



vCONNECT Datasheet



Introduction

vCONNECT is a multi-functional telephony application which offers a host of features such as Click to Dial, Screen Popping, System Alerts, Pause & Resume and much more. The product is supported in both On-Prem and Cloud environments and will simplify all of your daily tasks, from making calls to accessing clients records.

The product is installed and operates from your Windows system tray, and is primarily designed to handle functionality that requires the software to be present on the user's PC. However, the software is easy to install and requires very little configuration in order for it to operate correctly.

The image shows two overlapping windows from the vCONNECT application. The background window is the main configuration interface, titled 'vCONNECT'. It has a top bar with icons for Settings (wrench), Click to Dial (grid), CRM (person), vRECORD (microphone), and vBOARD (monitor). Below this are sections for 'Connection' (Server IP: 10.2.30.40, Password: masked, Ext No.: 235, UFID: LeeB), 'Telephony' (External Dial Prefix: 9, Internal Digital Length: 3), and 'StartUp' (Start Automatically: Yes). The foreground window is a smaller, titled 'CONNECT' window showing a call log entry for 'John Smith' with the number '02081231071' and a 'Hangup' button.



Base Features

Click to Dial - highlight a number and dial anywhere from screen

Pause & Resume - disable recording while discussing sensitive details

Extended Features

In addition to the base product features, vCONNECT also includes several extended features, including screen popping & wallboard alerts. This enables the user to automate CRM access when a call arrives and to receive call center threshold alerts from our Wallboard.

Increase Your Performance

If you make or receive multiple calls on a daily basis, vCONNECT can help to improve your performance by automating repetitive tasks and providing you with quicker access to the information you need.

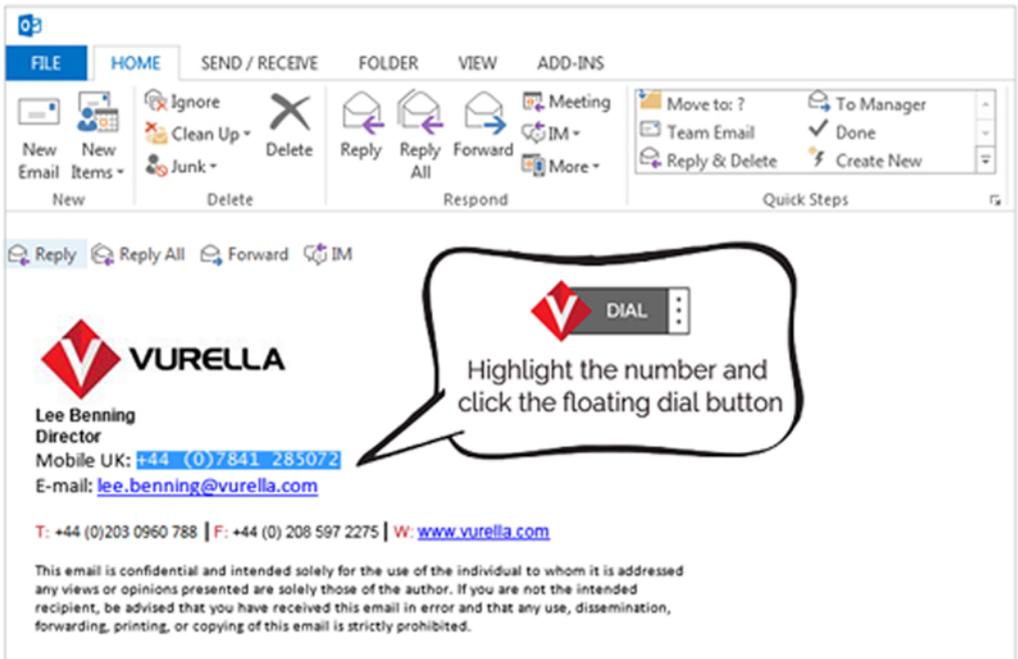
Although vCONNECT includes a comprehensive feature set, it has been designed to be simple to use and non-intrusive. This enables you to concentrate on the tasks you have to perform while vCONNECT quietly assists you without you even realising.

Click to Dial

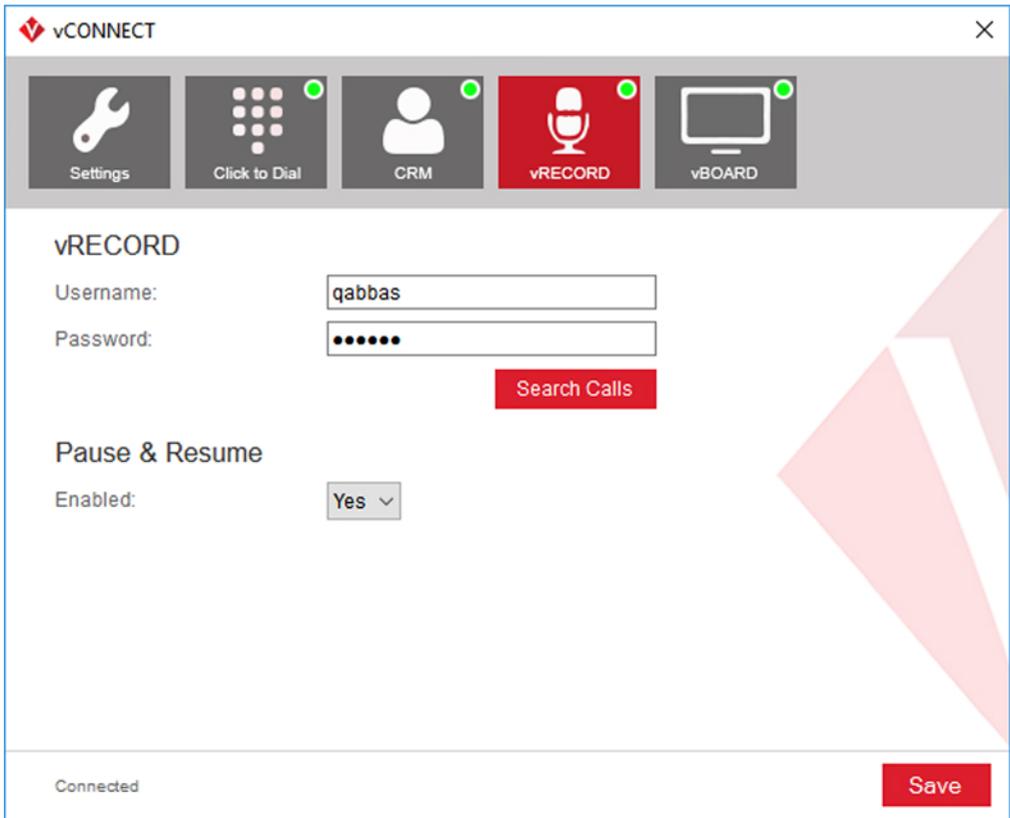
This unique dial feature provides the ability to make a call directly from your PC screen. To make a call, simply highlight your chosen number and use the floating dial button or personalized control keys (such as CTRL+ F12) to begin dialling. The floating dial button can be positioned anywhere on your desktop, or if you prefer to use the control keys, the dial button can be hidden from view.

The product does not discriminate against any software application, which means you can highlight and dial a number from anywhere on screen. This includes email signatures, CRM records, websites, word documents, outlook, spreadsheets and much more. If required, the software can even add an external dial prefix.

As mentioned above the product is hugely flexible. However, some users may prefer a static dial button within their chosen CRM. This can also be facilitated using vCONNECT. To achieve this we can supply the appropriate commands, which your CRM developers can then use to instruct vCONNECT in to make a call.



Pause & Resume



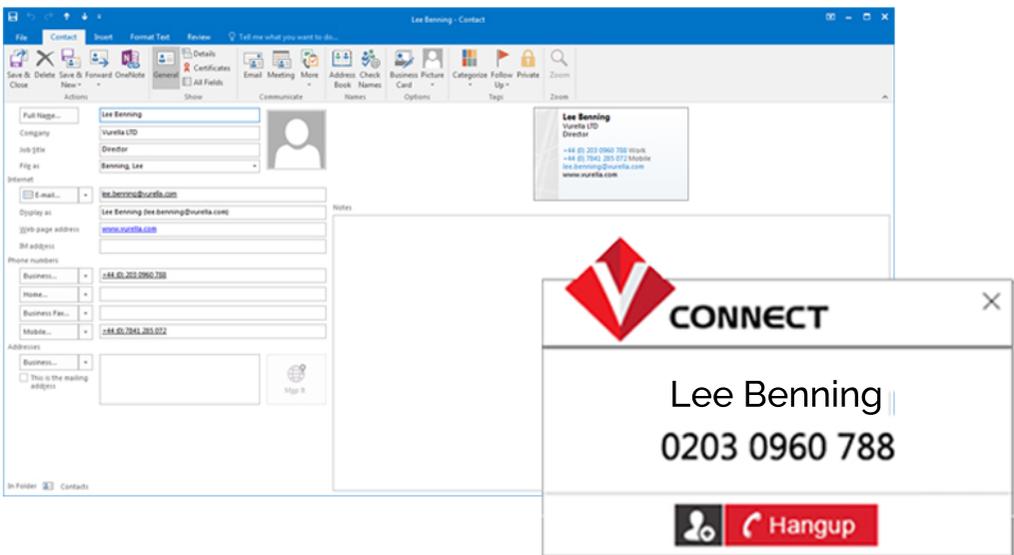
Pause & Resume comes as standard with the vCONNECT product and extends the functionality of our recording solutions by allowing the user to disable recording while discussing sensitive information such as credit card numbers. However, when used in conjunction with vCONNECT, the user can also search recordings directly by using the embedded search option.

NOTE: For more information on the Pause & Resume functionality, please refer to our vRECORD product where you will find full details for this feature.

Screen popping

When a call arrives, it's nice to know who's calling and it's likely that you will need to access their details. vCONNECT can offer both of these features and more by communicating directly with your chosen CRM.

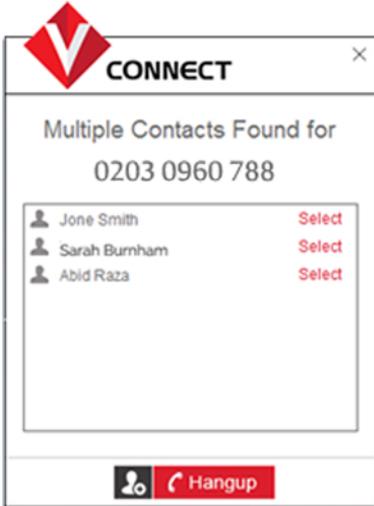
When a call arrives, vCONNECT will identify the caller's number and display their contact details in a non-intrusive mini task window or push the full CRM contact record to the user's PC screen. If the user chooses to display the mini task window, the full CRM record can be opened when required by simply clicking on the contact's name.



However, if the caller is deemed to be a new contact, the user can create a new CRM entry by simply clicking the 'add new contact' button. This will open a new blank CRM record ready for the user to enter the caller's details.

vCONNECT also considers the formats that you may use when entering contact numbers into your CRM. Some users may include brackets around the area code while others may not. vCONNECT combats this by providing the user with a masking feature which instructs the software on the formats to be used when searching for a contact record. It is possible to include multiple masks so that vCONNECT can search using multiple formats.

Multiple Contacts



Under some circumstances it is possible that multiple contacts will contain the same number. When this happens, vCONNECT will display all the matching records and allow the user to select the appropriate contact.

Once the appropriate contact has been selected, the mini task window will be displayed as normal and the user can then display the full CRM contact record at their leisure.

Which CRM's are Available?

vCONNECT has been designed to work with any CRM that exposes third party integration via APIs or SDKs. The product has already been integrated with many off-the-shelf CRM solutions, however, if vCONNECT has not yet been integrated with the CRM of your choice, we will often offer the integration free of charge (provided the CRM is a standard package).

It is also possible to integrate the product with bespoke contact solutions that have been developed in-house. However, this will be offered as an additional service and is dependent on us being able to communicate with the developers to supply the correct functionality.



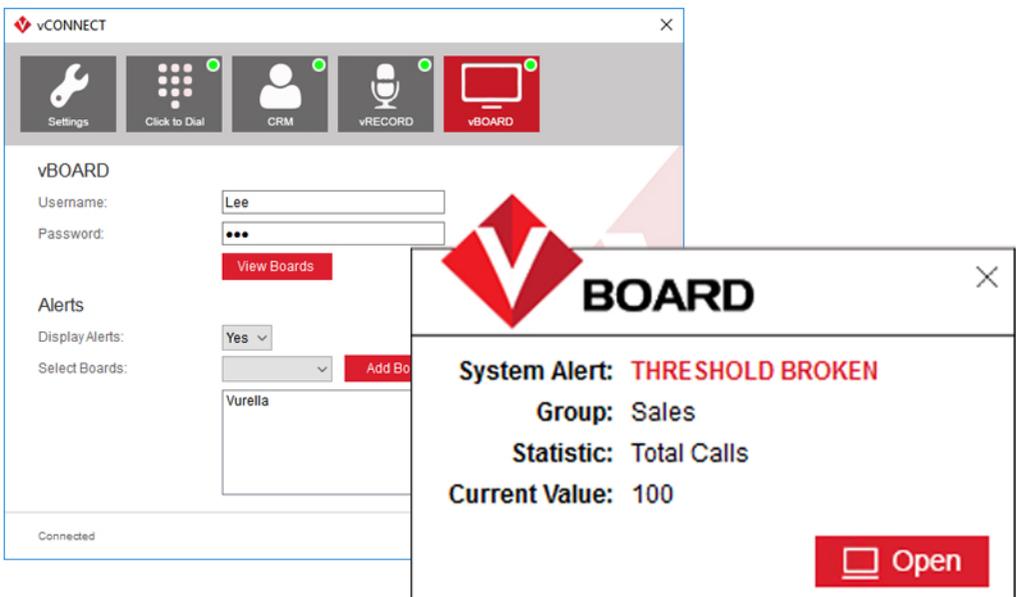
Wallboard Integration

Being present on the user's desktop, allows vCONNECT to both interact and receive live alerts from other products. This allows the user to continue working whilst also receiving up to date information and being prompted about any potential issues that they may need to deal with.

vBOARD Alerts

One such feature that lends itself nicely to vCONNECT is our wallboard solution which will send alerts to vCONNECT when specific thresholds are broken. When this happens, vCONNECT will display a non-intrusive alert via the mini-task window, showing the queue details, statistic and current value of the threshold which triggered the alert. If required, the user can then open the wallboard directly from their browser by clicking the link supplied with the alerting message.

In addition, it is also possible to specify which queues & statistics should generate alerts via vCONNECT. This is useful when the user only wants to monitor specific thresholds. Finally, if required, the user can also configure the software to immediately open the wallboard rather than displaying the mini-task window.





Feature Summary

Software Features

- ◆ Click to Dial - From Anywhere on Screen
- ◆ CRM Dial Button Integration
- ◆ CRM Integration for Screen popping
- ◆ Integration for Bespoke CRM Packages
- ◆ Pause & Resume Recording
- ◆ Single Sign On for vRECORD
- ◆ Configurable Wallboard Alerts
- ◆ Single Sign On for vBOARD
- ◆ Non-intrusive Mini task window
- ◆ Automatically starts with Windows
- ◆ Cloud & On-premise Support

Requirements

- ◆ Clients - Windows 8, Windows 10
- ◆ Server - Windows 8 64Bit or Server 2012 64Bit
- ◆ OmniPCX Office Release 9.2 (or above)
- ◆ OmniPCX Enterprise - Release 10.x (or above)
- ◆ CSTA Licenses for chosen platform
- ◆ See Hardware & Software guide for full specifications

