

Rander CTI Software

Superior Software for Panasonic PBXs



- Looking up each telephone number?
- Manually dialing each number?
- Waiting while the phone rings?
- Connecting to a wrong number because you mis-dialed?

Tired?..

Rander CTI let you totally eliminate all those time-wasters!

Problem

Rander CTI brings together the two main communication tools – the computer and the telephone.



Your company can work far more effectively with Rander as it gives you basic CTI call center functionality.

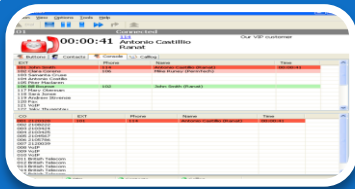


Your employees can handle more calls in the same amount of time and you can provide your customers with even better care!

Solution



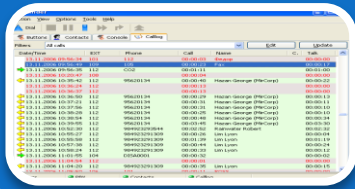
Rander displays real-time PBX call activity. You can track and control all calls.



You can select phone numbers by names or by numbers from a personal or global phonebook and automatically dial them with a single click. No need to dial such long numbers manually anymore - your PC will do it for you.



Rander shows customer data in case of incoming calls for quick identification. When an incoming call is received, Rander searches the phonebook for the CallerID number and displays the data about the found person on your PC screen.

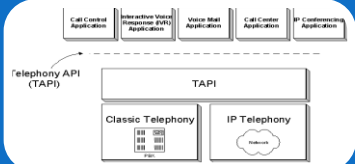


Rander logs all calls made or received in the database.

Rander CTI Features



The client-server architecture allows Rander to be used all over the enterprise LAN.



Rander uses the standard TAPI CTI interface, no additional PABX programming is required.



Rander can collect SMDR information using the same CTI connection (including USB)



Rander is available in multiple languages

Rander CTI Features

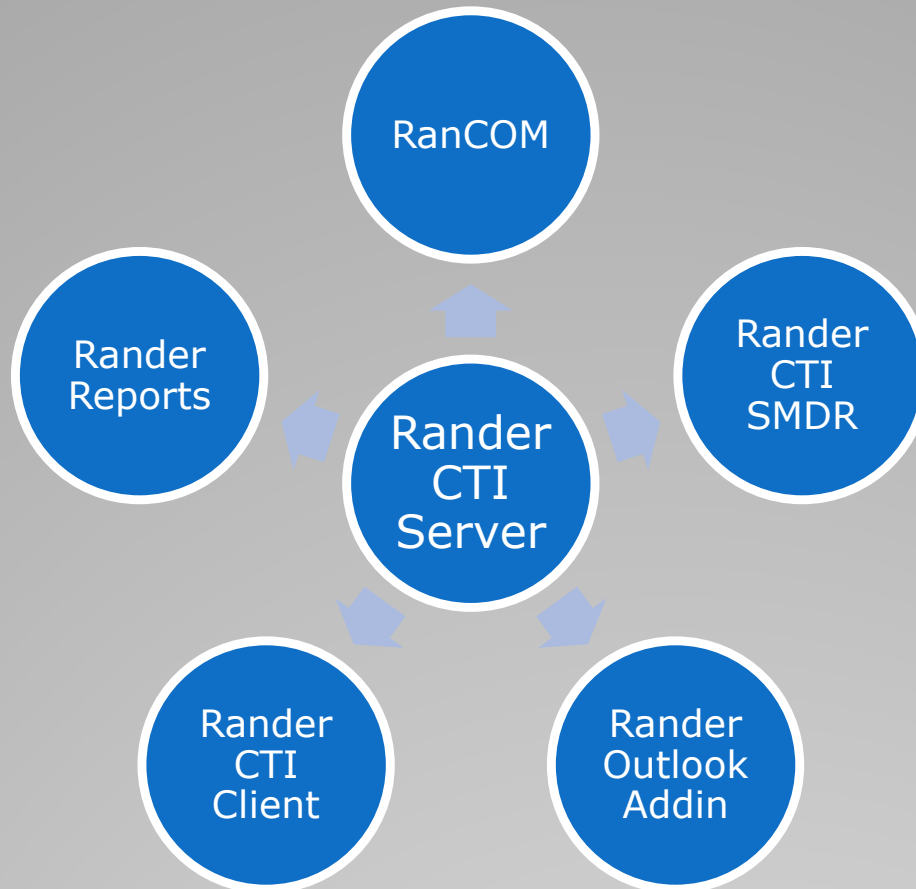


Panasonic KX-TD/TDA/TDE/NCP, Avaya IP Office, NEC
Aspila\Aspire, Samsung OfficeServ, LG LDK PBXs supported



Customizable MP3 rings

Rander CTI Features



Rander CTI components

Rander CTI Server is the main module of our software.

Server is responsible for interaction with the PBX, for logging calls, for keeping some common settings, as well as for the licensing policy.



Rander CTI Server

Panasonic PBX



Rander CTI Server

Rander CTI client has a GUI and can be used to simplify and facilitate the work of your employees with the PBX.

You can find the right person in the telephone directory, dial number by click, get information about an incoming call and answer the call with one click.

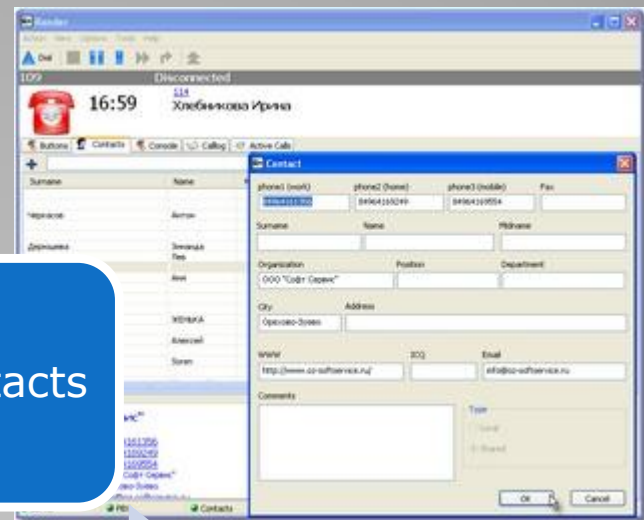
You can watch the status of all PBX lines and extensions. You may intervene in the conversation, may complete a call, transfer call to another subscriber, and much more.

Call log allows you to see all the PBX calls, you can sort and filter them as you need. You can also export call log for analysis in another application.

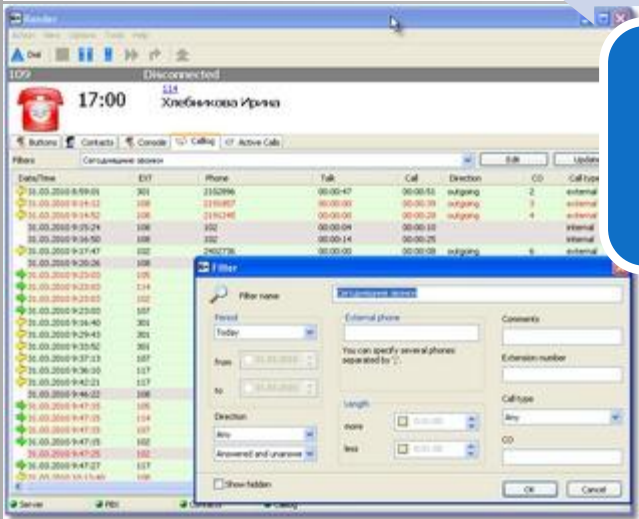
Rander CTI Client



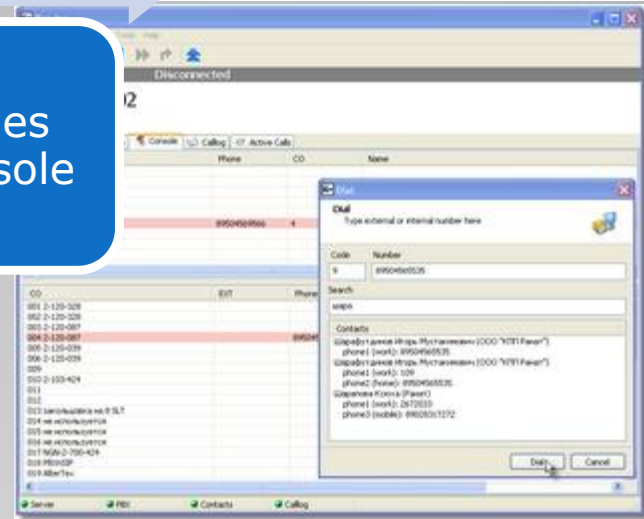
Button console



Contacts



Call Log



Lines console

Rander CTI Client

Rander CTI Server can collect SMDR information via the same CTI connection (USB or LAN for TDA PBX, COM for TD PBX). Information is stored into text log files that you can import into accounting software or process manually.

CTI SMDR advantages:

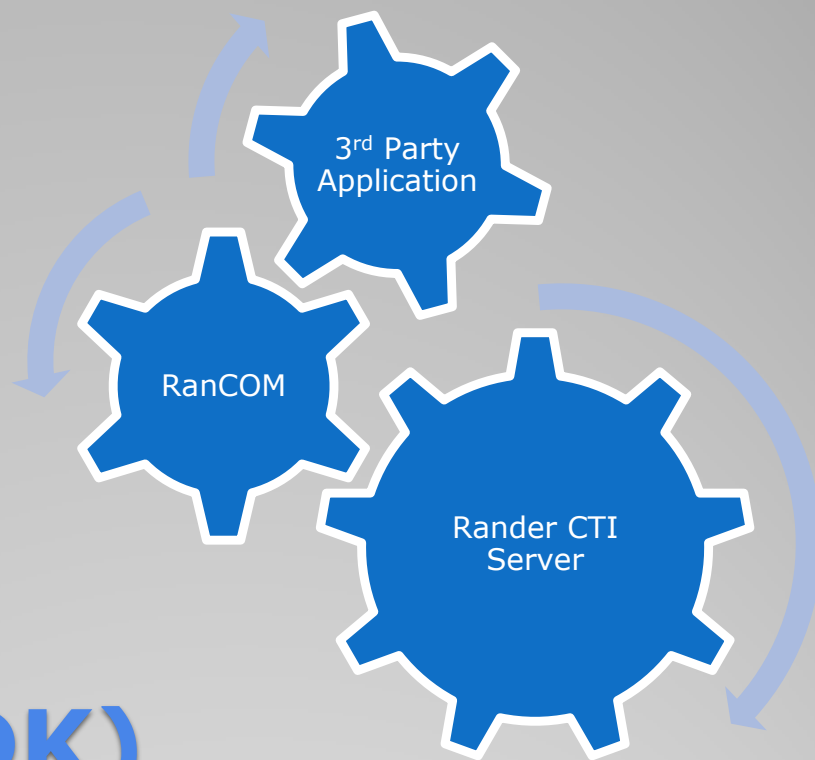
1. Reliable operation
2. Works as service without human interaction
3. Can store information in multiple formats simultaneously
4. Can work via USB and LAN connection

Rander CTI SMDR

RanCOM is a COM module you can use to connect to the Rander server from any external programs in order to use its features.

The features of RanCOM allow you to solve tasks assigned to a call center taking into account the peculiarities of your particular call center.

You can use RanCOM to flexibly integrate telephony into your own CRM and ERP systems, call centers and other informational systems of your enterprise.



RanCOM (CTI SDK)

Getting information about an incoming call on the operator's computer

Automatic dialing

Control the distribution of incoming calls in real time (routing on CallerID and other criteria)

Monitor PBX lines in real time

Build IVR systems (automated interactive menus, Auto Attendant)

RanCOM Features

Rander Outlook Addin is a Microsoft Outlook addin that connects to Rander CTI Server and allows you to use some of it's functionality directly from Outlook interface.

You can dial any number from Outlook, you can dial your contacts automatically.

When incoming call arrives a popup appears with CallerId and caller name from Outlook contacts.


Rander Outlook Addin



Rander Reports is a reporting solution that can analyze calls data gathered by Rander CTI server.



Rander Call Log stores the information of all PBX calls controlled by Rander CTI server, i.e. start time, duration, CallerID, CalledID, replied\lost, internal\external, incoming\outgoing, etc.



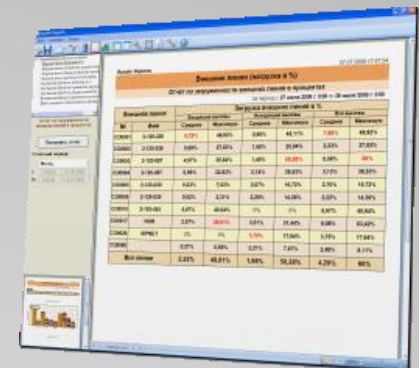
Using these data, we can analyze load of internal and external lines of PBX, average and maximum duration of the call for a certain period on all lines or on a specific line, we can estimate the performance and workload of the organization's staff and much more...

Rander Reports

Rander Reports create reports using any of the available templates for user-selected period.

Rander Reports can filter data for a report on the following criteria:

- Call direction (Incoming, Outgoing, All)
- Call type (Internal, External, All)
- Answered, Lost, All
- Type of external call (Local, Mobile, Long distance, International)
- Taking into account the schedule of the company (working hours, lunch time and weekends)
- Selecting only desired CO lines
- Selecting only desired extensions
- Selecting only desired external customers (specified in a server address book)



№	Адрес	Состояние	Минимум	Среднее	Максимум	Среднее	Максимум	Среднее	Максимум
00000	0-00-00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
00001	0-00-00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
00002	0-00-00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
00003	0-00-00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
00004	0-00-00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
00005	0-00-00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
00006	0-00-00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
00007	0-00-00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
00008	0-00-00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
00009	0-00-00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
00010	0-00-00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
00011	0-00-00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
00012	0-00-00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
00013	0-00-00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
00014	0-00-00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
00015	0-00-00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
00016	0-00-00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
00017	0-00-00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
00018	0-00-00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
00019	0-00-00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
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00023	0-00-00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
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00026	0-00-00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
00027	0-00-00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
00028	0-00-00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
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00031	0-00-00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
00032	0-00-00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
00033	0-00-00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
00034	0-00-00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
00035	0-00-00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
00036	0-00-00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
00037	0-00-00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
00038	0-00-00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
00039	0-00-00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
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00044	0-00-00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
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00085	0-00-00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
00086	0-00-00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
00087	0-00-00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
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00091	0-00-00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
00092	0-00-00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
00093	0-00-00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
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00095	0-00-00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
00096	0-00-00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
00097	0-00-00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
00098	0-00-00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
00099	0-00-00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
00100	0-00-00	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Rander Reports features

You can see
any report
either in
tabular or
graphical view

You can view
report in full
screen mode

You can print
out the report
on the printer



Render Reports features

You can save report in any of the available formats (more than 25 file formats available)

You can save report and send it by e-mail

You can assign names for internal and external lines, which immediately appear in the reports.

Rander Reports features

The system can be monitored in real time to ensure the most efficient operation. Deliver better service to your customers!

Your employees can handle more calls in the same amount of time providing more intensive contact with customers, improving the customers' satisfaction.

Add basic DPT functionality to analog phones – LEDs, autodial buttons, CallerID display. A cost-effective replacement for expensive devices.

Rander CTI Benefits

Identify lost calls. You can find all calls including unanswered ones in the call log.

Eliminate non-business calls. You can even identify them in real time.

Suitable for companies of any sizes

Rander can be easily integrated into other products (Microsoft Office, ERP, CRM systems)

Rander CTI Benefits

The popup window fades in and out without interrupting the workflow.

Multiple pop-up windows appear if you receive several calls simultaneously.

You can test the evaluation version for an unlimited period.

Rander helps you improve the productivity, profitability and efficiency of your company

Make a step to the future and you'll get more than you paid for!

Rander CTI Benefits

- WWW: <http://www.randersoft.com>
- Support: support@ranat.ru
- Sales: randersale@ranat.ru
- Partnership: info@ranat.ru
- Phone: +7(342)2-120-328, 2-120-087
- Fax: +7(342)2-120-039

We will be glad to see you as our customers!

Contacts