



Caller ID Changer Integration

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Learn more about maximizing
your VoIP platform





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 VoIP platforms in 2002, assisting early adopting ShoreTel Partners. Collectively our team has many years of development on many VoIP platforms, including Avaya, Cisco, Mitel, Zultys and more!
- PCS team is certified in and has much experience with both VoIP and contact center installation and support.
- All of our team members work and reside in the Continental United States, with a large majority working from our Ohio based office.
- Our project history ranges from single to multi-site implementations with national and global footprints.

PCS Strives to be your World Class VoIP integration partner!

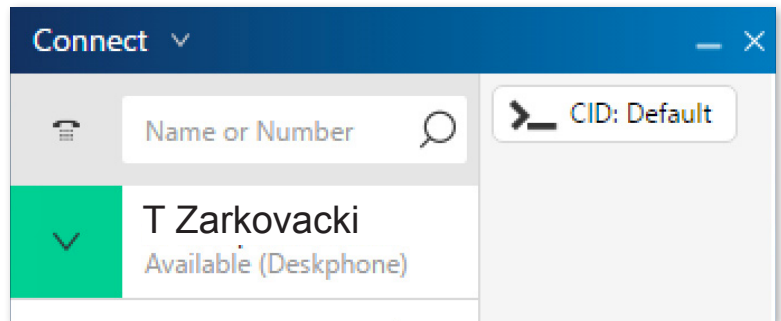
Caller ID Changer

Caller ID Changer allows telephone agents to selectively change the Caller ID that appears on outbound calls. The PCS CallerID Changer application allows for multiple caller ID's to be programmed into the Mitel system, which are displayed in a pop-up window that allows agents easy access when changing their ID per call.

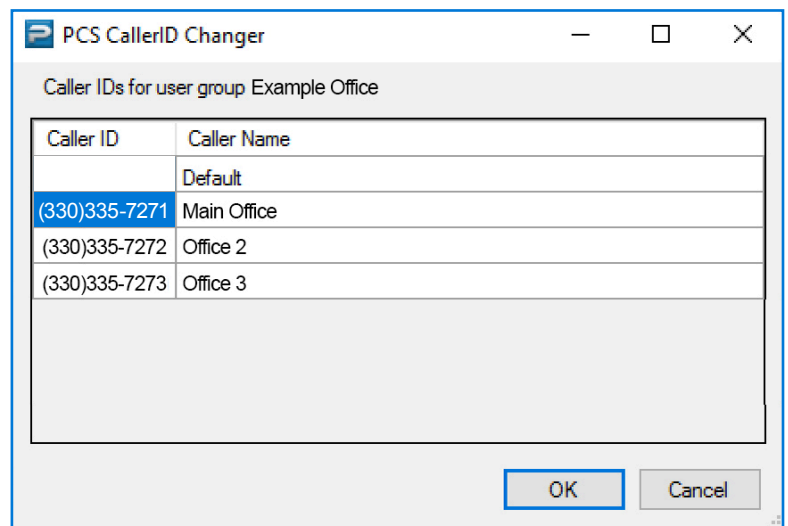
Caller ID Changer is well-suited to a multi-site scenario where agents frequently call on behalf of multiple organizations with each organization having a unique phone number. You can help improve branding by presenting a local number based on the local office's caller ID.

To use the Caller ID Changer:

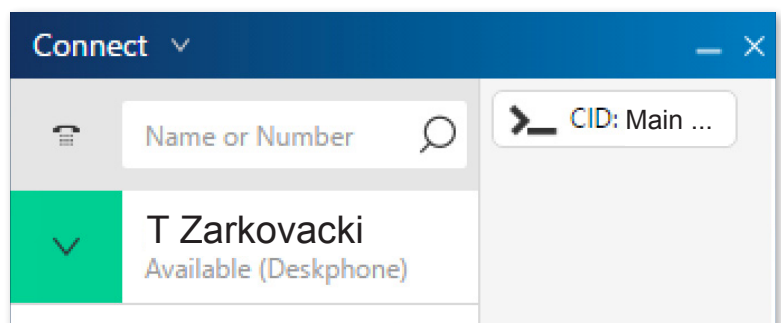
Click the CID Changer button in the Mitel Connect Toolbar. The Caller ID menu list will appear. All available Caller ID's are listed, the one in use is highlighted. Select the ID you want to use, click the OK button to set. Click cancel to exit without making changes. The name of the Caller ID chosen will appear in the Toolbar so agents actively know which ID they are using.



Caller ID Changer button appears in the Mitel Connect Toolbar



Caller ID List pop up menu



Caller ID chosen will reflect in the Mitel Connect Toolbar



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