



Citrix Click-to-Call

DIAL YOUR PHONE WITH A CLICK OF THE MOUSE

Citrix® Click-to-Call enables users to initiate telephone calls from their desk phone by simply clicking on telephone numbers that appear in Web applications in Internet Explorer or in the signature block of e-mails from specific messaging programs. Click-to-Call scans Web applications and e-mail messages, identifies telephone numbers within the application, and turns the telephone number into a hypertext link that users can click on to initiate a telephone call. Example Web applications include Web-based Sales Force Automation (SFA), Customer Relationship Management (CRM), Enterprise Resource Planning (ERP), and other applications that are used to manage customer, partner, or employee data.

Once the user clicks on a telephone number, the Citrix Telephony Agent captures and transmits the telephone number to the Application Gateway. The Application Gateway uses information provided by the user when he or she downloaded the Citrix Telephony Agent to match the user with the appropriate telephone extension. The Application Gateway then takes control of the user's telephone using the TAPI (Telephony Application Program Interface) interface into the call server, places the telephone in an off-hook mode, and automatically dials the number passed from the Citrix Telephony Agent.



The Citrix Telephony Agent is downloaded by the user via accessing a secure Website and providing his or her Windows security credentials and telephone extension. Future updates to the Citrix Telephony Agent are, after prompting the user, also automatically downloaded and installed. There is no need to install, maintain, upgrade, and use a softphone client.

Click-to-Call significantly improves employee productivity by saving the time used to mentally transfer and dial telephone numbers from e-mails and Web applications without the hassles of maintaining and using softphone clients.

CLICK-TO CALL SPECIFICATIONS

Server

- 1 Rack Unit Appliance

PC Client Support

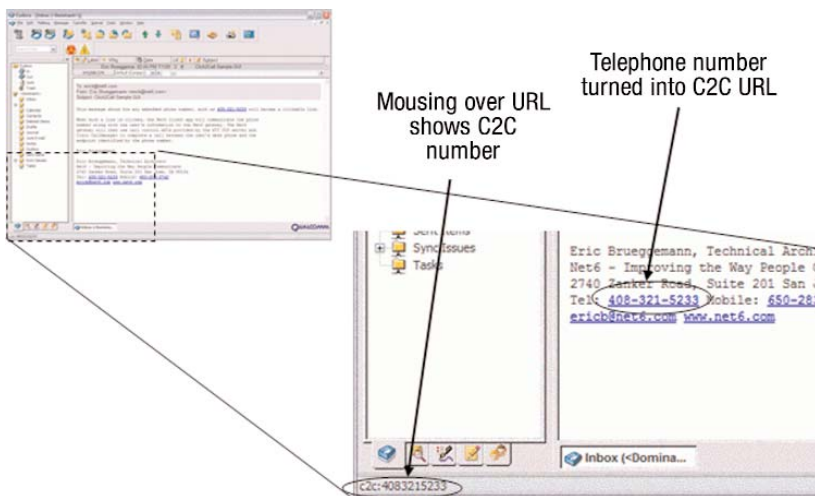
- Windows 2000
- Windows XP

Application Interfaces

- Microsoft Outlook Express
- Eudora
- Any Web-based application

Call Server Support

- Cisco Call Manager 3.3 and 4.0



About Citrix: Citrix Systems, Inc. (Nasdaq:CTXS) is the global leader in access infrastructure and the most trusted name in secure access. More than 160,000 organizations around the world use the Citrix Access Platform to provide secure, well-managed access to business information wherever it lives – on demand. Citrix customers include 100% of the Fortune 100 companies, 99% of the Fortune 500 and 97% of the Fortune Global 500, as well as hundreds of thousands of smaller businesses and individuals. Based in Fort Lauderdale, Florida, Citrix has offices in 22 countries and approximately 6,200 channel and alliance partners in more than 100 countries.

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