

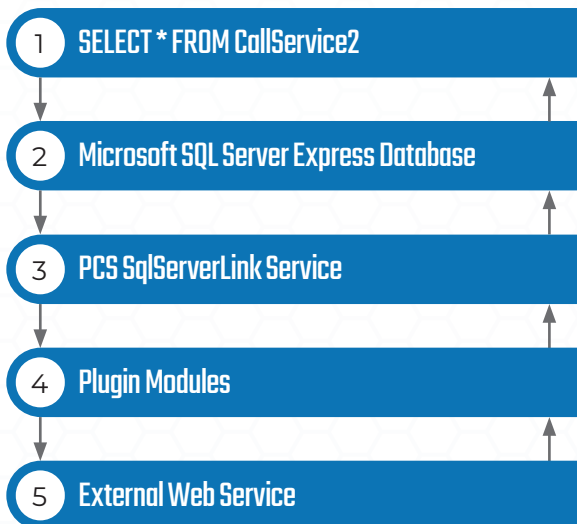
## Product Summary

- Increasing Call Center functionality for enhanced data integrations, to perform off system functions, and to connect to external data sources.
- Integration is accomplished via Microsoft SQL queries or Web Service calls with Plugin Modules.

## System Diagram

Call Center queries to a SQL database are handled by the PCS SqlServerLink Service and Plugin Modules for enhanced functionality.

### Example Query Flow



## Product Requirements

- Windows 2016 Server or greater.

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## Plugin Module Options

- **On-Demand TTS Generation**
  - Generates high-quality Text-to-Speech (TTS) files dynamically to meet Contact Center demands.
  - Integrates stable premise-based voices to ensure reliability.
  - Utilizes cloud-based voices to ensure superior audio quality, enhancing the overall playback experience.
- **Web Service Integration**
  - Executes web service calls, retrieving and processing results efficiently.
  - Enables the system to adapt to various web service endpoints for comprehensive functionality.
- **Email Management**
  - Sends emails using customizable templates, ensuring consistency in communication.
  - Leverages predefined email templates to integrate Call Center data for personalized and flexible content.
- **ECC Activity Feed Monitoring**
  - Monitors the ECC Activity Feed in real-time, allowing for proactive and optimized call routing.
  - Redirects Call Center calls based on agent availability for improved responsiveness.
- **Salesforce SOQL Query Execution**
  - Executes Salesforce SOQL queries to retrieve customer related data.
  - Utilizes Salesforce data intelligently to enhance the effectiveness of call routing strategies.
- **SMS Integration into Call Flow**
  - Integrates SMS into the call flow for a multi-channel communication experience.
  - Enables bidirectional communication, allowing customers to interact via SMS within the context of a call.
- **Custom Integration with Third Party Applications**
  - PCS can customize plugins for integrations with Third Party applications and systems to meet your business process and automation needs.