PCS
PALITTO CONSULTING SERVICES

Workgroup Login Integration

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Content

Maximizing your Unified Communications

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, Five9, Fuze, Mitel, Ring Central, Zoom, Zultys, 8x8 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!

Workgroup Login

Workgroup Login provide the ability for Workgroup agents to selectively log in or log out of individual workgroups. This will be implemented by placing a custom button on the Mitel Connect Client. When this button is clicked an agent side application will be launched on the agent's Windows computer. This application will have a list of all available workgroups with a checkbox next to each. The workgroup agent will then have the ability to check or uncheck each workgroup to effectively login or out of them. This application will be licensed per Mitel server with no limit on the number of Work Group agents or users. Can be selectively deployable to individual Agents and be centrally configured without any components installed on individual user computers.

Solution Architecture

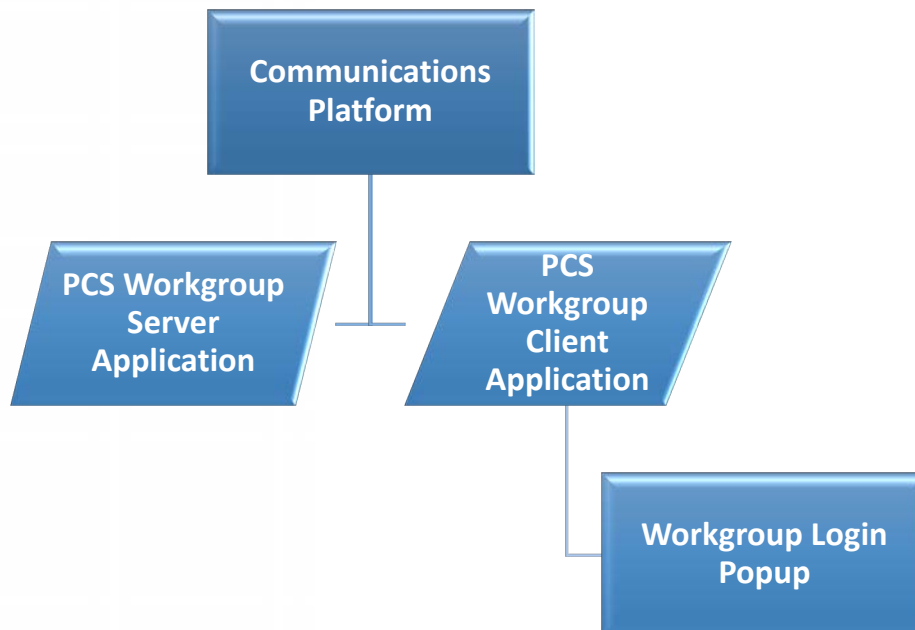Below is a summary of the solution components of this project.

Figure 1 – Solution Diagram

User Experience

PCS will provide a button for the Mitel Connect Client Windows application, which will open up the Workgroup List popup.

This can be deployed to individual Agents. It can be centrally configured without any components installed on individual user computers.

All workgroups for the organization are listed. The checked checkboxes indicates which workgroups to which you are assigned.

The Workgroup Login will enable you to choose the groups you want to participate in as well as the ability to log out of any groups.

Supervisor mode allows the control of all users by allowing the supervisors to select a given extension and control the queues that extension is assigned.

Joining a new workgroup takes effect the next time a call comes into the workgroup. You will not receive any calls that are already pending in the workgroup before you joined that workgroup.
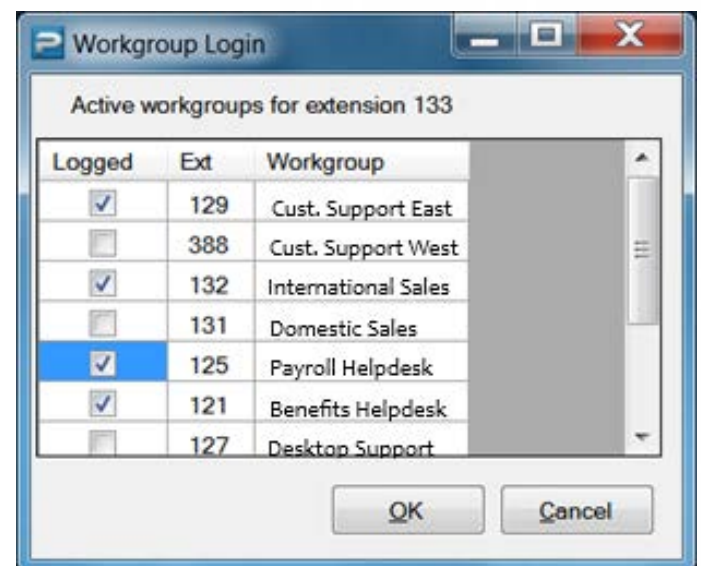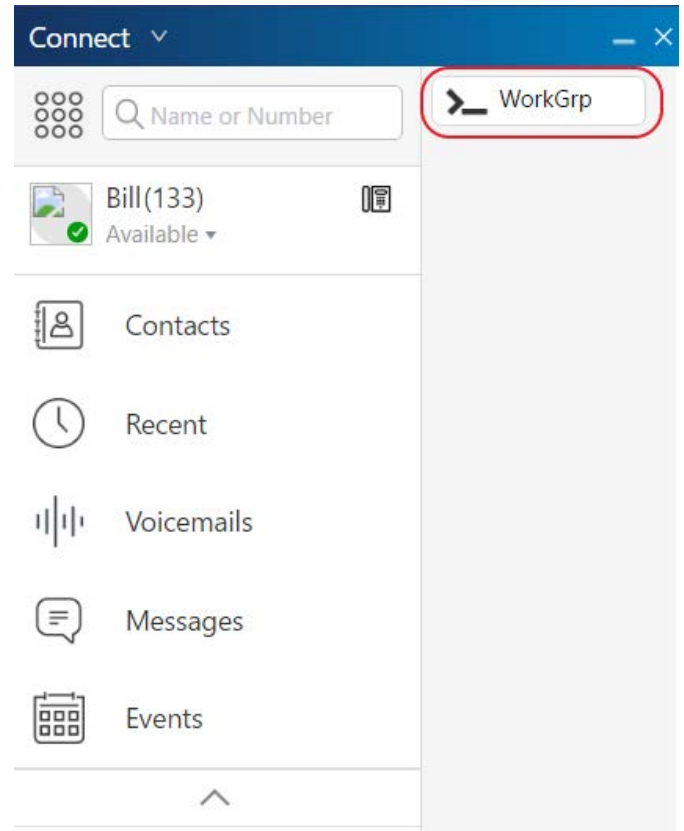
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