

Product Summary

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

Product Description

- **Click-to-Dial:** Provides Click-to-Dial capabilities within Vin Solutions and other applications, including websites, documents, email signatures and across remote desktop sessions such as RDP and Citrix. OCR (Optical Character Recognition) technology enables the agent to hover over the phone number to automatically pop the formatted number offering seamless dialing from the agent's extension.
- **Screen Pop:** For inbound calls, provides Screen Pop functionality into the Vin Solutions Client's Search page to easily find the caller's account information.

Product Enhancement Option

- **Call Logging:** Automatically document call details into Vin Solutions 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.
- Chrome browser plugin for PCS Screen Pop for VinSolutions.
- Windows 2016 Server or greater.
- Vin Solutions APIs not required for Click-to-Dial and Screen Pop.

Integration Example

Agent performs Click-to-Dial

Call Detail - Mozilla Firefox
http://apps.vinmanager.com/cardashboard/pages/...

Dealership
Midwest Megamotors
1234 Main St., Wilkinson, OH 44321
(555) 321-4321

Dusty Rhodes
Individual
M: (555) 344-2211 email: drhodes@mw...
W: (555) 344-3344

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Notes and History	Time and Date	Activity
Appointments	07/06/2024 08:08AM	General Note by: System Lead marked no longer owns. Sold process was terminated. Note in 2 months he will be dropping off the Sport.
Scripts	07/06/2024 07:58AM	Outbound Phone Call (Contacted) by: Mark Etter He is turning in his Rogue Sport when the lease is done because he bought a Pre Owned Honda Pilot to replace it.
Surveys	06/26/2024 06:41AM	Email Auto Response by: System Dusty, This is Mark at Midwest. As you know, your lease is due to end in two months. Thinking about getting a new vehicle is probably the last thing on your mind. Life just seems to get in the way of these types of things. For your benefit, can we schedule...
	06/08/2024 01:04PM	Lead received by: System Service Lead Received

Call Type
Outbound Inbound

Number to Dial
Content Here
Content Here
Content Here

Contacted?
Yes No
Machine Answered

Call Notes
All set
Legacy Log Call Screen

Inbound Screen Pop automatically displays caller data

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