

## Full Call Control

## MyCalls Desktop

Full call control from the desktop with contact screen popping enhances the proven productivity of MyCalls.

Effective call handling takes time. If less time is spent collecting the basic information needed to handle the call, such as accessing a customer record on a CRM database or even locating and dialling the number, then more time can be spent with the customer and more calls handled each day.

MyCalls Desktop is designed to save time, to increase productivity and to enhance the customer experience with:

- > **Full Call Control** - Basic and more advanced telephone functions can be controlled quickly and easily from a toolbar on the desktop using simple "click and go" commands.
- > **Free Dialling** - Highlight telephone numbers in any application & simply click to dial.
- > **Individual Action Screens** - Users can customise the desktop with a range of functions including speed dials; BLF views of selected extensions & call divert.
- > **Screen-pops** - Caller details drawn from a range of databases can be displayed before the call is answered. Screen-pops link direct to the full record in the specific application.
- > **Presence** - Provides a bird's eye view of your colleague's availability and status activity. Microsoft® Outlook integration picks up calendar appointments automatically.
- > **IM (Instant Messaging)** - Built-in application helping users communicate far more quickly than by emails, IM is especially useful for urgent requests, even when users are on a call. IM's can be private or group chats plus IM history can be logged.



## At a Glance

- > Advanced call control features
- > Simple operator functions
- > Phone book
- > Programmable action functions
- > Personal call handling statistics
- > Unreturned calls List
- > Hot desk support
- > Screen-popping
- > Screen-pop transfer
- > Proprietary & bespoke databases supported
- > Presence
- > IM (Instant Messaging)

## Specification

### Call Control – Basic

Dial; Answer; Hang-Up; Transfer; Hold & Recall

### Call Control – Advanced

Park; Retrieve; Do Not Disturb; Call Forwarding; Conferencing; Call Back and Call Barge-In

### Free Dialling

Click and dial in any application

### Call Log

Inbound / Outbound call lists with free dial function

### Unreturned Calls

Missed calls list with free dial function

### System & Personal Phone Book

User-compiled personal contact lists with import function from other databases.

### Hot Desk Support

User log-in offers authorised access from different work stations

### Configurable Action Screens

10 Pages x 100 buttons individually configurable for one touch access to:

- > Speed dials
- > Extension status including Busy Lamp Field (BLF) views
- > Additional service code functions
- > Run Program access to frequently used applications / data

### System & Personal Screen-pop

Multiple nominated databases searched to match caller numbers to related records. Information pop displayed on screen to accompany calls.

### Call Recording

MyCalls Desktop can be fully integrated with MyCalls Call Recorder. This includes the Stop / Start recording feature - ideal for PCI compliancy when taking credit card orders over the phone.

### Databases Supported

Standard: Outlook XP v.2003 - 2013; ACT! v.2005 - 2014; Goldmine v.6.7 – 9.0; Maximizer v.9.5-10.5;  
Option: Sage Line 50 2006 - 2014;  
SalesForce; Microsoft CRM4, 2011, 2013  
Custom: Script support available for bespoke databases

## System Requirements

MyCalls Desktop is designed as a standalone application to run on NEC SV9100 telephone systems. It can be used in conjunction with all versions of MyCalls - Basic; Call Manager & Call Centre.

