PALITTO CONSULTING SERVICES

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 hoover 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.
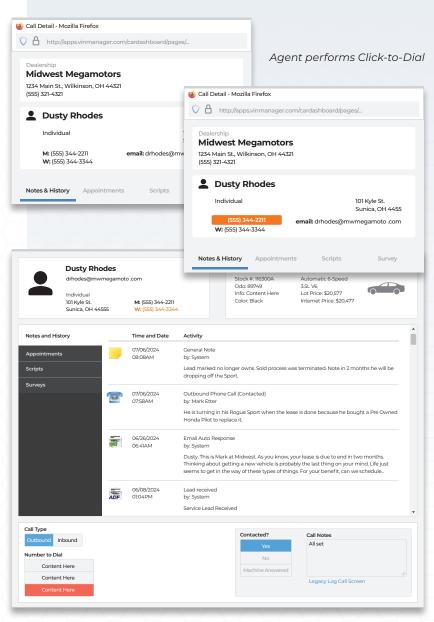
Product Enhancement Option

- **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

Inbound Screen Pop automatically displays caller data

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