

# Evergreen Integration

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Learn more about maximizing  
your ShoreTel phone system



# 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!**

# Appointment Reminder IVR

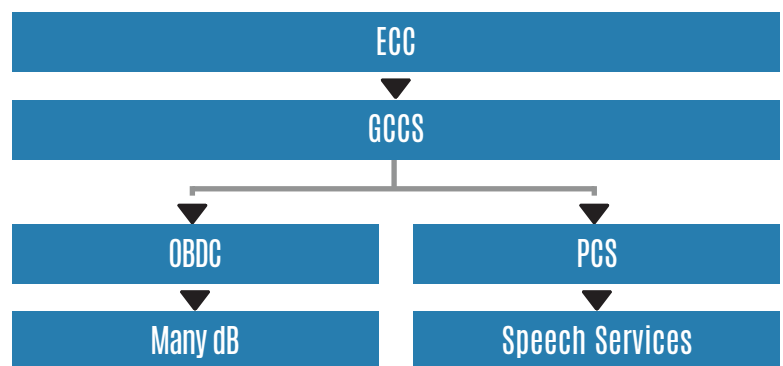
PCS to provide the ability for callers to confirm or cancel appointments via the ShoreTel ECC IVR. ShoreTel ECC will then be configured to update the Evergreen system to reflect the customer's response.

## ECC Text to Speech

Ability for ECC to access Text to Speech (TTS) services via a SQL based interface. The TTS interface will be accessed from ECC via GCCS SQL statement to generate the TTS wave files. This TTS interface will be used within the outbound dialing campaigns as necessary to read back appointment information. See the sample below for an example.

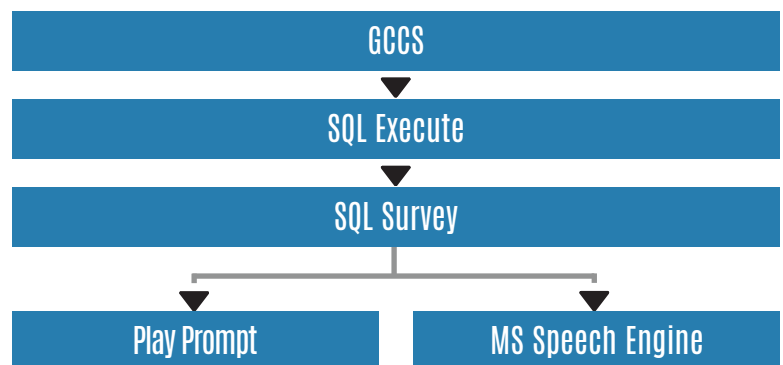
### Example:

Select \* CallService2('SpeechService','TTS','Welcome to the PCS Speech Service.','Welcome.wav')



## Phonetic Pronunciation Option

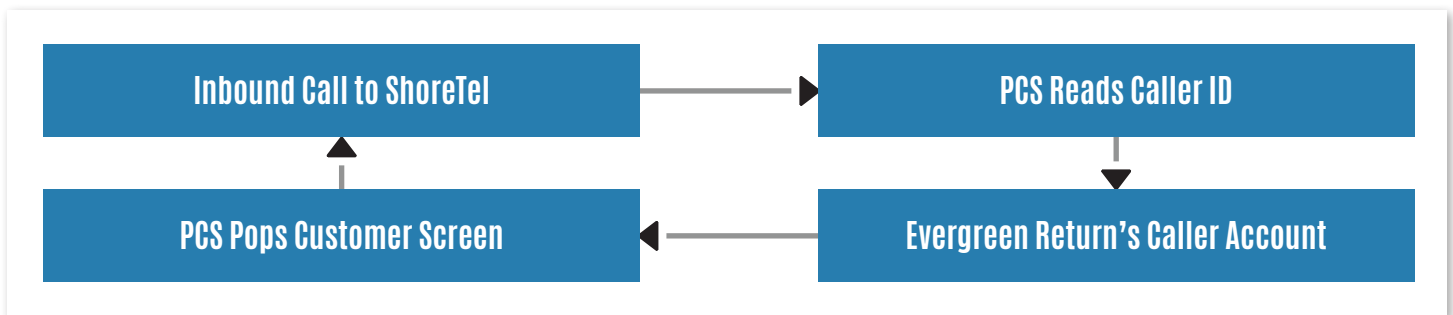
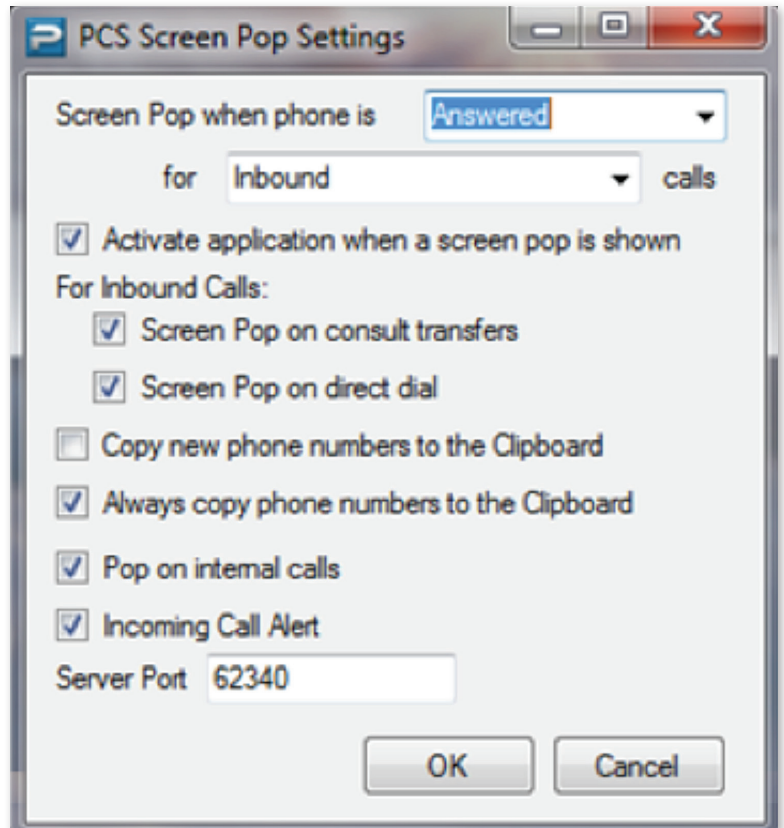
The Speech Dictionary translates abbreviations and proper names into their phonetic equivalents, so that the speech can be pronounced accurately by the TTS engine. The database TTS Translate function examines each word in the input string and translates it to a phonetic equivalent if it is found in the dictionary.



## Screen Pop

PCS to provide the ability for inbound calls to have the ability to open up to the appropriate customer screen in Evergreen. This will be active for all inbound calls into the contact center agents. This will be accomplished by PCS communicating with Evergreen via HTTPS URL commands. PCS will use back-end API's and modern browser integrations to complete the functionality. The architecture shown below provides a robust back-end communication to deliver reliable browser-level user experience.

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



## Notes

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