

Call Control

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Learn more about maximizing
your call control



About PCS

Business technology is our passion! Since 1996 Palitto Consulting Services (PCS) has been providing expert LAN/WAN, integration and custom software development services to the small and mid-sized business community. Our focus is integrating business systems to enable efficient business processes! Our team of experts is able to assist clients when determining which technology to purchase, how to use it, and how to optimize the technology for their unique business needs.

At PCS we do not have a “one size fits all” approach; we strive to provide customers with a custom solution tailored to best fit their unique business needs.

- PCS began working with the ShoreTel platform in 2002; we have over 50,000 hours of development time
- PCS team is ShoreTel Certified in both Installation and Support of Cloud, Premise, Contact Center, Mobility and Summit Practices
- All of our team members reside in Ohio
- Our project history ranges from one location to large deployments with multiple locations that span several states or countries

PCS Strives to be a World Class ShoreTel Partner!

Call Control

Dialing

Agent Productivity Dialer

Enhances agent productivity — monitors activity and automatically dials calls for agent after a period of inactivity

Bell Tone

The Bell Tone Dismissal application allows ShoreTel phones to play an audible tone on scheduled days and times. The application includes a web interface for configuring the scheduled bells, sites, user accounts, tone to play and site configuration.

Call Blocker

The Call Blocker provides the ability to restrict any extension from being put on hold, extensions from being put into a conference call, extensions from being blind transferred to, and extensions from being consult transferred to.

Custom Dial Plan Creation

Enables ShoreTel VOIP to work in local environment

Epic TAPI Dialer Integration with ShoreTel

Direct TAPI dialing from Epic EMR to control ShoreTel phones properly within a Citrix session

Outbound IVR

Dials out for surveys, political polls, customer reminders, or anything you can imagine. Stores results in the database for reporting via the PCS Web Portal

Restrictive Dialer for Communicator

Restricts users capability to dial a limited set of internal phone numbers

Universal Dialer

Select any phone number in nearly any application by hovering over it. One click dials the number. Perfect for integrating to Microsoft Excel, Microsoft Word, and many other desktop application

Voice Blast

Dials multiple numbers simultaneously to deliver a recorded announcement

Web Service Dialer with Hang-up Ability

Dialing and terminating of calls via URL protocol. Intended for web service based applications. User provides their own web service interface

Recording

Call Recording Service

Records calls on selected extensions or workgroups. Each call tagged for caller ID and agent name

Call Recording with Call Marking Capability

Users select which calls to save by marking them with a hot key. Calls can be saved indefinitely

Call Recording with Web Interface & Reporting

Schedules recordings per extension, date, and time via web interface

CRM Call Recording Integration

Call recordings linked within many CRM's via a custom button

Outbound Call Recording Notification Tone

Enables ShoreTel call recording notification tone to repeat on a user specified interval

Restrictive Call Recording by Number and Call Type

Selectively permit or deny call recording by phone number and inbound/outbound call basis

Routing

Black List*

Identifies junk calls by caller ID and sends them to a predetermined route point. Calls can be sent to auto attendant, voice mail, or simply terminated

Call Routing by Area Code

Routes all incoming calls based on area code

Call Routing by Caller ID

Routes all incoming calls based on caller ID

Call Routing by Caller ID - Custom

Routes all incoming calls based on caller ID. Destination determined by database lookup

CRM - SalesLogix

Routes calls to appropriate sales representatives by utilizing information from SalesLogix database

Custom Announcement per DID - Call Routing Add-on

Plays customized message specific per DID

Presence Detection

Find Me Greeting

Plays a variety of greeting messages, based on caller ID, when phone is in Find Me handling mode

Proximity to Desk

Changes call handling mode when your Blue Tooth headset is out of range. Restores original call handling mode when you are back in range

Screen-pop for Chat Message

Rings your home or cell phone when you receive a pop up chat message

*All apps available for Premise, some for Cloud and Summit. Please call PCS for verification and more information



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