

ECC Applications

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Learn more about maximizing
your ECC applications



ECC Applications

Callbacks with Recorded Memos

Enhances the ECC Callback feature by having the caller record their name and message at the point when the callback is offered. When ECC makes the callback, this Audio Memo is played to the agent just before the customer comes on the line.

Click to Dial Single Agent Queue (SAQ)

Outbound dialing while maintaining agent status. Allows for agent, queue reporting, and all agent-related features.

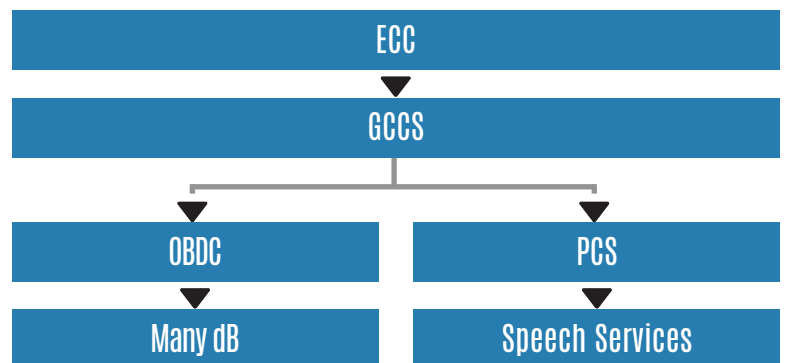
ECC Agent Wallboard

Provides ECC agents with personalized real-time wallboard with call statistics based on the agent logged-in groups.

GROUP	AGENTS	CALLS WAITING	WAIT TIME	TOTAL CALLS	ABANDONED
All of Us	0/1	1	51 (50)	1	1
Deal-Deal	0/0	0	0 (0)	0	0
Smart Guys	0/0	0	0 (0)	0	0
Smarter Guys	0/0	0	0 (0)	0	0

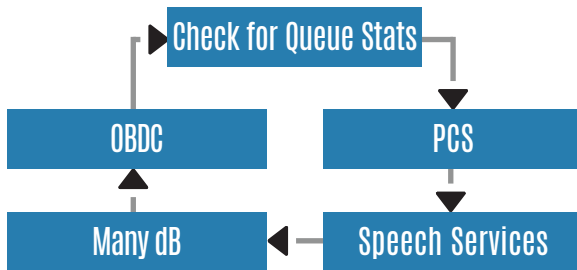
ECC Text To Speech Engine Plugin

Integrates with SQL Server to convert text to audio in real time. Ideal for announcing names, addresses, and other dynamic data. Compatible with ECC. Available with multi-language support.



ECC Agentless Outbound Dialing

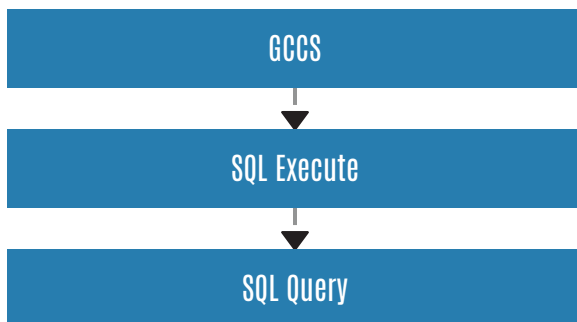
Creates an outbound IVR using Call Control Scripts. Physical agents and ECC Dial Lists not needed.



GENERAL	TELEPHONY	VOICE MAIL	ROUTING
First name:	Agentless Dialing		
Extension:	439		
Email address:			
Client username:	AgentlessDialing		
<input type="checkbox"/> Include in System Dial by Name directory			
<input checked="" type="checkbox"/> Make extension private			
DID Settings:	(not configured)		
PSTN failover:	None		
Caller ID (overwrite DID):			
License type:	Extension-Only		
Access license:	Phone Only		
User group:	Full Privileges		Go to this u
Site:	Headquarters		Go to this site
Language:	English(US)		
Primary phone port:	SoftSwitch: Headquarters ch		

ECC Web Service Integration Plugin

ECC integrates with any web service. Allows Call Control scripts to access web service data via a SQL query. The PCS' s GCCS Connector can be connected to nearly any interface with just a MS SQL Query!



```

<CustomWebServiceCommands>
<CustomWebServiceCommand>
  <!-- Test for today's forecasted high.
  Parameters 1 (latitude): 41.0238
  Parameters 2 (longitude): -81.7319
  -->
  <add CommandCode="Weather_High"
  CommandURL="http://graphical.weather.gov/xml/SOAP_server/ndfdXMLserver.php"
  CommandReturnType="XML"
  CommandReturnFormat="Fields"
  CommandReturn1="/n/n/n/n"
  CommandReturn2="/dtml/data/parameters/temperature[1]/value" >
  <CommandXML>
  <?CDATA[
  <soapenv:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema-instance" xmlns:dm1="http://graphical.weather.gov/xml/DWMLgen/usd1/ndfdXML.usd1">
  <soapenv:Header/>
  <soapenv:Body>
  <ndf:NDFDgen soapenv:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/">
  <latitude xsi:type="xsd:decimal">41</latitude>
  <longitude xsi:type="xsd:decimal">82</longitude>
  <product xsi:type="dm1:productType" xmlns:dm1="http://graphical.weather.gov/xml/DW
  </ndf:NDFDgen>
  </soapenv:Body>
  </soapenv:Envelope>
  ]?
  </CommandXML>
  </add>
  
```



About PCS

Business technology is our passion! Since 2002 Palitto Consulting Services (PCS) has been providing expert ShoreTel software development services to the small and mid-sized business community. Our team is certified in ShoreTel Cloud, Premise, ECC and Summit technologies, and has 1,000's of hours of IVR design experience.

At PCS we do not have a "one size fits all" approach; we strive to provide a solution tailored to best fit each customer's unique business needs. We have created many ShoreTel customizations that interface with world-class business applications which have had shown significant impact on the businesses bottom line.

PCS Strives to be a World Class ShoreTel Partner's Partner!

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