

Decision Maker: How computer telephone integration can benefit you

1 Select the tool that you use most.	2 Select the type of calls you deal with most.	3 The advantages of CTI and key products to consider are:
Telephone	Inbound	Caller identification and efficient call routing: Active Voice's TeLANophy, Pacific Image's SuperVoice.
	Outbound	Call blocking, fast dialing, improved ease of use: Page Telecomputing's Sales Call Restriction Software.
Office Computer	Inbound	Single mailbox for voice mail, faxes, and e-mail: Lotus's Phone Notes Mobile Mail, WordPerfect's GroupWise.
	Outbound	Transparent faxing, call tracking, automated dialing: Q.Sys's Call Manager, Aurora System's FastCall.
Remote Computer	Inbound	Single mailbox for voice mail, faxes, and e-mail: Lotus's Phone Notes Mobile Mail, WordPerfect's GroupWise.
	Outbound	Automated dialing, improved ease of use: Global Village's FaxWorks, Octus's PTA.