

## Contacts by XPhone: Find business contacts easily



If contact data is the basis, the fuel, so to speak, for all communication, you could compare Microsoft Teams to a beautiful car – whose tank is unfortunately almost empty. With the Teams app "Contacts by XPhone" you can fill up the tank and turn on the turbo for Teams. Thanks to Contacts, in Microsoft Teams you can access all contacts stored in your company. Completely flexibly via desktop or Mobile App and above all: GDPR compliant.

✓ **INTEGRATED** | Save yourself the hassle of switching between x different applications. Contacts is completely integrated. Your search takes place directly in Microsoft Teams.

✓ **COMPLETE** | Whether SAP, Salesforce, Outlook or industry application: you search all connected databases in parallel.

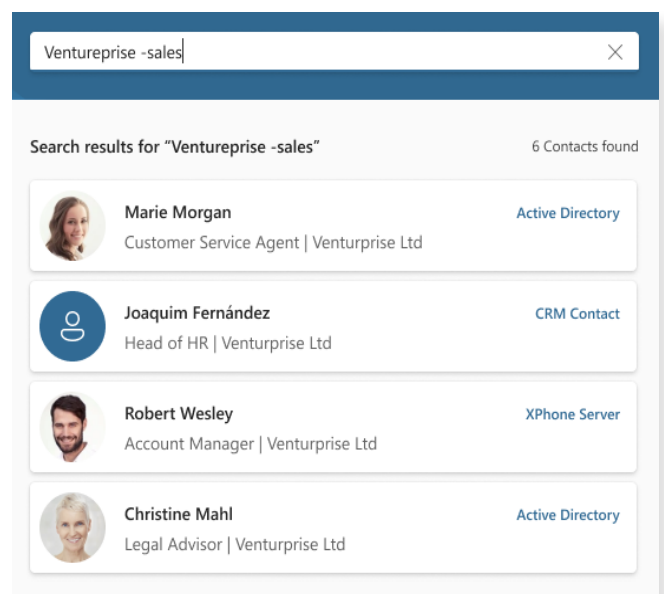
✓ **FLEXIBLE** | Search by first name, last name, company, email, department or phone number. Search terms can be combined or excluded as desired.

✓ **INFORMED** | Never be annoyed by calls from "unknown users" again. Contacts matches all calls with your databases and tells you who awaits you.

✓ **DIRECT** | Whether chat, audio or video call, Teams call or email: simply click on the corresponding icon and start communication.

✓ **SIMPLE** | Contacts by XPhone setup takes no more than 45 minutes. After installing the XPhone Connect Directory service on a local server, the data sources can be connected via drag & drop.

✓ **SYSTEM-INDEPENDENT** | Rather do without expensive Teams PSTN telephony? With Contacts by XPhone you decide which application starts the call. Doesn't matter if it's Microsoft Teams, your PBX client or a third-party application.



## Supported data sources

- ODBC/SQL
- CSV/TXT
- Microsoft 365 contacts in approved mailboxes
- Microsoft Outlook <sup>1</sup> public contacts
- Microsoft Outlook <sup>1</sup> private contacts
- HCL Notes <sup>2</sup>
- Active Directory/LDAP
- Microsoft Dynamics
- Salesforce
- Das Telefonbuch Deutschland/ETV Inside – The Swiss Telephone Directory
- Other data sources & industry solutions on request

## Search functions

- Direct Access technology for access to original data
- High-performance index for swift data search
- Multi-location phone number index
- Proximity search
- Flexible parameter search
- Search results prioritised by data source

## Caller ID

- High-performance caller search/caller ID via powerful phone number index <sup>3</sup>
- Caller name display in Microsoft Teams notification window, conversation view and Microsoft Teams caller list <sup>4</sup>

## Database connection

- Number of data sources: 10 (can be expanded as required depending on licence)
- Multiple assignment of data fields
- Aggregation of data fields
- Mapping wizard for easy source data integration
- Automatic standardisation of phone numbers to different phone number formats
- User-defined data fields
- Access to contact photos

## Access permissions

- The authorization check runs via the user and group administration of Microsoft 365 or an Active Directory.
- Access rights configurable by data source

## System requirements

### Client

Microsoft Teams client with Contacts by XPhone app installed (Microsoft Store)

### Server

Up to 1,000 users and 1 personal Outlook folder and 1 ODBC data source:

- 6 GB RAM
- 8 GB hard drive space
- 2 CPU cores
- 2 GB RAM for each additional data source

Additional performance requirements for data sources and contacts:

- For each additional data source: 2 GB RAM
- 1 GB hard drive space and 250 MB RAM for SQL Standard/Enterprise:
  - l per 30,000 contacts in a simple ODBC contact database without relations
  - l per 100,000 CRM contacts (ODBC with few relations)
  - l per 45,000 Outlook private contacts
  - l per 25,000 Outlook public contacts
  - l per 50,000 Active Directory contacts
- For each additional 1,000 Contacts by XPhone users (as of 1,000 users): 1 CPU core

<sup>1</sup> Requires Outlook client with corresponding user rights installed on the server side.

<sup>2</sup> Requires Domino server and Notes client installed on server side with corresponding user rights.

<sup>3</sup> Requires a session border controller (e.g. anynode or AudioCodes) that enables administrative access and caller search via LDAP.

<sup>4</sup> Depends on the functionality implemented in Microsoft Teams to extract the name from the information provided in the "SIP Contact" element.