PCS

PALITTO CONSULTING SERVICES

PCS PowerCall

Enabling RingCentral Power Users with Enhanced Call Control Features

Product Summary

- Enhanced Operator Console built on top of the RingCentral Unified Communications platform.

Product Description

Enhanced Call Control

Incoming Call Priority: Place a second call on hold without interrupting a first call already in progress.

Drag and Drop Conference: Create ad-hoc conferences and control the time the conference begins.

Drag and Drop Transfer: Send an active call to an agent by transferring, parking, or sending it directly to their voicemail.

Park Calls: Park calls in agent's queue.

Return Calls: An unanswered call transfer to an available agent will call back to the original agent indicating it is a returned call.

Interoperability: Interoperability of call control of the desk phone and the PowerCall app.

Increased Productivity

Quick Dial: Quick Dial window shows real time phone number search matches.

Directory Search: Search different sites by department, title, first name, last name, city, and state.

Custom Views: Custom data views with snap-in-place preferred window placement, selected columns shown, and individual tab resizing.
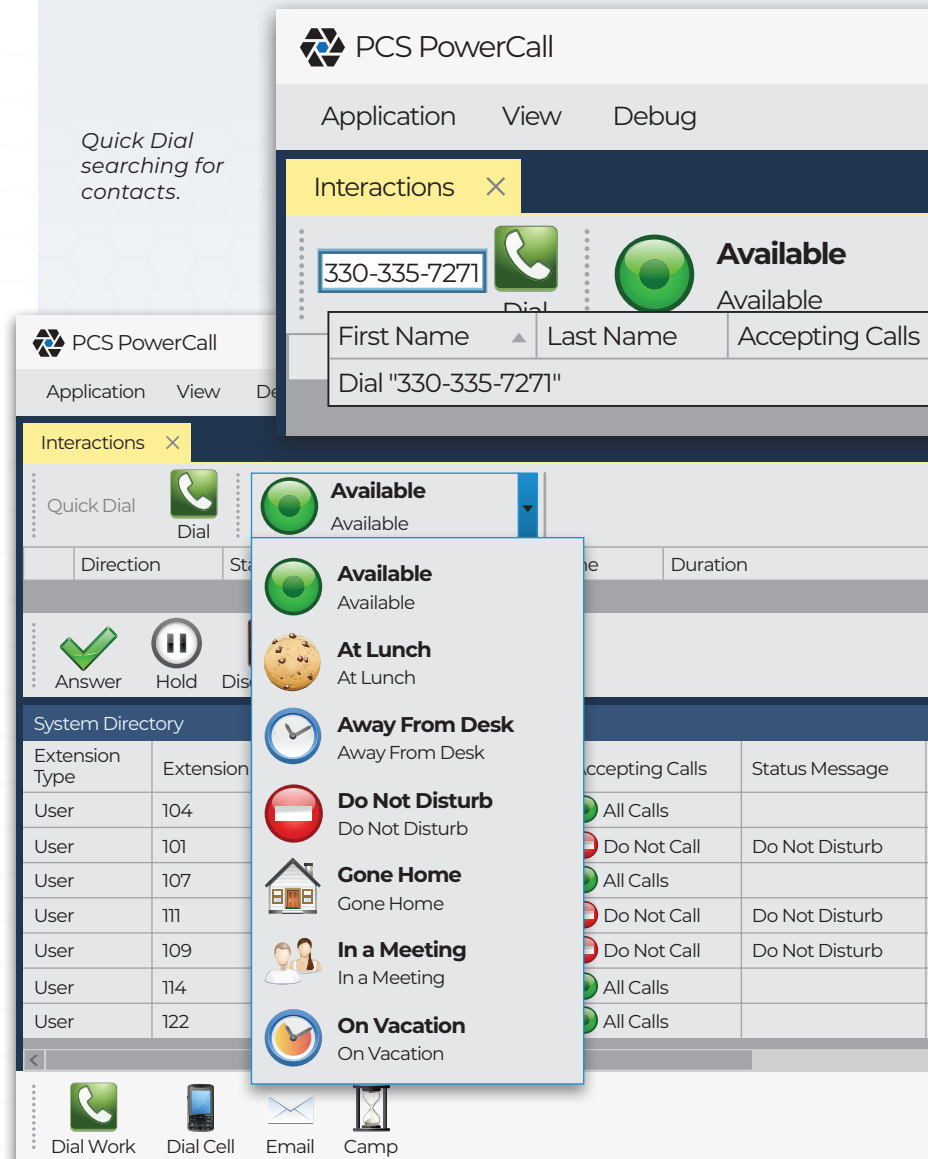
History: Call history view.

Camping: Camp on an agent to be notified when the agent becomes available.

Custom Statuses: Set agent availability from the default or custom list and the agent status will automatically change based on the call status.

Product Requirements

- RingCentral MVP.

MAXIMIZING
RingCentral®

PCS PowerCall Example Screens

Quick Dial searching for contacts.

Agent selects customized statuses.

Contact PCS today to begin building your solution
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