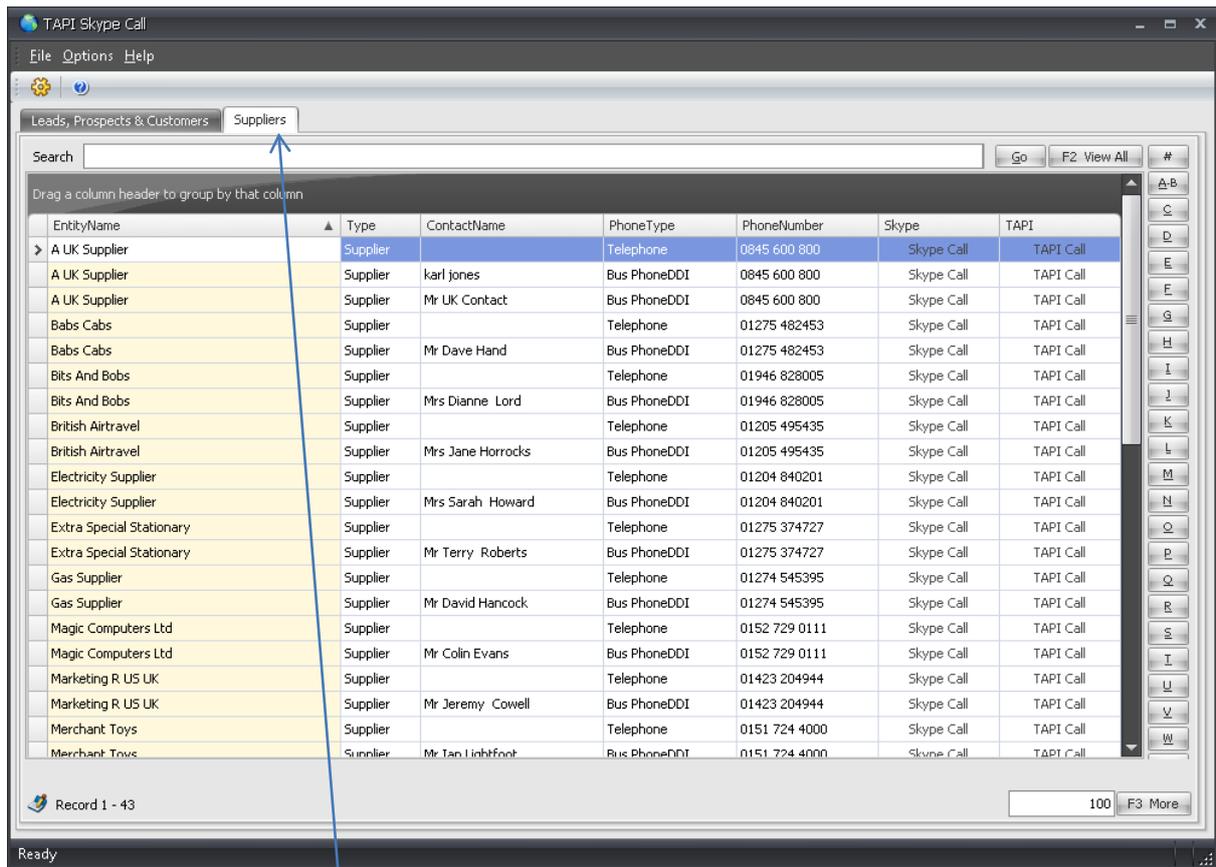
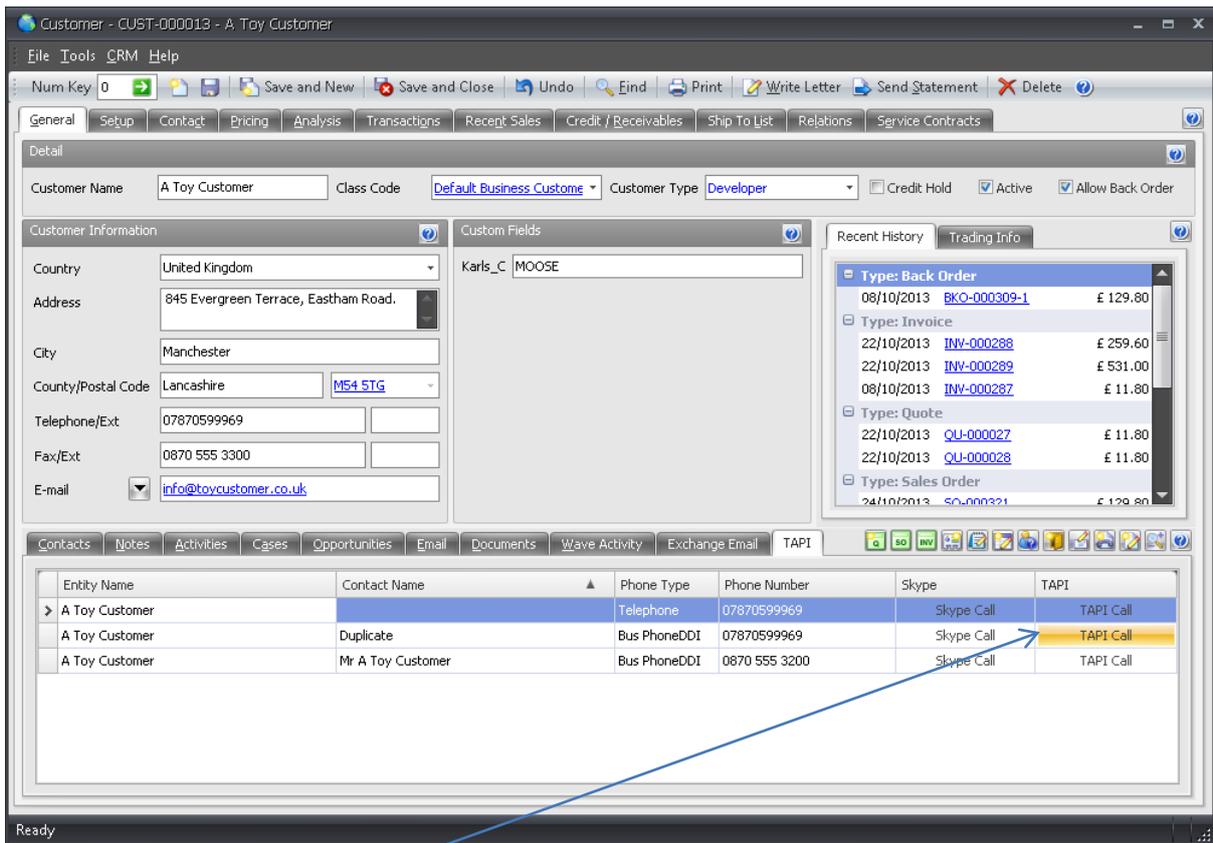You will need to load a TAPI 2 driver for your phone system to each computer that wants to run it.

We have an Avaya phone system so pick this driver. Within the driver you specify your extension number so when you click call it knows which phone extension to make the call from. i.e. by clicking the TAPI button the phone on your desk starts dialing assuming you are logged into your phone with the same extension number.
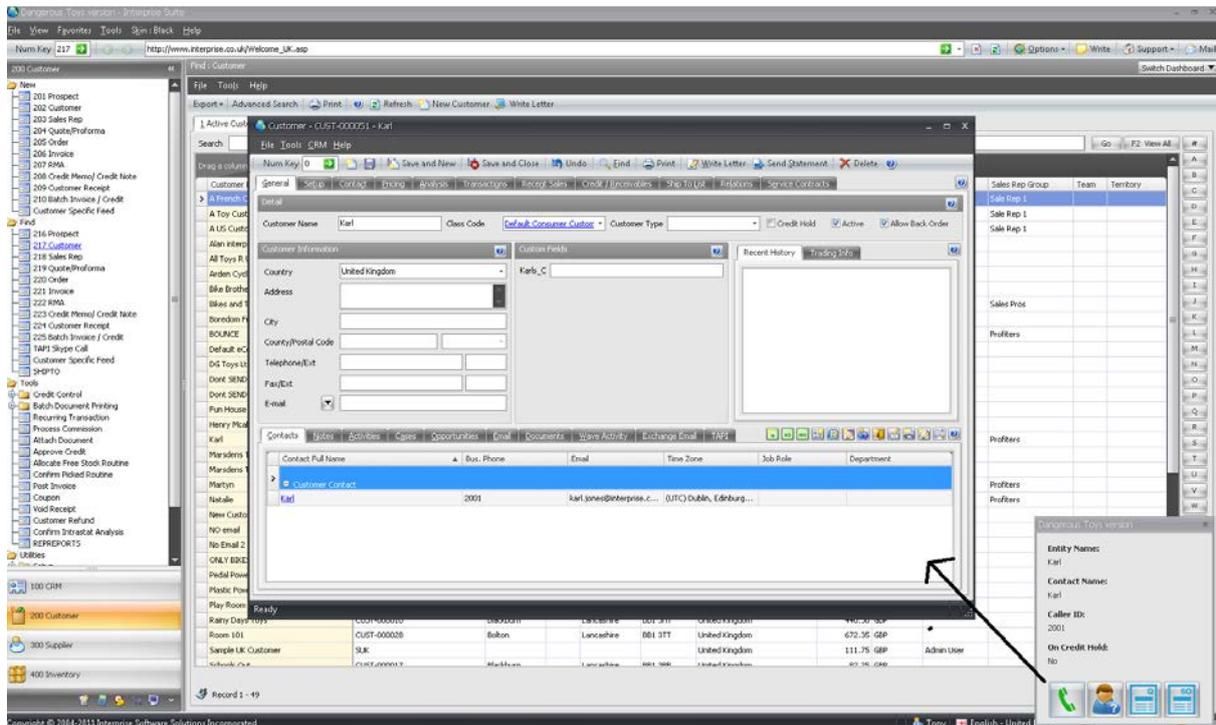
By simply clicking the TAPI button or Skype Button a call will be made. You can search for a record in this list. It will display a line for the entity phone number and for each contact at the same entity with the contact phone number and the mobile number if an entry is made. This allows you to call the main switch of the company, the DDI or the mobile of the contact.
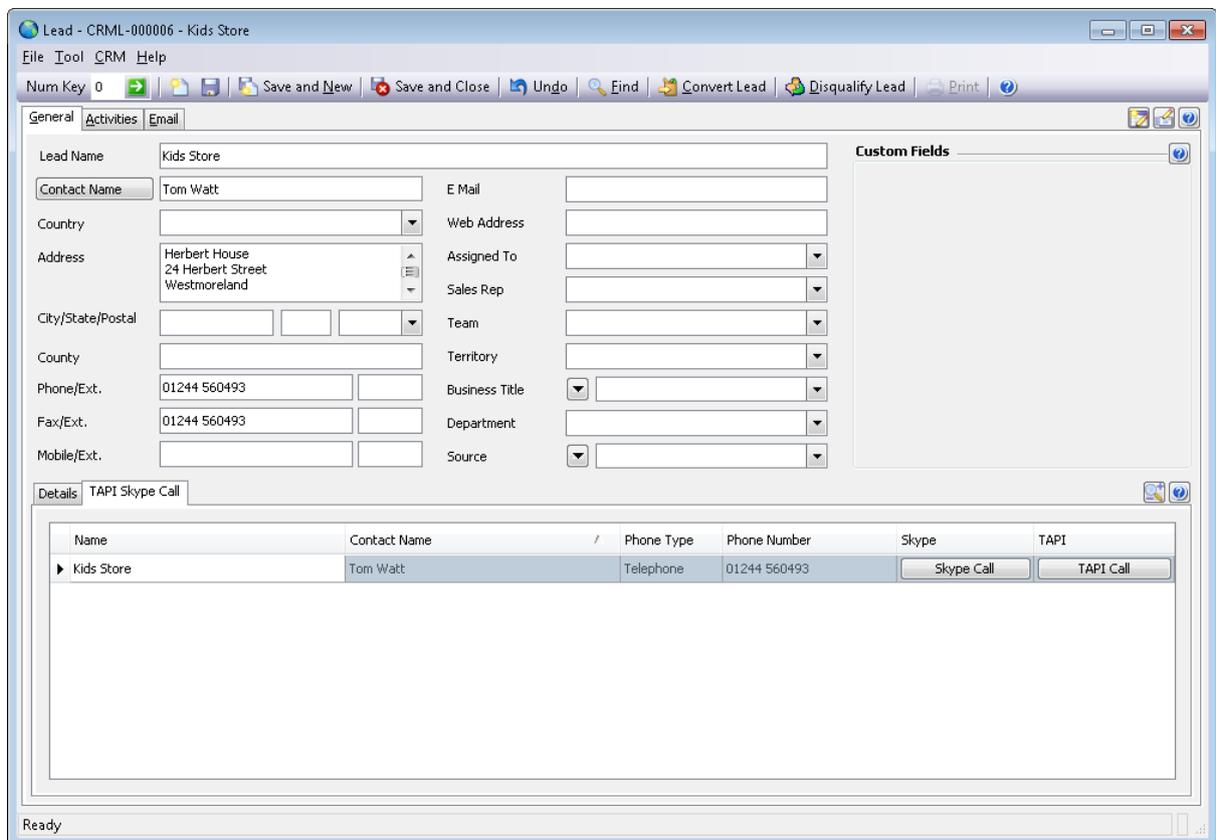
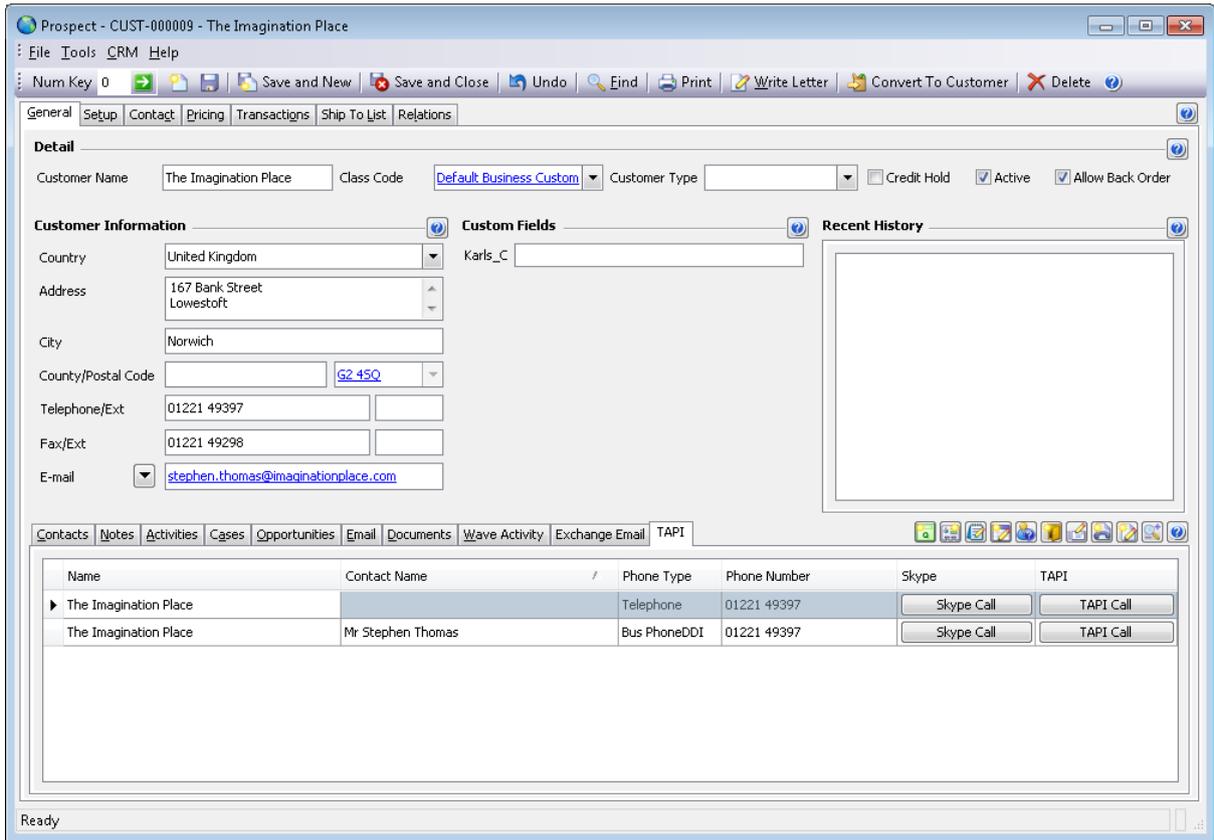Note that there is a Supplier tab for phoning Suppliers.

In a Customer, Lead, Prospect or Supplier record we have added a tab called TAPI and this will display the entity phone number, all contacts with an entry of their DDI and mobile numbers. By clicking on the relevant button it will make a call or Skype call.
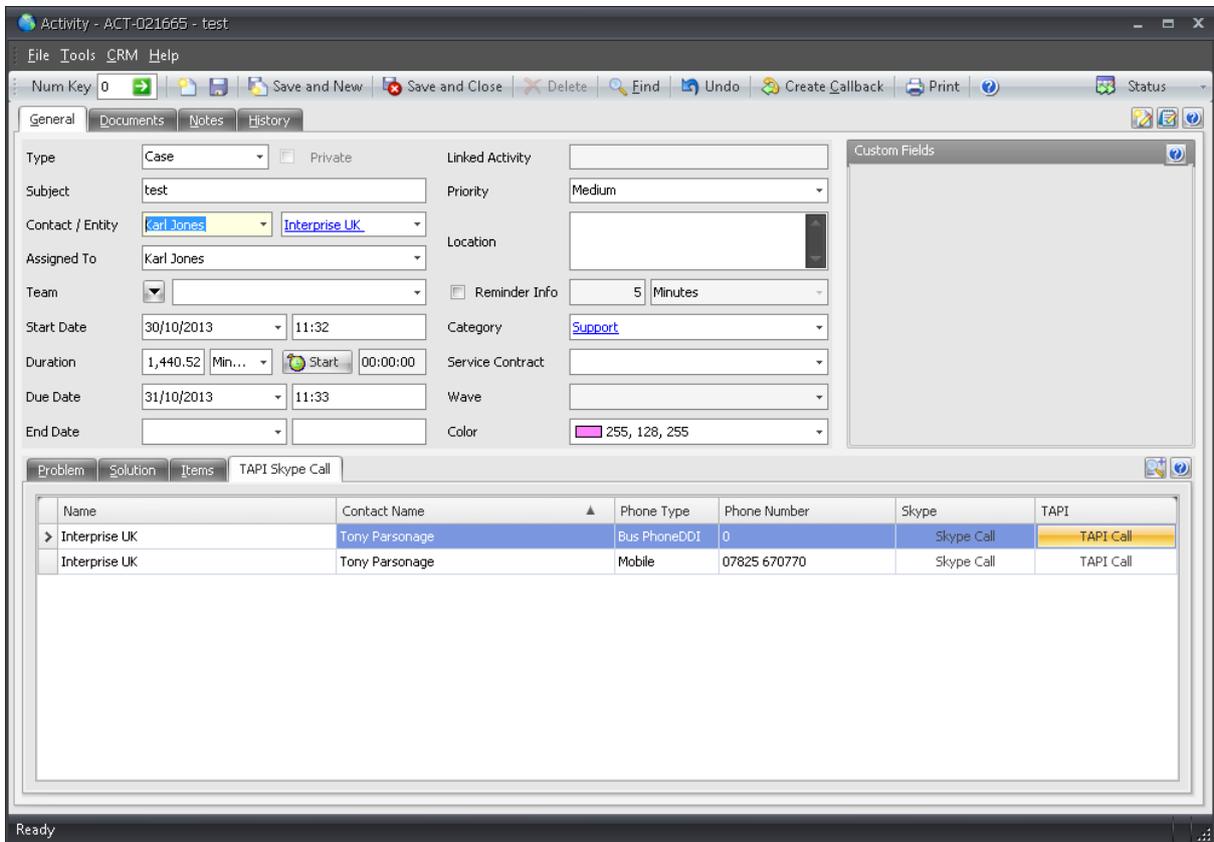
Below shows an incoming call. You can open the customer, prospect or lead form or open a Case Activity form, a Quote or a Sales Order from the Incoming call screen pop with the correct customer filled in. This saves you having to find the record.

Lead form Skype TAPI Tab

Prospect form Skype TAPI Tab

Activity Case Skype TAPI Tab