

# Zoho CRM Integration

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your Zoho CRM

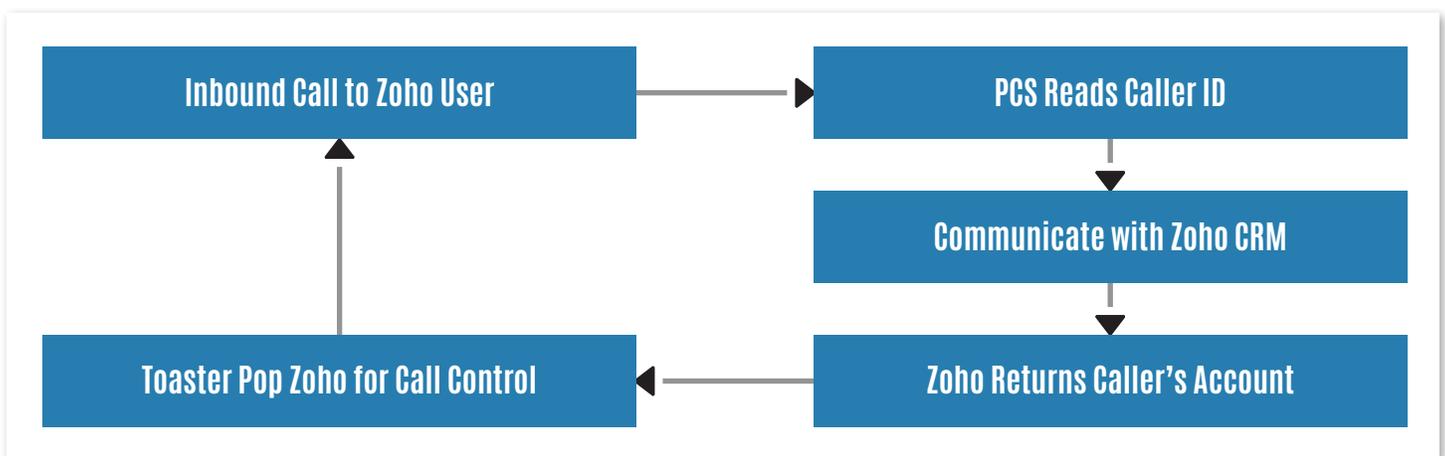
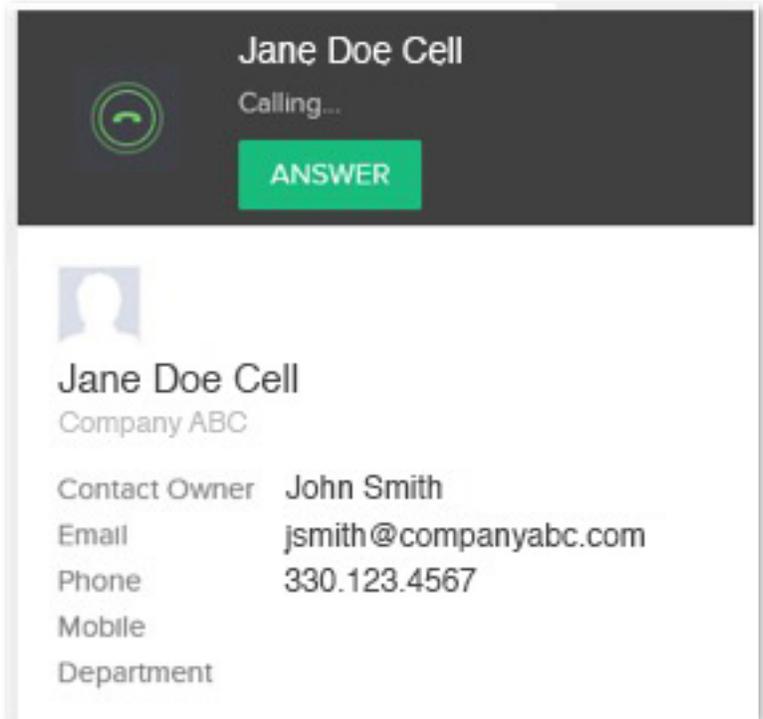


## Screen Pop

Provides inbound calling screen pop integration to Zoho.com cloud CRM. Incoming calls trigger a screen pop by opening a new web browser tab to a URL that opens to new call notes screen associated with the inbound caller ID. If there is no matching contact for the incoming caller ID, the system pops to the new client screen.

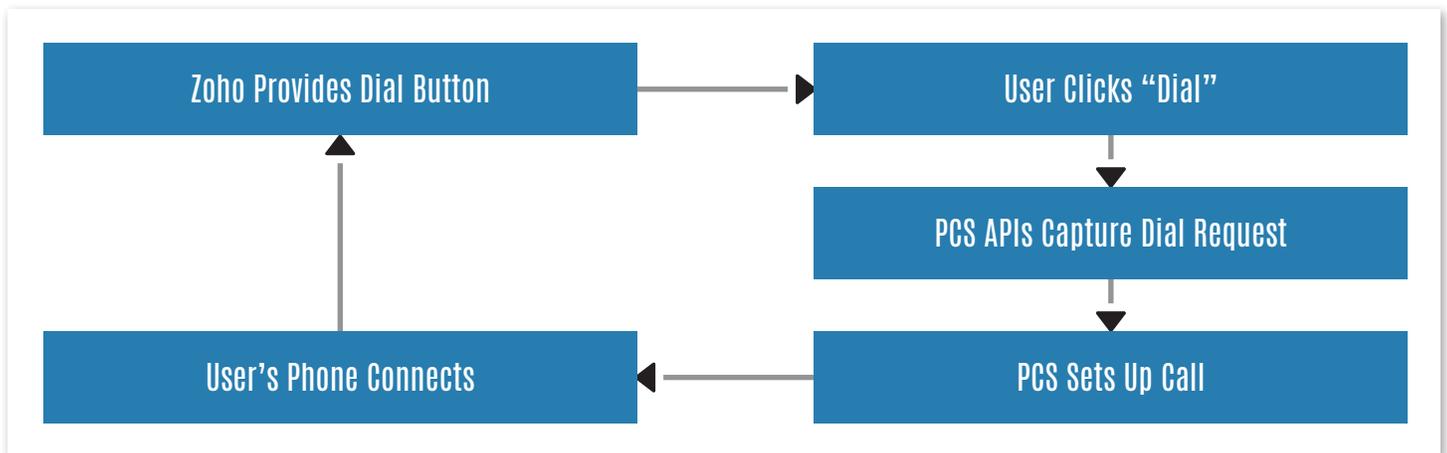
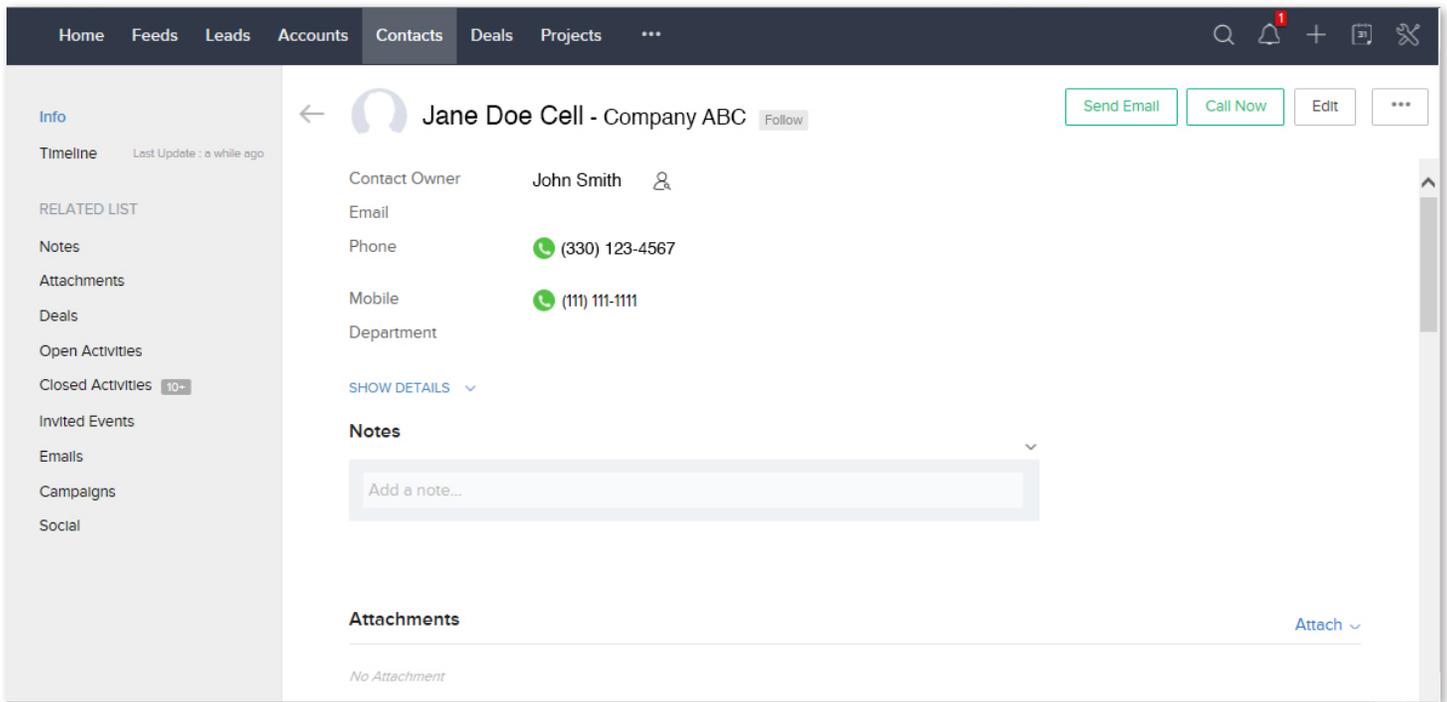
The PCS Screen Pop automatically searches for the caller's phone number and provides that person's account information when the phone is answered.

A variety of settings are provided in order to customize the user experience on when the screen pop occurs.



# Click to Dial

Provides the ability to outbound dial from directly within Zoho. Will also allow Click2Call functionality from within Zoho CRM for seamless outbound calling with a single click. Outbound calls are automatically logged within the Zoho CRM. A Zoho user with Phone Bridge enabled license is required.





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