

# Erecruit- VoIP Platform Integrations

Updated 04/2018

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Learn more about maximizing  
your VoIP platform





## 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, Mitel, Zultys 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!**

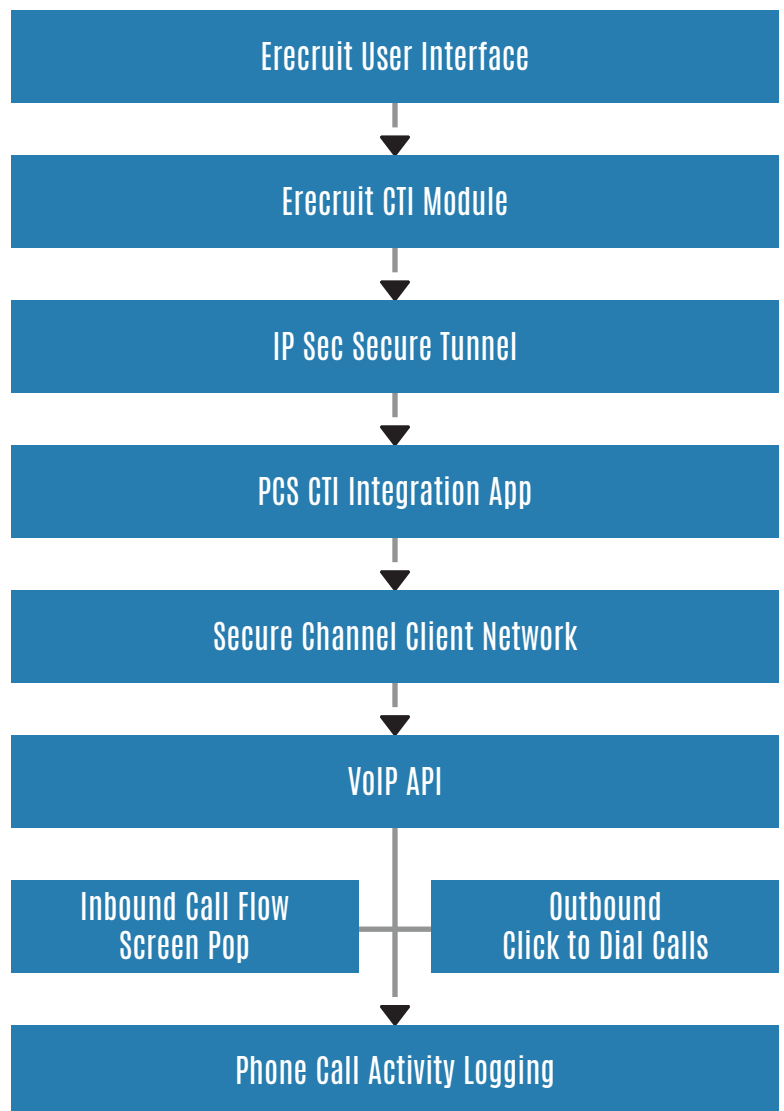
# Solution Architecture

Erecruit Integration solution with your VoIP platform to deliver screen pop, click to dial, and call activity reporting functionality.

The following is a diagram of interconnectivity and communication flows between Erecruit and the VoIP platform.

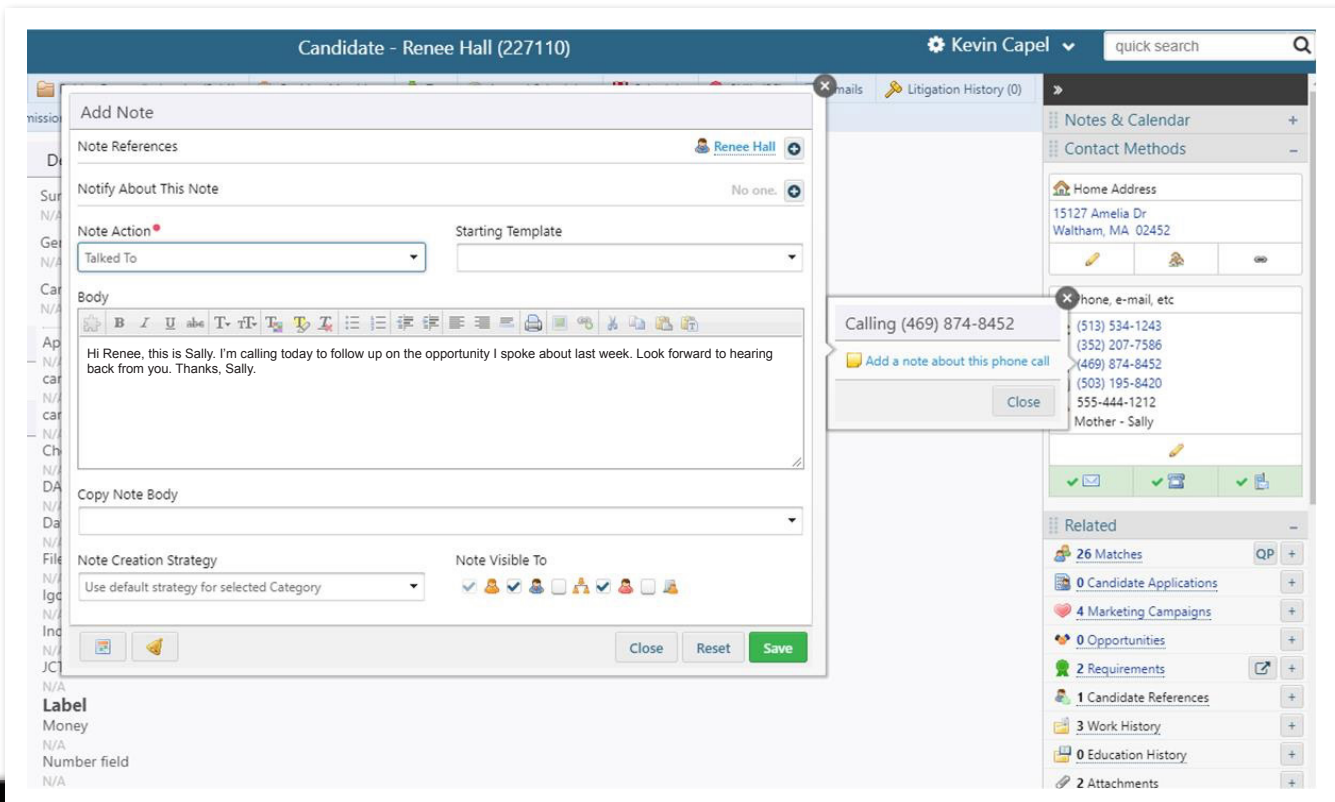
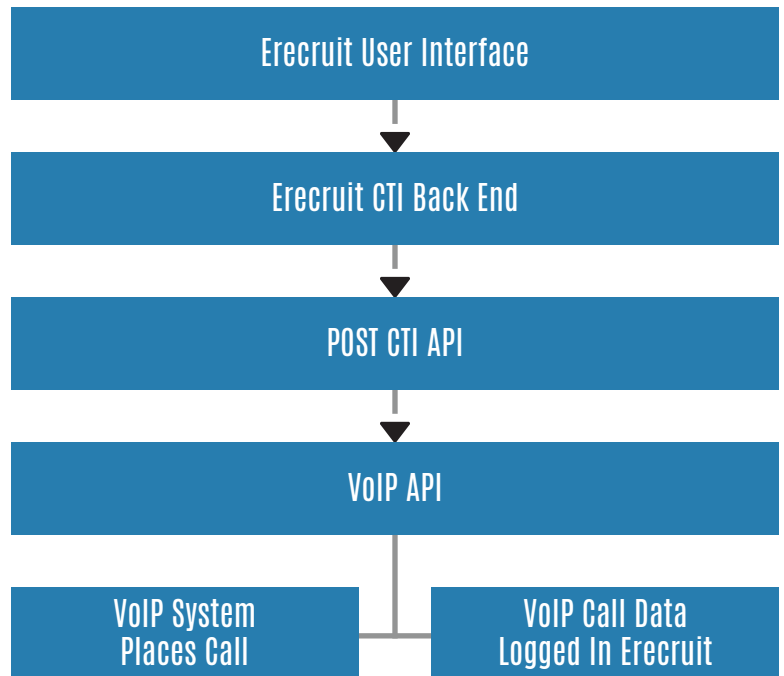
Advanced Erecruit VoIP Integration Features include:

- Auto note missed calls
- Erecruit phone audit & logging
- Call routing
- Call metrics integration
- Voicemail transcription and integration
- SMS notification
- Support for multi-entity Erecruit configurations



# Click To Dial

Provides a simple outbound dialing experience in Erecruit with PCS click to dial integration. In order to perform the dial, mapping Erecruit and VoIP user accounts is required. The user is able to click on a dial button available on the Erecruit screen and the agent's phone makes an outbound call to the currently active business account or contact's number from Erecruit. Erecruit will automatically pop up the call note and require the user to enter a note.



The Click to Dial application checks the user's phone status to confirm the user's phone is logged in and ready for calls. The system will return a message to the user that their phone presence is not available if their desktop client presence or status is set to an out of office or away state.

The integration is functional throughout the Erecruit platform. This enables one click dialing from candidate screens, search functions, contact lists, and anywhere a phone number is presented to the user.

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

### 1. Identify

P: 330-335-7271

### 2. Hover & Click

P: 330-335-7271



### 3. Dial



Name or Number



T Zarkovacki

Available (Deskphone)



330.335.7271  
00:03

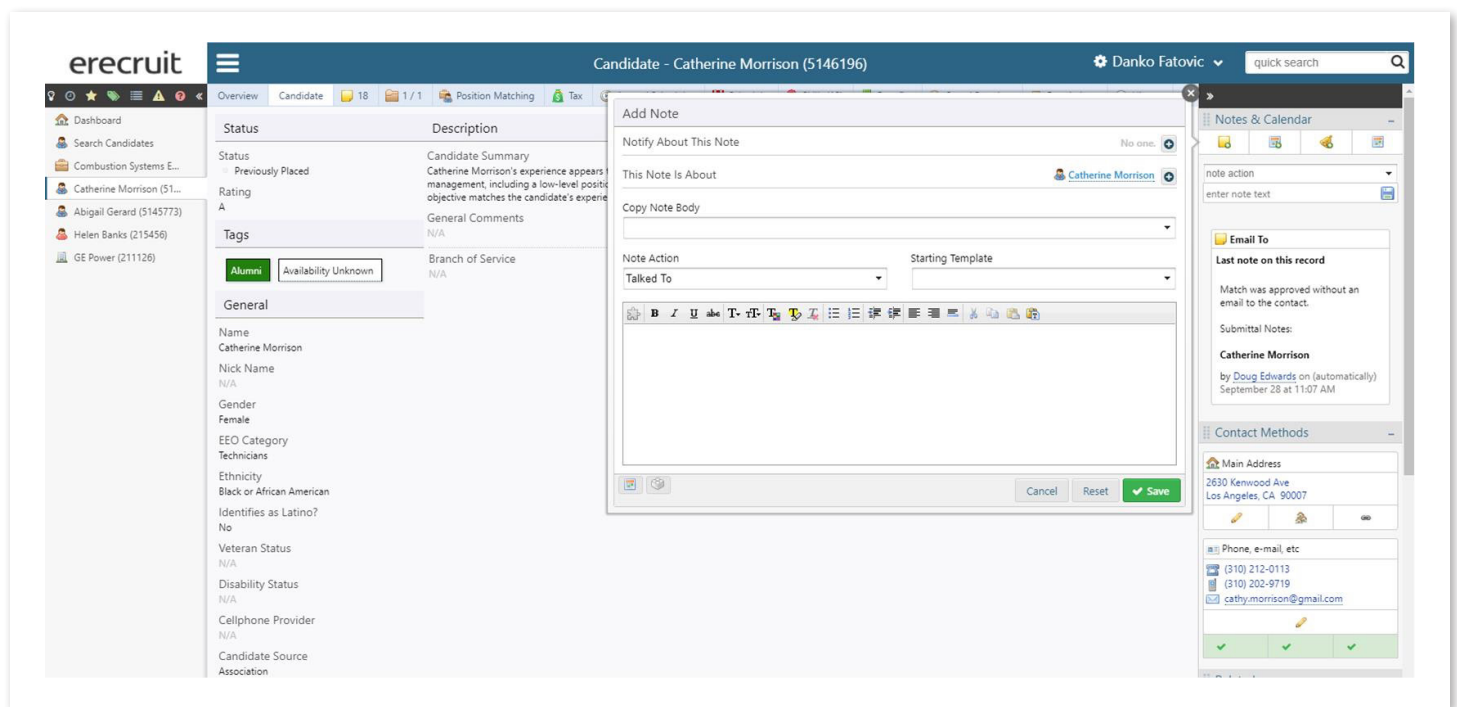


The screenshot shows the Erecruit application interface. At the top, there is a search bar and navigation menu. Below that is a table of candidates with columns for Resume, Candidate, Title, Current Employer, Folder Group, Location, Status, Date Created, Main Phone, and Main Email. A dialing overlay is shown on the right side of the screen, displaying the phone number 330.335.7271 and a timer of 00:03. The overlay also shows a green checkmark and the name T Zarkovacki with the status Available (Deskphone).

Resume	Candidate	Title	Current Employer	Folder Group	Location	Status	Date Created	Main Phone	Main Email
	Shawnda Masah (5162313) shawnda_masah@yahoo.com Main: (212) 430-3022	Controller	Levy Restaurants	Legal/Compliance/Finance   Accounting   Controller	4405 1st PI NE Washington, DC 20011	On Assignment	10/15/2017	(212) 430-3022	shawnda_masah@y...
	John Schmit (5162312) john.schmit@gmail.com Main: (212) 434-4016	Controller	Canada Dry	Legal/Compliance/Finance   Accounting   Controller	304 Q St NW Washington, DC 20001	On Assignment	10/15/2017	(212) 434-4016	john.schmit@gmail...
	Elliot Windsor (5162311) Elliot.windsor@gmail.com Main: (212) 756-5358	Controller	Evergreen Technologies LLC	Legal/Compliance/Finance   Accounting   Controller	4120 14th St NW Washington, DC 20011	On Assignment	10/15/2017	(212) 756-5358	Elliot.windsor@gm...
	Ramkeshwar Singh (5162096) ramk.singh@gmail.com Main: (212) 434-8377	Controller	PAPER ENTERPRISES, INC	Legal/Compliance/Finance   Accounting   Controller	3721 80th St Jackson Heights, NY 11372	On Assignment	9/3/2017	(212) 434-8377	ramk.singh@gmail...
	Olga Romaine (5162095) olga_romaine@yahoo.com Main: (212) 434-0790	Controller	PRESSONE Telecommunications and Technology	Legal/Compliance/Finance   Accounting   Controller	3908 50th Ave Long Island City, NY 11104	On Assignment	9/3/2017	(212) 434-0790	olga_romaine@yah...

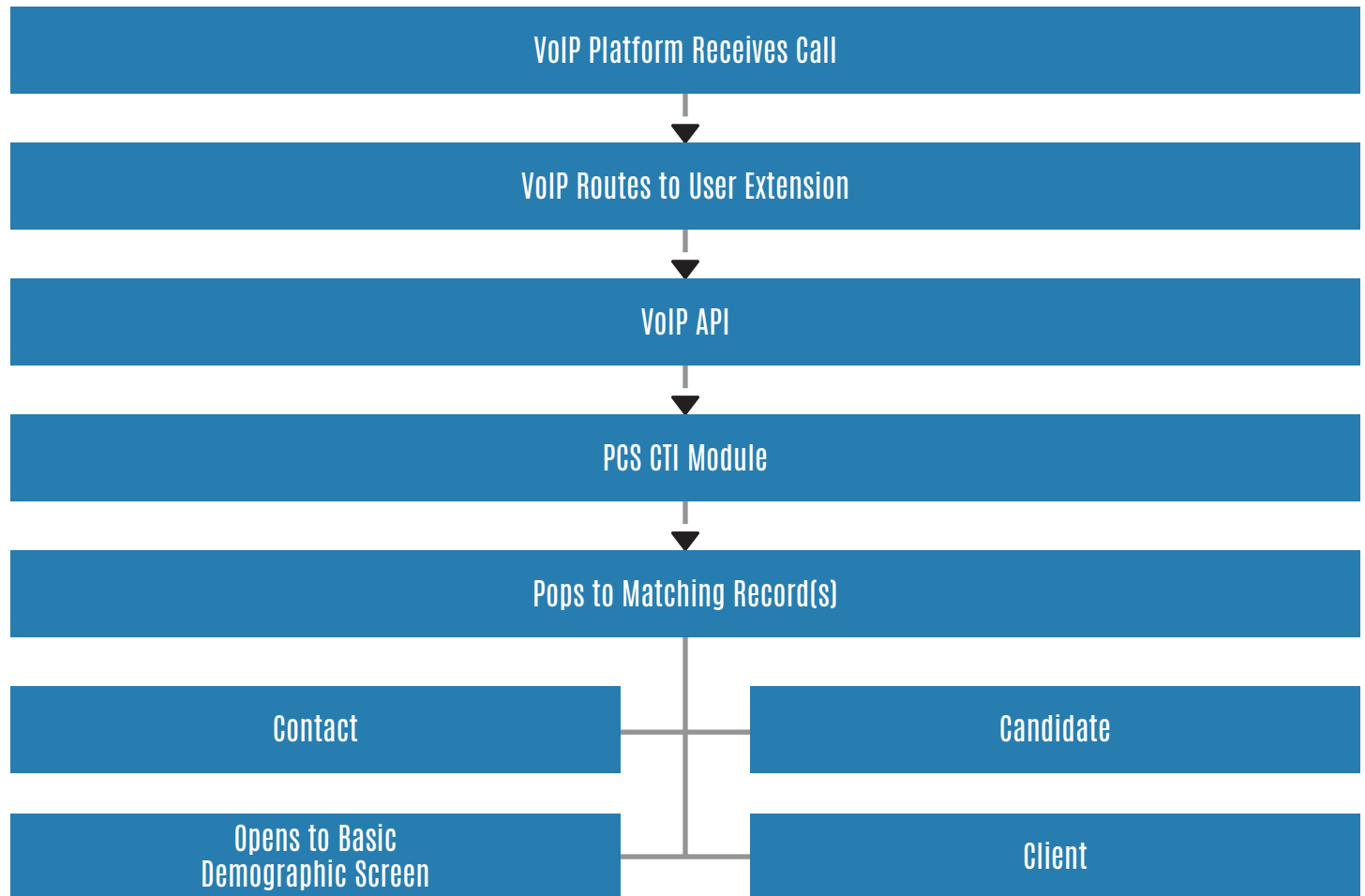
# Screen Pop

An integrated screen pop experience streamlines caller account lookup and logging in Erecruit. The system pops the matching records for the incoming caller ID. If there are multiple records matching the incoming caller ID, the system pops multiple record screens. These will most commonly be candidate and client screens.



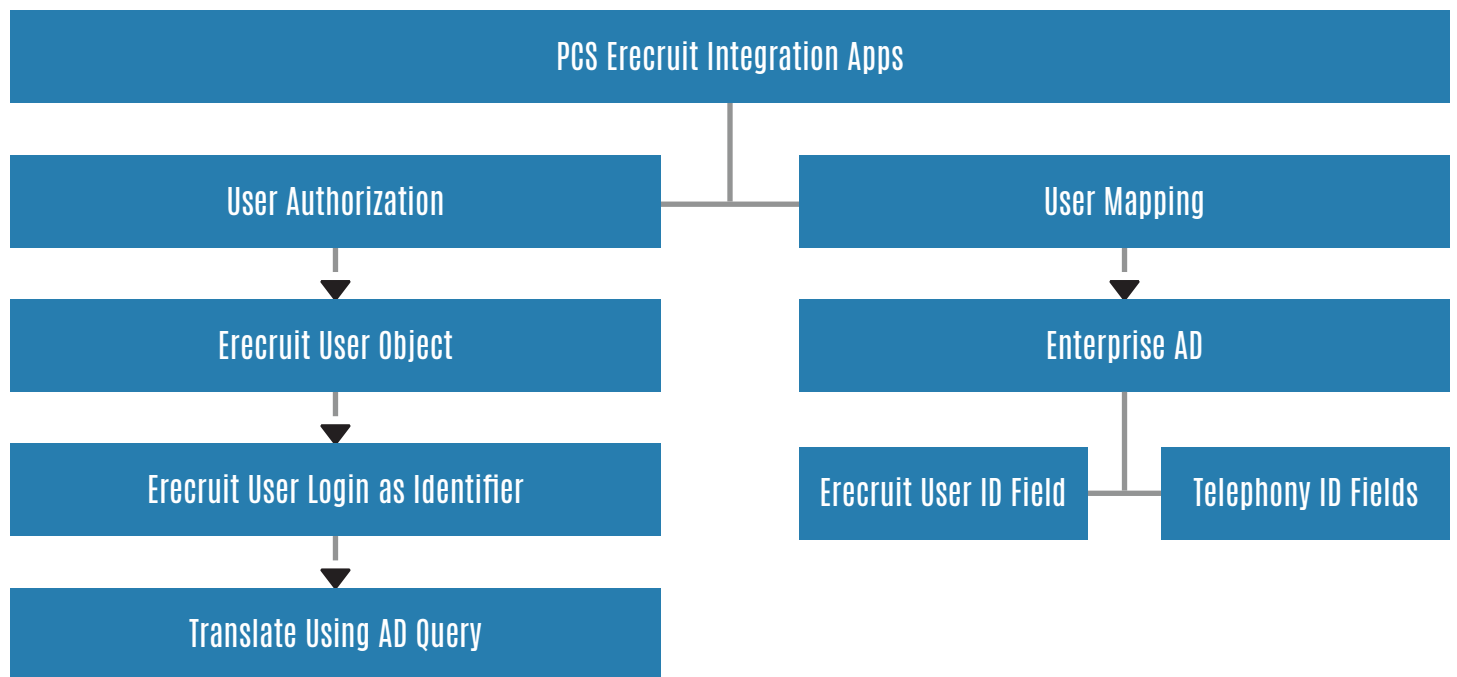
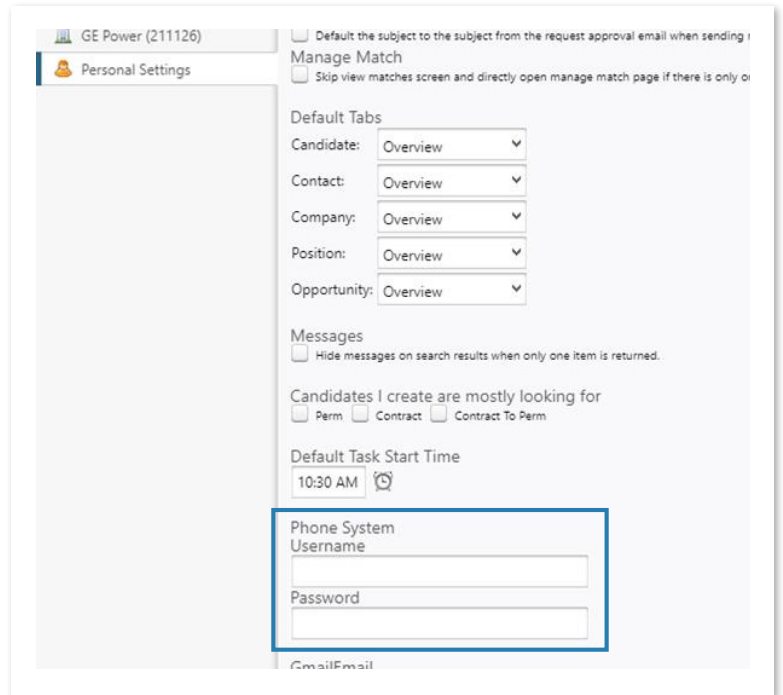


A variety of settings are provided in order to customize the user experience on when the screen pop occurs. The screen pop can occur while the phone is ringing or when the call is answered.



# User Validation and Mapping

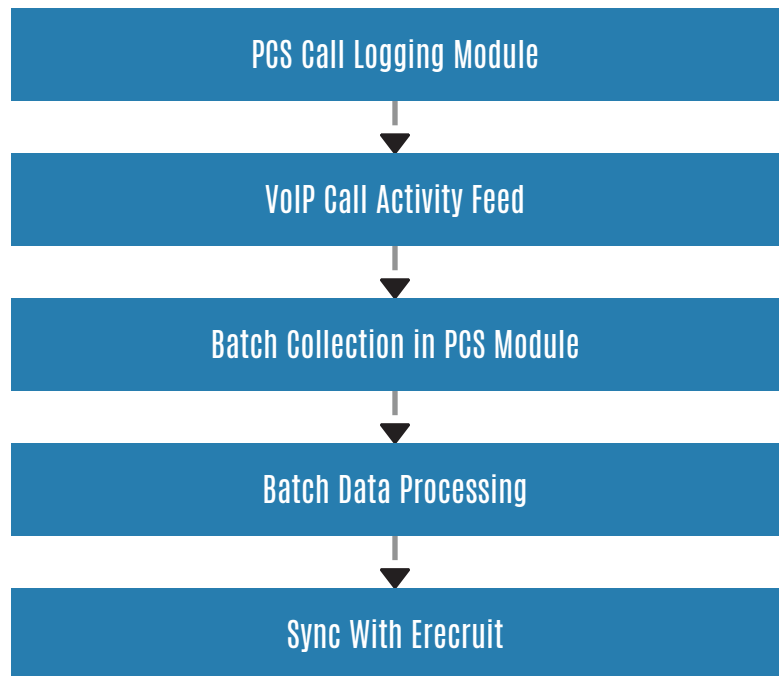
Users can be validated using an Active Directory Integration, or using the Erecruit phone system personal settings. The below flow chart describes the PCS Active Directory Integration. Screen shot below shows how a user would enter their phone system credentials in Erecruit. PCS can support either method. The AD integration eliminates the need for individual users to enter their phone system credentials.





# Erecruit Phone Logging

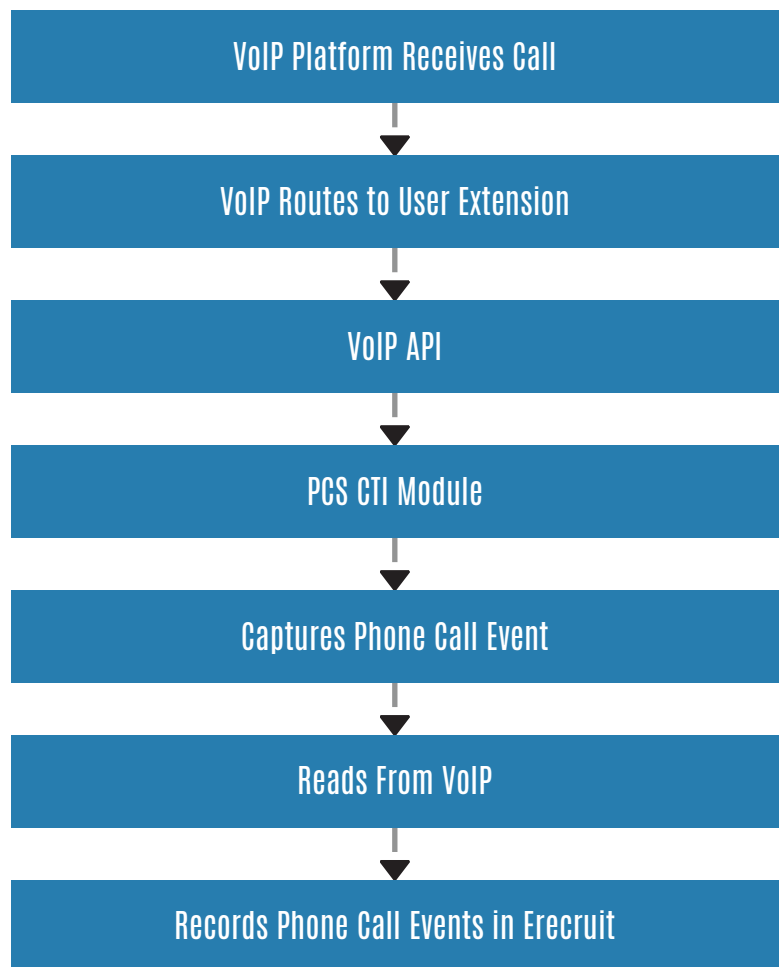
Facilitate business intelligence reporting from within Erecruit by logging call activity in customer accounts. Phone call events are monitored in the VoIP Telephony platform and relayed in batch record sets to Erecruit. The PCS App monitors the VoIP event feed API and captures relevant inbound and outbound calls. The calls are batch accumulated and sent to Erecruit for activity logging in regular increments. The increment time is configurable in an XML configuration file.



# Multi-Erecruit Instance Management

Some Erecruit customers run multiple systems in their environments. This model supports several business units with complete autonomy but shared IT resources. If your organization uses this deployment, PCS has developed a multiple instance management system for handling the telephony integration with a common unified communications platform.

The PCS App monitors the phone call event feed API and capture relevant inbound and outbound calls. These calls are batch accumulated and sent to Erecruit for activity logging in regular increments. The increment time is configurable in an XML configuration file







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