

Product Summary

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

Product Description

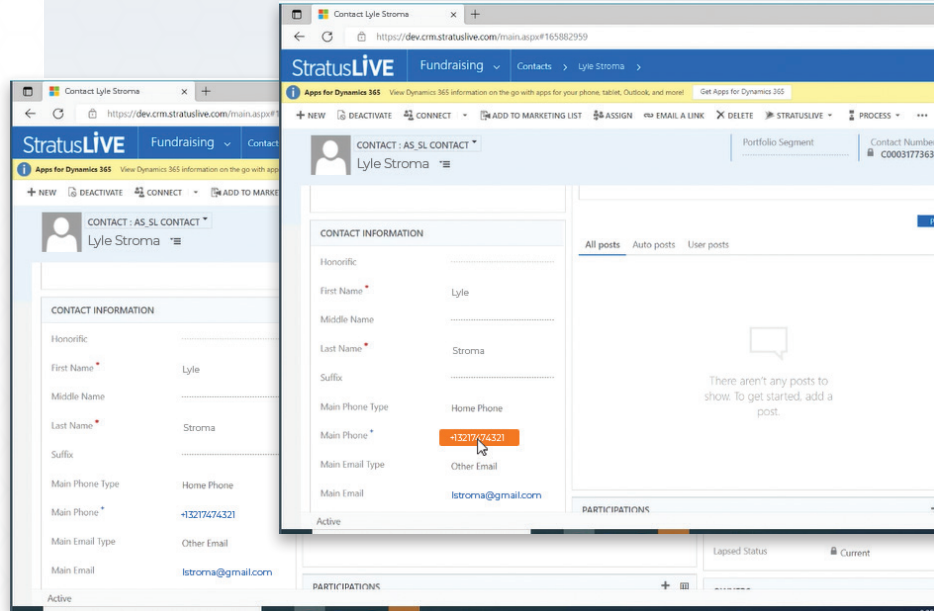
- **Click-to-Dial:** Provides Click-to-Dial capabilities within StratusLive and any other application, including websites, documents, and email signatures as well as across remote desktop sessions such as RDP and Citrix. With the OCR (Optical Character Recognition) technology the agent hovers over the 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 in StratusLive to easily find the candidate's information.

Product Requirements

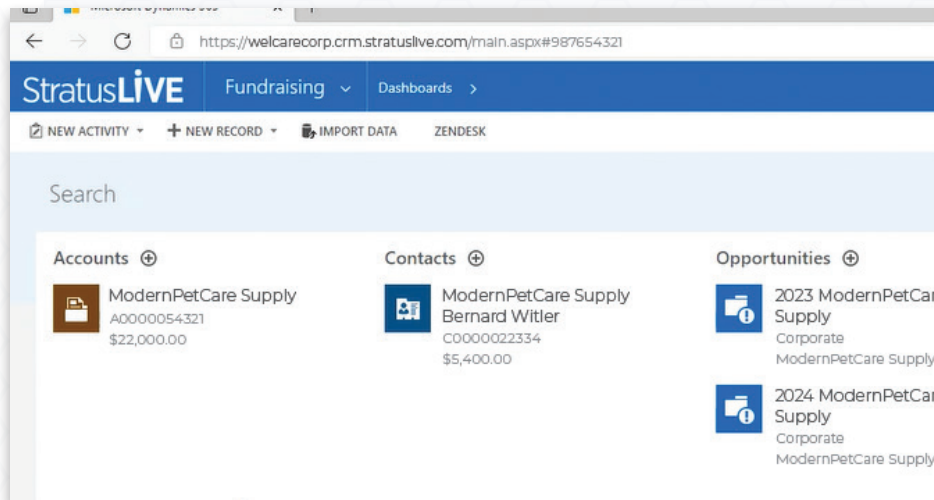
- VoIP system API for dialing and receiving call events.
- System Tray app running on Windows 10 or greater.
- Chrome or Edge browser plugin for PCS Screen Pop for StratusLive
- Windows 2016 Server or greater.

Integration Example

Agent performs Click-to-Dial



Inbound Screen Pop automatically displays caller data.



Revised: February 28, 2025