

# Computer Telephony Integration Application Bulletin

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## Using TeleMagic Enterprise® Ver. 2.2 with StrataLink

TeleMagic Enterprise V2.2 for Microsoft® Windows® is an application that was developed as a Sales Contact system. This software can add important functionality to your telephone system when using TeleMagic to dial contacts for calling into your system. To make the link between your TAPI interface on the Strata DK system requires using StrataLink and the special TeleMagic Link provided to gain access to each contact record.

TeleMagic provides a contact list divided into three levels of access. Normally, the top level or level 1 is a company access level, listing the primary number and address of the company. The second level or level 2 is an individual contact within that organization.

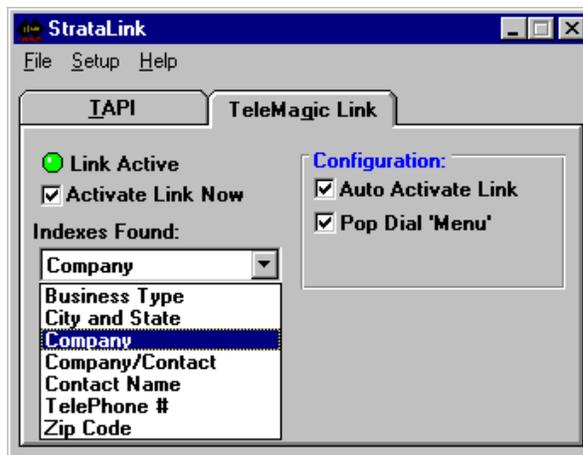
The contacts can also be used to provide a third access level for further division of contacts. Because of the flexible access structure of TeleMagic, the access link for seeking the appropriate contact record can be directed to any of the levels or a specific level with the index for matching being definable.

This application bulletin provides the setup and programming information to provide a full desktop dialing and screen-pop integration between the Toshiba StrataLink and Telemagic Enterprise for Windows (Version 2.2 single user) contact manager.

# Linking TeleMagic Enterprise for Windows with StrataLink

➤ **To enable the Outdialing feature in TeleMagic**

1. In the “Telemagic Link” section of StrataLink check the “Auto Activate Link” option. When Telemagic is loaded the StrataLink will automatically establish a communication link with Telemagic, so whenever a phone number is dialed from within Telemagic, the StrataLink will first receive the dialing request before it dials.

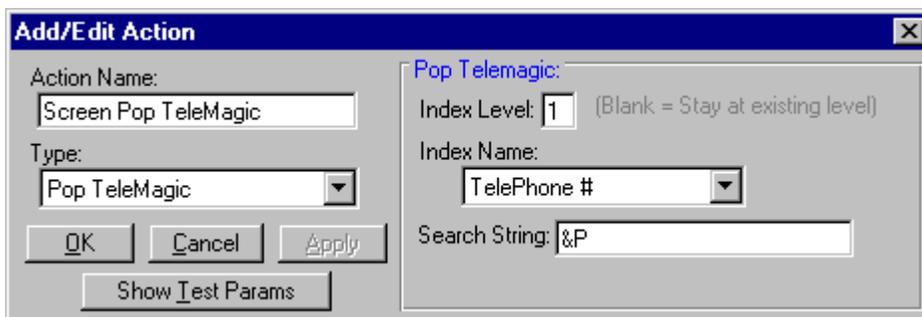


2. On the “Telemagic Link” section of StrataLink, check the “Pop Dial Menu” option. Then when using the “Dial” button for multiple phone numbers from within Telemagic, StrataLink will popup a Telemagic Dial window box, as seen on the right, to allow selection of the needed dial numbers.



➤ **To enable the Incoming Call Screen Pop feature**

1. In the StrataLink, add the following Action:



**Important!** *In the preceding screen dialog box, both the Index Level and the Index Name option, under Pop Telemagic need to be assigned to match your database.*

Telemagic provides powerful and flexible configuration of the database indexes (see: Contact, Contact Utilities, Edit Indexes) which allows the user to define and name individual indexes. The Index Level must be specified based upon the Telemagic settings. The specific Index Name will need to be chosen for the match to be found.

Each index is appropriate at certain 'levels' in the database, so refer to the Telemagic documentation for more detailed information on this subject. You will likely want to experiment using the "Do Test" function to find the right combination of Index Level/Name appropriate for you installation.

2. In StrataLink, add the following Trigger:

Normally, this Screen Pop application needs a Caller ID number and it is preferred to delay the action if currently talking with some one else. The Action to pop the next record will occur if the current call is terminated or placed on hold.

The screenshot shows a dialog box titled "Add/Change Trigger Rule". It has two main sections: "Triggering Event" and "Action". Under "Triggering Event", a dropdown menu is set to "Call Ringing". Under "Action", a dropdown menu is set to "Screen Pop TeleMagic". There are two sub-sections: "Caller ID" and "Phone State". In "Caller ID", there are two radio buttons: "none Required" (unselected) and "any Number" (selected). Below it is a "Trigger Delay" field with the value "0" and the unit "tenths". In "Phone State", there are two checkboxes: "If Not Talking" (checked) and "If Trunk Num Avail" (unchecked). To the right of the "Phone State" section is an "Edit Actions" button. At the bottom of the dialog, there are three buttons: "OK", "Cancel", and "Apply". The "Appearance:" label is above a dropdown menu set to "<any>".

A time delay could be used if needed for your application and this action can be selected for only selected line buttons.