

COMMANDconcrete/COMMANDaggregate Automatic Caller ID (CC-CA-ID)

Description

The COMMANDseries Automatic Caller ID feature, powered with VoiceGate technology, streamlines the process dispatchers use when entering orders in COMMANDseries. Using this integrated functionality, a prompt will automatically appear on the dispatcher's desktop when an incoming call is received. The dispatcher can then choose to ignore the prompt or click directly on it to display COMMANDseries. When the call is from a telephone number that exists in a customer record in the COMMANDseries database, the caller's name and order history will automatically be displayed before the dispatcher even picks up the phone. When the telephone number of the caller is not in the system, a Contacts screen displays with the incoming phone number populated in the appropriate field allowing for automatic contact creation.

Features

- Automatic customer lookup for customers whose telephone number exist in COMMANDseries.
- Expanded order history information displays for the customer on an updated Order Prefix screen.
- Ability to easily open a new Order Entry screen for the displayed contact with the click of a button.
- Automatic display of new Contacts Screen for easy data entry, in the event the callers telephone number is not recognized by the system.
- Provides new ways to manually search for a contact within COMMANDseries: by phone number and by name.

Prerequisites

- COMMANDconcrete Order Entry and Ticketing (CC-OE) or COMMANDaggregate Order Entry and Ticketing (CA-OE)
- An existing telephony system enabled with Caller Identification

Notes

- This integration is sold as a package which includes:
 - o A VoiceGate server
 - o VoiceGate client software
 - o COMMANDseries client software

www.commandalkon.com

Command Alkon Headquarters

1800 International Park Drive, Suite 400
Birmingham, Alabama 35243
Phone: 1-205-879-3282
Toll Free: 1-800-624-1872
Fax: 1-205-870-1405

