

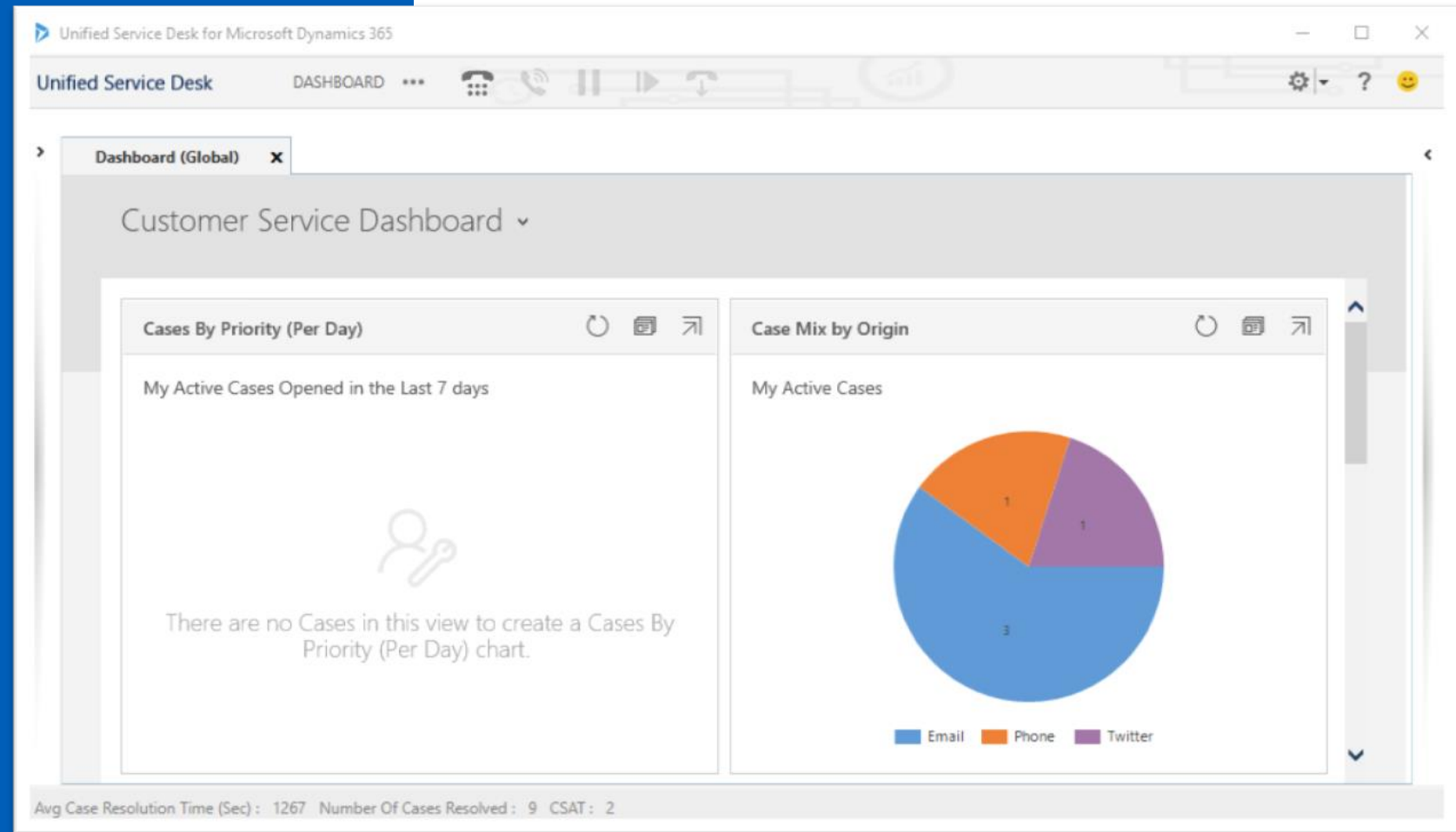


*intelli-CTi*TM
for Unified Service Desk

Product Tour

intelli-CTi

- Seamlessly integrates into Unified Service Desk without obstructing the user experience
- Supports native dialing from the integrated controls



QGate TNS – Telephone Number System

Seamless phone number
matching capabilities
reduces the time it takes
to match contacts

The screenshot displays the 'Unified Service Desk for Microsoft Dynamics 365' interface. At the top, a status bar shows 'Unified Service Desk' with call control icons (mute, hold, play, answer) and the phone number '5551234879 / Inbound Call (Established)'. Below this is a 'New Session' tab. The main workspace is divided into two panes: 'Dashboard (Global)' and 'QGate Search'. The 'QGate Search' pane is active and shows two columns: 'Contacts' and 'Leads'. Under 'Contacts', a card for 'Alex Wu' from 'Northwind Traders' in 'Columbus' is highlighted with a mouse cursor. Under 'Leads', a card indicates 'Expressed interest in / Datum X line of printe' by 'Alex Wu' from 'Northwind Traders'. A bottom status bar provides performance metrics: 'Avg Case Resolution Time (Sec) : 1267', 'Number Of Cases Resolved : 9', 'CSAT : 2', and 'Session Time 00:10:10'.

Seamless Experience

Agents can Dial, Hold, Reconnect and Hang-up any calls currently connected through Unified Service Desk

The screenshot displays the Unified Service Desk for Microsoft Dynamics 365 interface. At the top, the window title is "Unified Service Desk for Microsoft Dynamics 365". The main header shows "Unified Service Desk" with a menu icon, a call status bar indicating "4088754578 / Inbound Call (Established)", and utility icons for settings, help, and a smiley face.

The interface is divided into several sections:

- Agent Information:** A tab for "Isabelle Scemla-Munich" is active.
- Contact Information:** Two identical panels show contact details for "Isabelle Scemla":
 - General: Contact Name: Isabelle Scemla, Email: Isabelles@tresearch.net, Phone: 408-875-4578.
 - Social Info: (Empty)
- Call Script:** A dropdown menu is set to "Welcome to Contact Session". The script text reads: "Welcome Isabelle Scemla. Thank you for contacting Woodgrove Bank. My name is Stephen. How can I help you today?". Below the script are links for "New Service Request" and "Existing Service Request".
- Associated Cases:** A section titled "Associated Cases" with a search bar and a filter dropdown set to "Active".
- Dashboard (Global):** A panel showing "CONTACT" information for "Isabelle Scemla", including the owner "Stephen" and a "CONTACT INFORMATION" table:

CONTACT INFORMATION	
Full Name *	Isabelle Scemla
Job Title	
Account Name	Trey Research
Email	Isabelles@tresearch.net
Business Phone	408-875-4578
- Footer:** Shows "CSAT: 2" and "Session Time 00:00:58".

Click-To-Dial

Quickly and easily dial out
straight from USD

The screenshot displays the 'Unified Service Desk for Microsoft Dynamics 365' interface. At the top, the title bar shows 'Unified Service Desk' and 'DASHBOARD'. Below this, a navigation bar includes 'Dashboard (Global)', 'My Work (Global)', and 'Call Alpine Ski House'. A toolbar contains various actions: 'MARK COMPLETE', 'CLOSE PHONE CALL', 'PROCESS', 'DELETE', 'EMAIL A LINK', 'FORM', 'ASSIGN', and 'ADD TO QUEUE'. The main content area is titled 'PHONE CALL' and 'Call Alpine Ski House'. It shows call details: Priority: Normal, Due: (empty), Status: Open, Owner: Spencer Low (Sample Data). Below this, a form displays 'Subject: Call Alpine Ski House', 'Call From: Veronica Quek (Sample Data)', 'Call To: Alpine Ski House', and 'Phone Number: 178-854-4556'. The 'Phone Number' field is highlighted with a blue border and a mouse cursor, indicating it is ready to be clicked to dial. The 'Direction' is 'Outgoing'. At the bottom, a status bar shows 'Avg Case Resolution Time (Sec) : 1030', 'Number Of Cases Resolved : 9', 'CSAT : 2', and 'Session Time 00:00:24'.

Embedded Controls

- New colour themes
- Multiple call support
- Hold capability

