

Product Summary

- Enable Click-to-Dial, Screen Pop and Call Logging functionality within elead for enhanced customer experience and increased agent productivity.

Product Description

- **Click-to-Dial:** Provides Click-to-Dial capabilities within elead and any other application, including websites, documents, and email signatures as well as across remote desktop sessions such as RDP and Citrix. With the OCR (Optical Character Recognition) technology the agent hovers over the phone number to automatically pop the formatted number and allows seamless dialing from the agent's extension.
- **Screen Pop:** For inbound calls, provides Screen Pop functionality into elead to easily find the caller's account information.

Product Enhancement Option

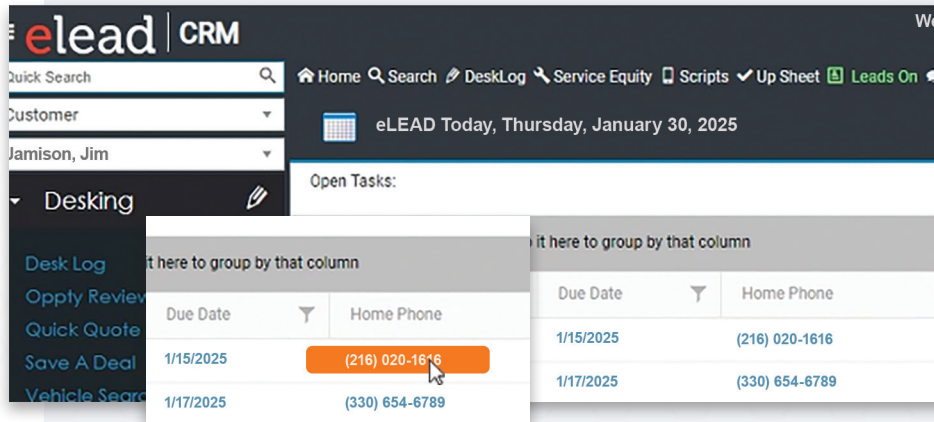
- **Call Logging:** Automatically document call details into elead for tracking, compliance, and BI (Business Intelligence) analysis. This also includes Call transcription in the Activity History.
- **SMS Integration:** Adds Business Messaging logging in the Activity History.

Product Requirements

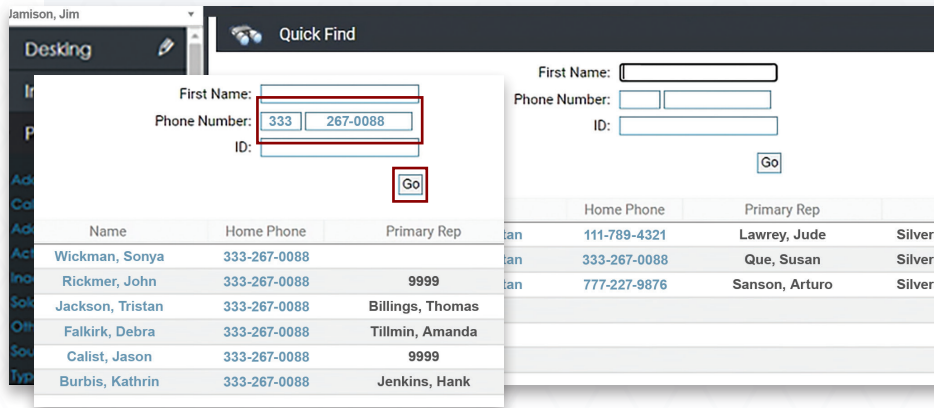
- VoIP system API for dialing and receiving call events.
- System Tray app running on Windows 10 or greater.
- Chrome browser plugin for PCS Screen Pop for elead
- Windows 2016 Server or greater.

Integration Example

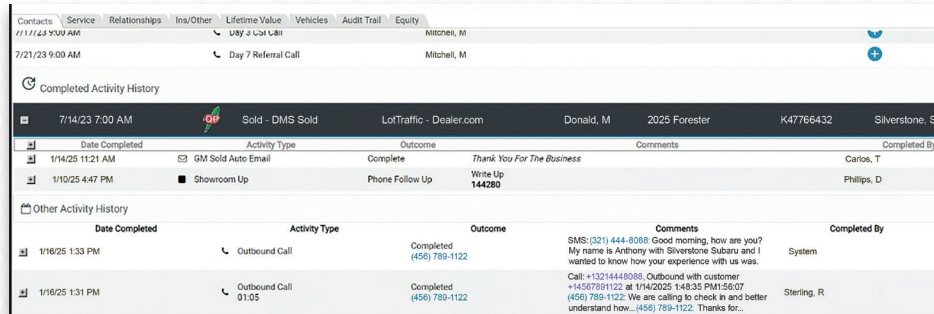
Agent performs Click-to-Dial



Inbound Screen Pop automatically displays appropriate contacts



Call Logging of call details



Revised: February 28, 2025