

Velocity/ Leads360 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.

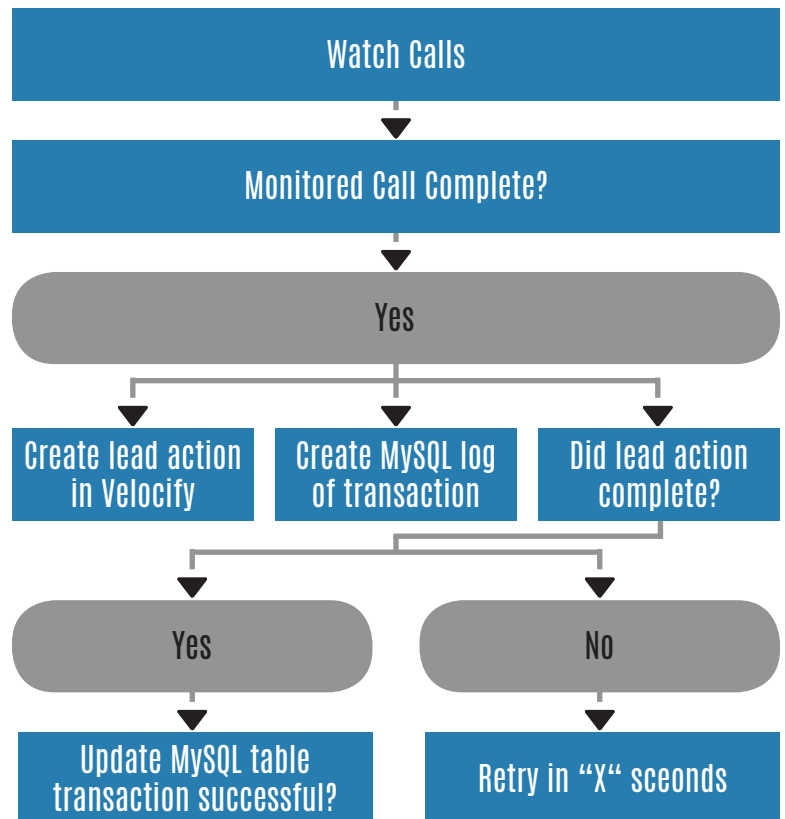
At PCS we do not have a “one size fits all” approach; we strive to provide customers with a custom solution tailored to best fit their unique business needs.

- 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!

Call Logging

Extensions set up to be monitored are logged into Veolcify/Leads360. An application is set up to watch all live calls and extensions set up in the configuration file will be logged.

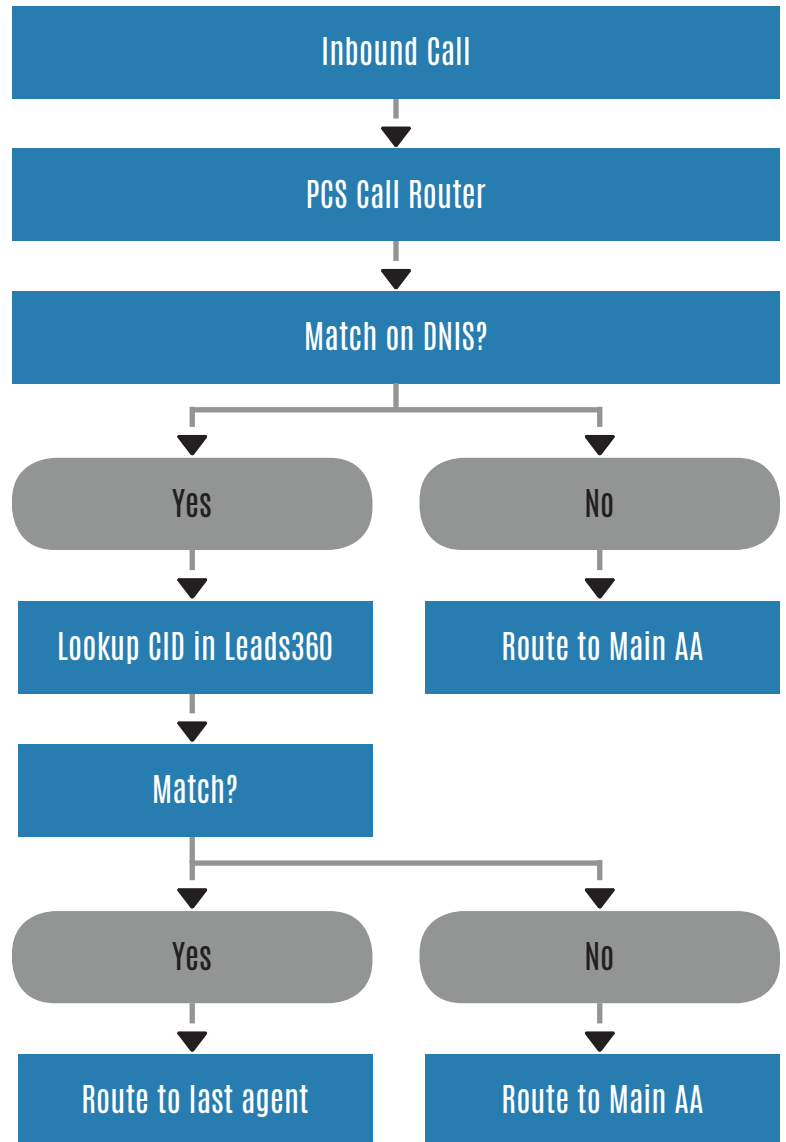


Call Routing

Ability to route inbound calls based on incoming DNIS and caller ID. This is accomplished by utilizing the PCS Call Router application. Each routed DNIS and CID will need to be assigned to a route point being monitored by the application. In the event that the PCS Call Router does not respond to the route point, it can be configured with a backup route destination pointed to AA or other ACD group.

The PCS Call Router Application can query to the following systems:

- Outbound Dialing Table
- Velocify/Leads360



Click to Dial

Outbound dial capability is possible with many applications. To enable, each agent's user name will need to be consistent between the application and ShoreTel, in order to perform the dial. The application will complete the call. An additional option is for the application to screen pop any application window for the dialed contact. Click to Dial capability is accomplished using the PCS Universal Dialer application using our proprietary phone number sensing technology and custom integration with ShoreTel systems.

Universal Dialer

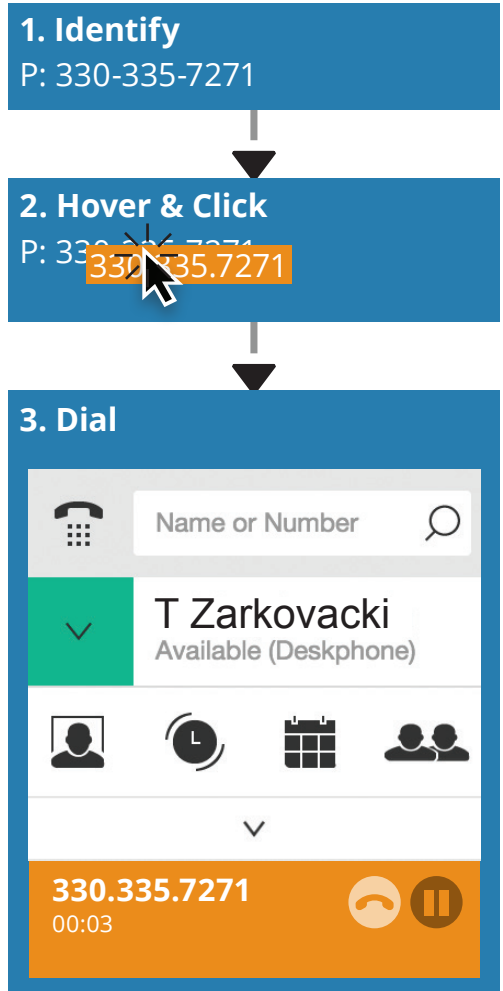
The Universal Dialer application is a client side application which provides the capability to hover over phone numbers in an application and click on them to dial. As users hover over a phone number, the system will automatically highlight the number and give options to dial the number on the user's extension Caller ID or System Dial-In Number.

Users click on the highlighted region and immediately place a call. There are also features available to manage outbound caller ID options.

The Universal Dialer is a Windows application that runs on Windows clients. Other operating systems are not currently supported.

The Universal Dialer works on nearly every application, as the sensing technology PCS has developed looks at pixels for number recognition instead of looking for phone number text fields.

Dialing is Easy as 1-2-3...





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