

Product Summary

- Integrates MiVoice Connect click to dial and screen pop functionality directly within Zoho for increased productivity and enhanced user experience.

Product Description

- Agents make outbound calls from the Zoho contact.
- The Zoho contact business card view automatically pops up for call control and easy entry of call notes and follow-up tasks.
- Calls are automatically logged in Zoho.

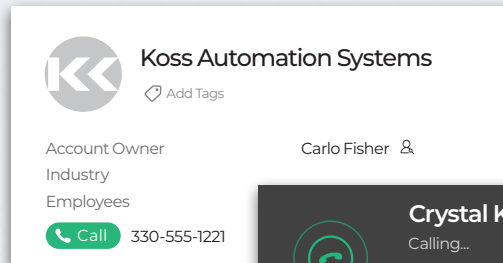
Product Requirements

- Works with MiVoice Business, MiVoice Connect 14.2 and above.
- Contact Center not required.
- Requires PhoneBridge on Zoho Desk, Zoho CRM, Zoho CRM Plus or Zoho One.



Click to Call Example

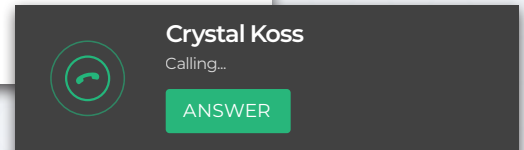
Agent makes outbound calls from Zoho or...



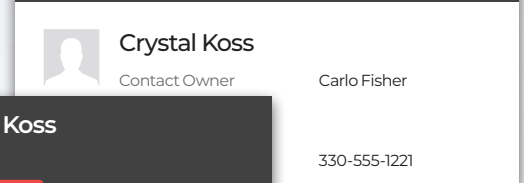
Koss Automation Systems
Add Tags

Account Owner: Carlo Fisher &
Industry:
Employees:
Call: 330-555-1221

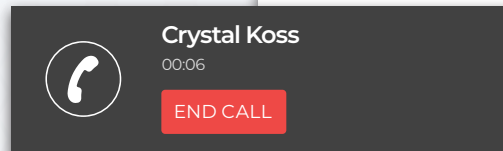
Agent answers inbound call via screen pop



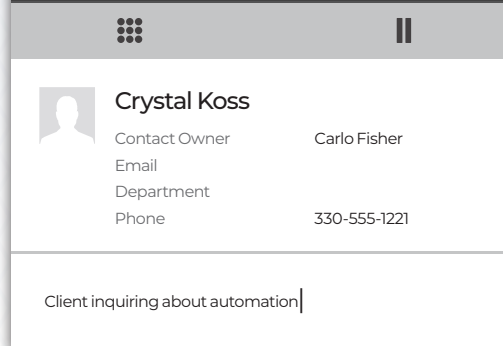
Crystal Koss
Calling...
ANSWER



Crystal Koss
Contact Owner: Carlo Fisher
330-555-1221



Crystal Koss
00:06
END CALL

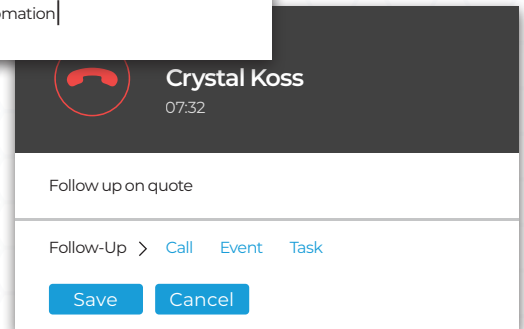


Crystal Koss
Contact Owner: Carlo Fisher
Email:
Department:
Phone: 330-555-1221

Client inquiring about automation |

The screen pop provides the agent with call control to end the call

After the call, the agent can add further information and follow up tasks



Crystal Koss
07:32

Follow up on quote

Follow-Up > Call Event Task

Save Cancel

Revised: March 9, 2024