

# Automatic Caller ID

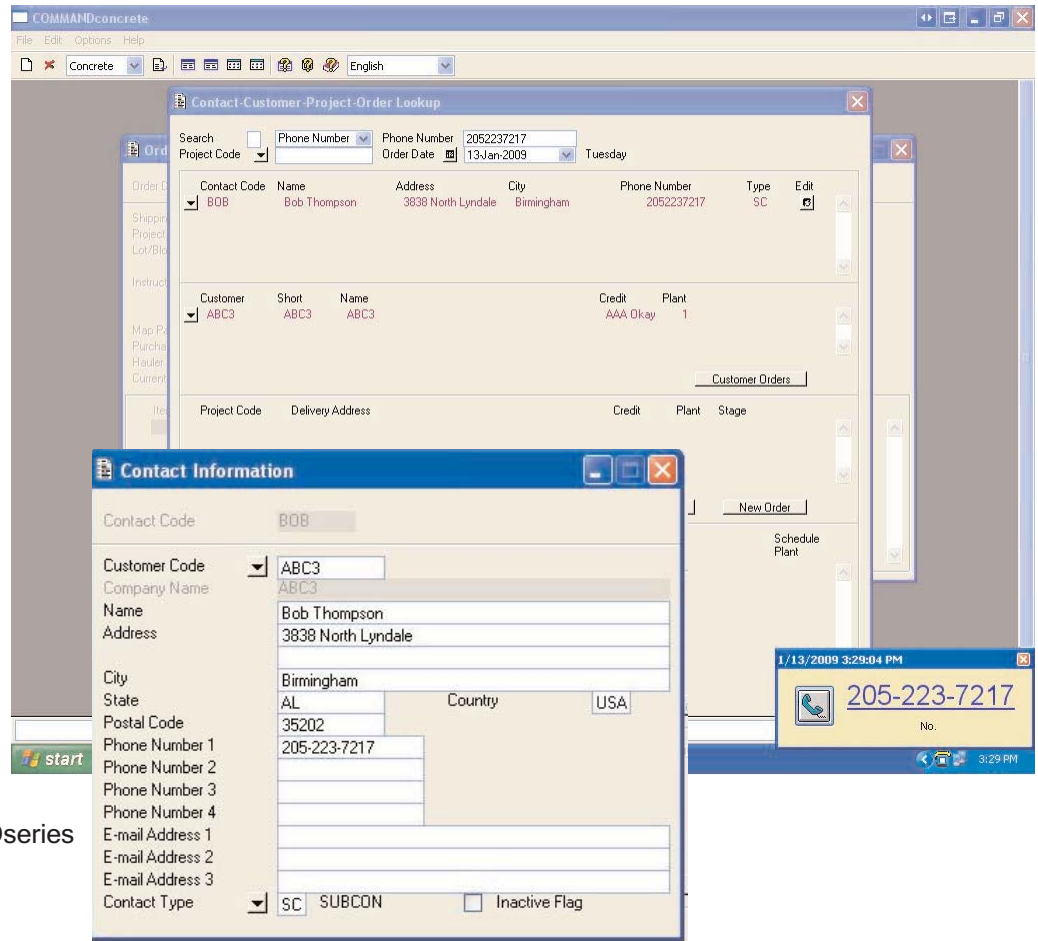
Powered by VoiceGate Technology, automatic caller ID streamlines the process dispatchers use when entering orders in COMMANDseries.

This COMMANDseries module, integrated with your existing phone system, allows incoming calls to generate a prompt on the dispatcher's computer desktop identifying the phone number or customer code of the incoming caller.

Dispatchers click on the desktop prompt to bring up their COMMANDseries Order Prefix screen populated with the caller's order history information. The dispatcher can choose an existing order or launch the *Order Entry* screen with the click of a button.

In the event the caller information is not recognized, a new *Contacts* screen automatically appears that allows entry of new contact information for the caller on the line. The module also allows searching for existing contacts by phone number or by name.

This module is sold as a package, including a VoiceGate server, VoiceGate client software, and COMMANDseries Caller ID client software.



## Prerequisites

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

## Benefits of Automatic Caller ID

- Streamlines the order entry process
- Promotes use of direct order entry
- Improves dispatcher efficiency
- Automatic access to customer order history
- Enhanced contact management and search capabilities
- Easily integrates with your existing phone system
- Scalable to any size operation

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