PCS erecruit Integration

Leveraging your VoIP System in erecruit

Product Summary

- Enable Click-to-Dial and Screen Pop functionality within erecruit for enhanced customer experience and increased agent productivity.

Product Description

- **Click-to-Dial:** Provides Click-to-Dial capabilities within erecruit for seamless dialing from the agent's extension. Agent adds call notes on the candidate
- **Screen Pop:** For inbound calls, provides Screen Pop functionality in erecruit to easily find the candidate's information. Agent adds call note and actions for documentation and follow up.

Product Enhancement Option

- **Call Logging:** Automatically document call details into erecruit for tracking, compliance, and BI (Business Intelligence) analysis.
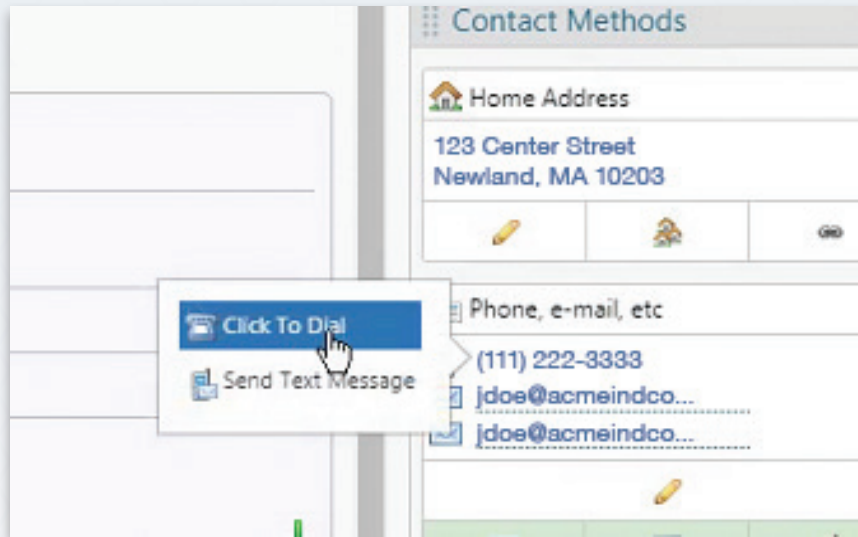
Product Requirements

- VoIP system API for dialing and receiving call events.
- System Tray app running on Windows 10 or greater.
- Windows 2016 Server or greater.

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Integration Example

Agent performs Click-to-Dial

Inbound Screen Pop automatically displays caller data.

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