

Magento 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.

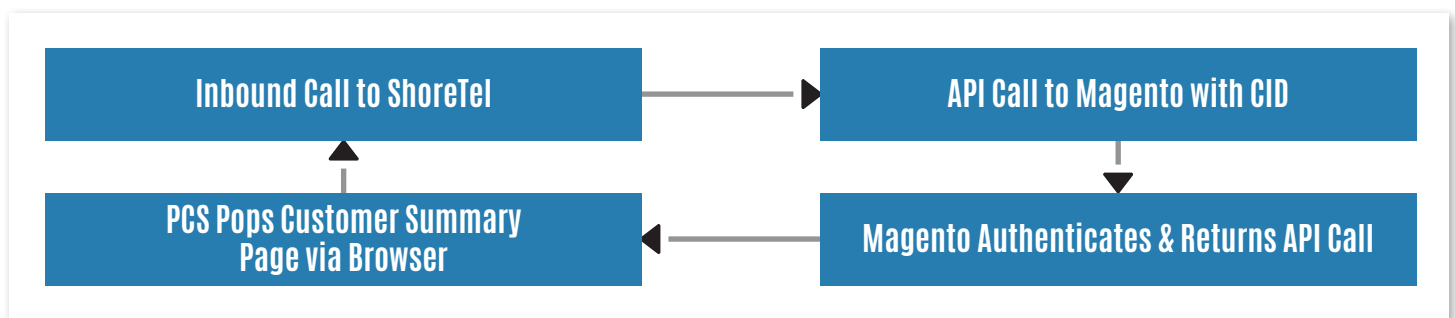
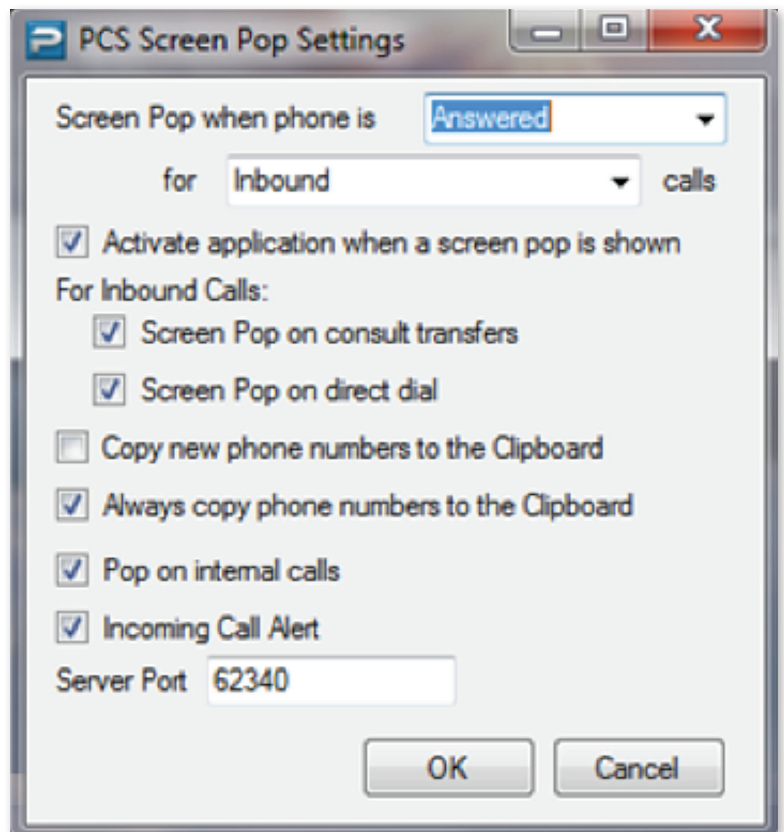
- PCS began working with the ShoreTel platform in 2002; we have over 50,000 hours of development time
- PCS team is ShoreTel Certified in both Installation and Support of Cloud, Premise, Contact Center, Mobility and Summit Practices
- All of our team members reside in Ohio
- Our project history ranges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

PCS Strives to be a World Class ShoreTel Partner!

Screen Pop

Provides inbound calling screen pop integration to Magento. Incoming calls trigger a screen pop by opening a new web browser tab to a specified URL which opens the Customer Summary Page. 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.





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