



# WEB CTI

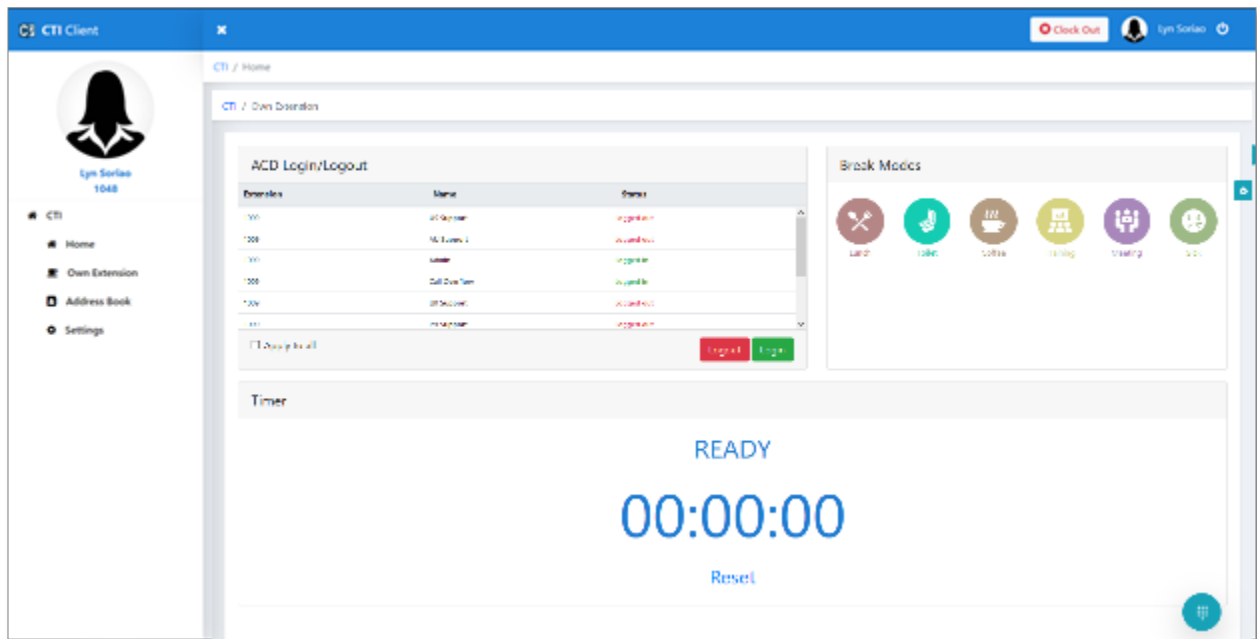
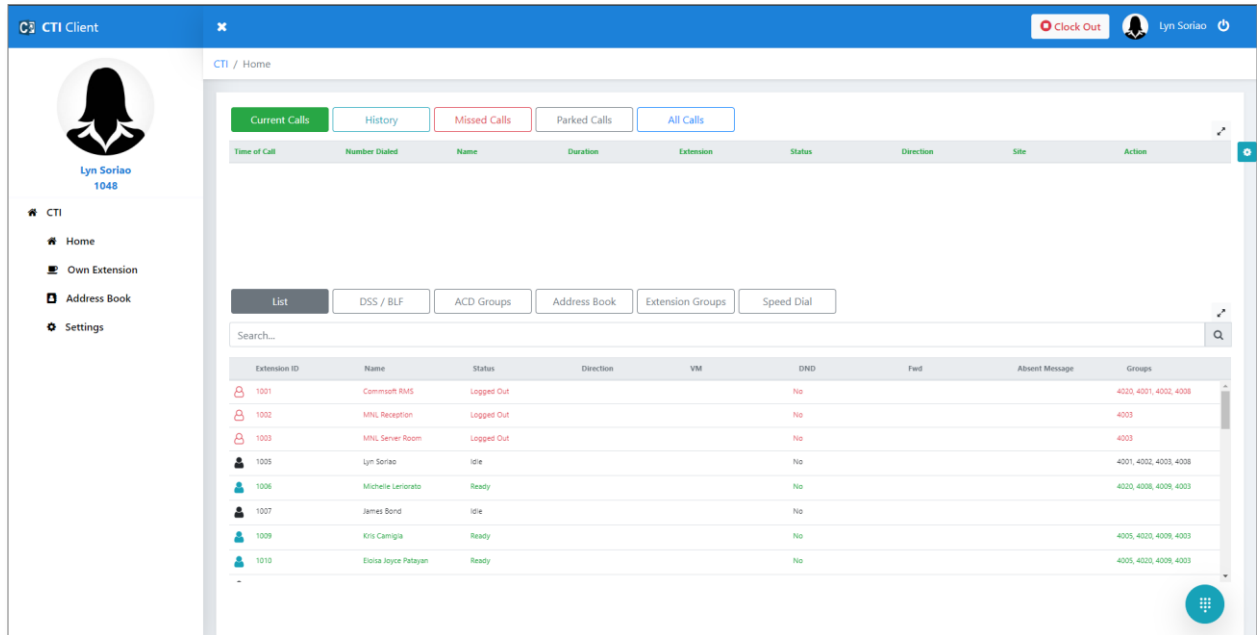
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OFFICE SOLUTIONS

Commsoft RMS

5600 Maggie Run Lane, Fuquay Varina, NC 27526, USA | +1 919-586-7300

**Web CTI** is the online version of the Office CTI Client created and designed by CommSoft RMS. It allows users to perform different CTI, Workmate and Campaign-related functions while on-the-go. As a product that showcases portability, it can also be accessed on Google Chrome, Mozilla Firefox and Safari browsers while switching between desktop computers, laptops, and even Android-capable mobile phones.



## CTI/ Workmate functions

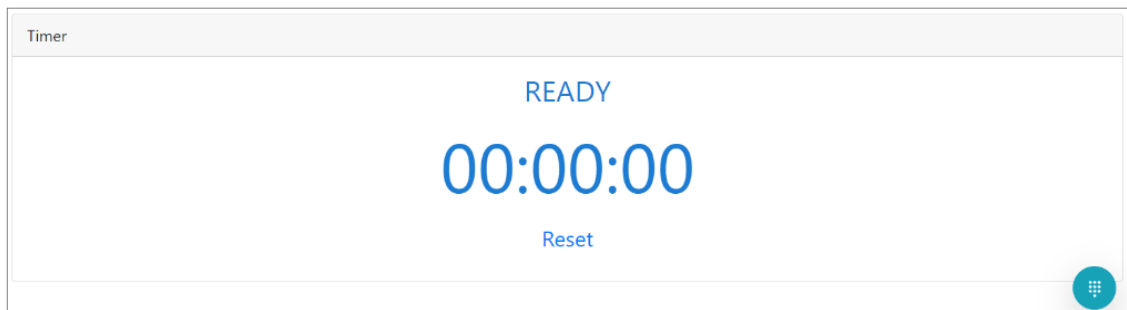
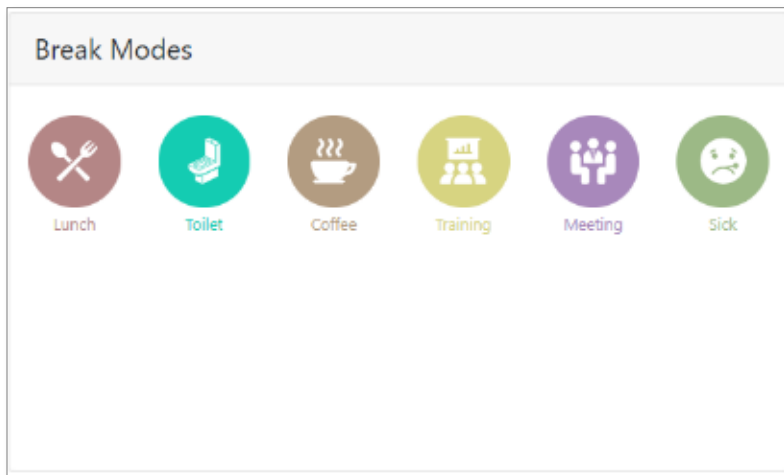
Being an online adaptation of the Office CTI Client and Workmate, Web CTI features:

1. **Clock-in/ Clock-out**

Enables the agent's work duration to be tracked and analyzed.

2. **Break modes**

These can be set under the Settings function as per advised by a manager or supervisor



3. **Customization**

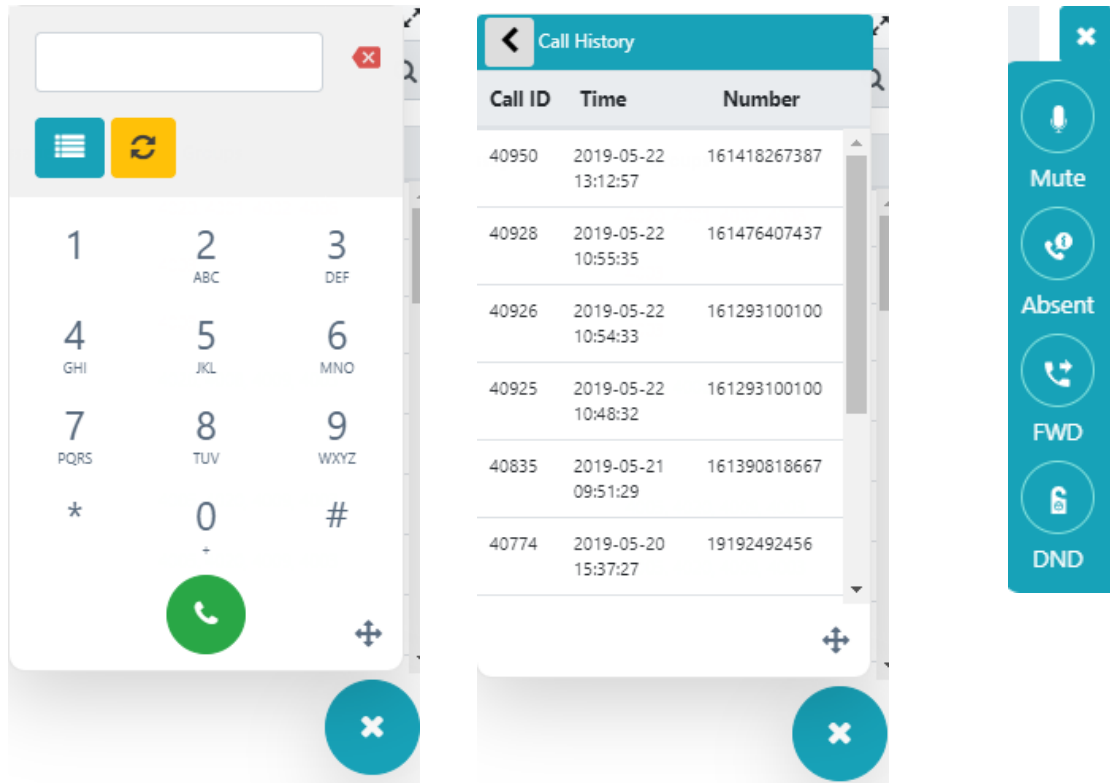
It lets the user perform different settings and configurations that suits them

4. **Call and phone control**

It gives way to various call/ phone actions such as:

## DIAL PAD

Enables user to make a call, transfer a call, view call history



## CALL NOTES

Enable user to add and view notes on a call

## CALLS RIBBON

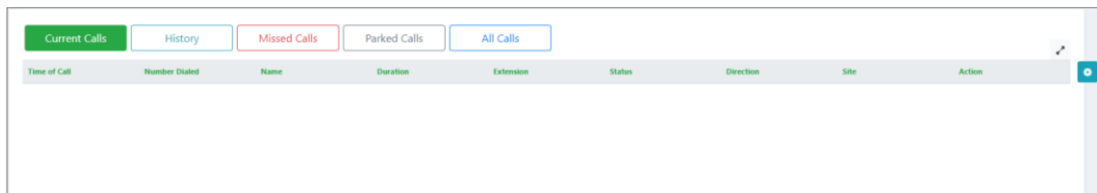
Current Calls

History

Missed Calls

Parked Calls

All Calls



## CONTACTS RIBBON

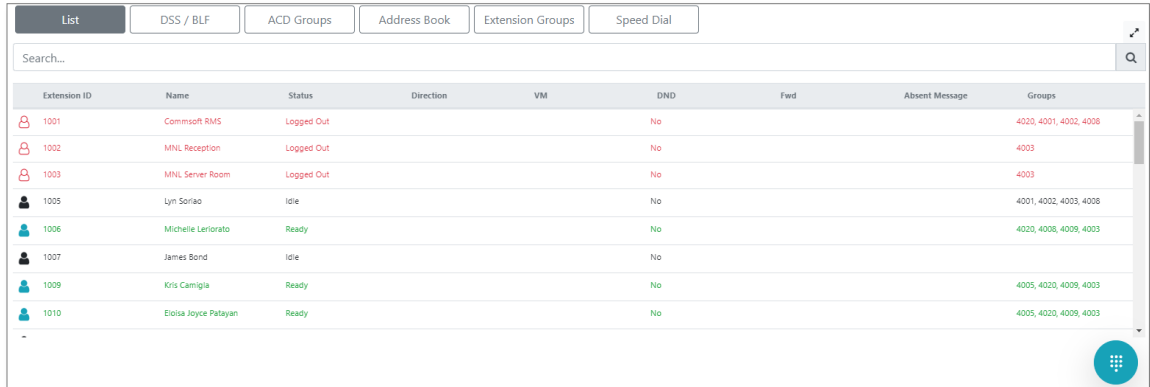
Extension List

ACD Groups

Address Book

Extension Groups

Speed Dial



Extension ID	Name	Status	Direction	VM	DND	Fwd	Absent Message	Groups
1001	CommsSoft RmS	Logged Out			No			4020, 4001, 4002, 4008
1002	MNL Reception	Logged Out			No			4003
1003	MNL Server Room	Logged Out			No			4003
1005	Lyn Soriao	Idle			No			4001, 4002, 4003, 4008
1006	Michelle Lerionato	Ready			No			4020, 4008, 4009, 4003
1007	James Bond	Idle			No			
1009	Kris Camiglia	Ready			No			4005, 4020, 4009, 4003
1010	Eloisa Joyce Paltayan	Ready			No			4005, 4020, 4009, 4003

### Campaign functions

Just as in Office Campaign, Web CTI displays caller ID information during a live call and enables user to input call outcomes (customizable) after each call.

### Need More Information?

These are just some of the Web CTI's features, if you would like to know more contact your CommSoft reseller or get more information from:

+1 919-586-7300 | [sales@commsoft-rms.com](mailto:sales@commsoft-rms.com) | [www.commsoft-rms.com](http://www.commsoft-rms.com)