Press release

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PhoneMondo – the new standard tool for professional telephony

Be it in the acquisition of new customers or in customer support: professional phone users know the problems with handling many phone calls per day. For every caller, the customer data has to be searched and you can't see on the first ring who calls. That costs time and therefore lost revenue when processing the caller's information in other IT systems like CRM or ERP. It's also pretty difficult to judge a caller by his importance and to reject unimportant, time-consuming calls. The cloud software PhoneMondo from Scavix Software optimizes telephony as modern CTI system in a completely new way which solves a lot of effectivity problems in professional daily telephony. CTI stands for Computer Telephony Integration and means the connection between computers and the phone. The basic version is free so that everybody can test as long as he likes if this new software can help making telephony more productive.

What does PhoneMondo?

PhoneMondo is a cloud based CTI system. The client software runs on Microsoft Windows and on Android devices. The web based portal is accessible from any modern web browser on any operating system. The desktop client shows callerID notification with addition information for incoming calls. It first looks up the additional information about the caller via reverse lookup in different data sources like online white pages web directories.

For unknown callers, it shows a map of the source of the callerID. The software also queries CRM and ERP systems like Salesforce.com, Microsoft Outlook and Mozilla Thunderbird for extra information about the caller. Incoming calls can be rejected and blocked with one click. All calls from blacklisted phone numbers are blocked automatically by the system. Unwanted callers have no chance to steal valuable time of the day.

PhoneMondo connects to any Tapi driver that comes with nearly any PBX system from the manufacturer of the PBX or directly to STARFACE PBX systems and AVM FritzBox. Asterisk-based PBX systems can be connected to PhoneMondo with the Asterisk module from PhoneMondo.

Processing and synchronization of call information made easy

PhoneMondo can do even more: it can pass the call information to other Systems like Salesforce.com or any other application via HTTP or command line call. It can send an email or open a webseite (with

parameters) when specific callerID calls. The PhoneMondo Android app enables access to the call history and contact data in PhoneMondo from anywhere. The contacts from the Android phone can be imported and used in PhoneMondo as well. Additional call information is accessible as well from the mobile app. The callerID notification is also shown here. Other calls on other lines can be forwarded to the mobile phone with one click and calls can be started from the call history or contact details. The cloud technology ensures that no information is lost. Professional telephony that saves time and money.

Meter success with PhoneMondo

Another huge part of the PhoneMondo system is the statistics and reporting functionality. The CTI app tracks all call data in the cloud which enables it to show statistics about the telephony usage. It can show reports about success rates, calls duration and wait times. This enables to sort the callers by importance and to focus on premium customers easily. PhoneMondo even shows a location report by country of call participant. Reports can be filtered by department or single line. If enabled, PhoneMondo sends weekly or monthly reports as PDF by email. The company owner or any other responsible person can easily see on these reports if there is potential to optimize telephony in the company.

Free version available to start with

The free basic subscription has all the basic features of PhoneMondo enabled including callerID notification. It stores up to 100 contacts and stores all call data up to 30 days. It can be used with one user and monitors up to 3 phone lines. Convinced users can easily upgrade to the PhoneMondo Professional subscription which starts at 22 US$ monthly subscription fee. It contains unlimited number of contacts and unlimited storage of call history data. It also has some advanced features included and allows usage of some addons that are only available in the Professional subscription. PhoneMondo has no setup fee.

Everybody who uses the phone a lot finds the perfect helper with PhoneMondo that helps optimizing telephony effectivity.

Information about Scavix Software

Scavix Software Ltd. & Co. KG was founded in 2012 by Christoph Bünger. It offers software development and consulting for small and medium sized businesses from all over the world. Companies like Intel, AMD and eBay trusted in the professional and quick work. In the field of

telecommunication, Scavix Software collected intensive know-how with their products TapiRex and STARFACE4Salesforce.

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