

Services Spotlight



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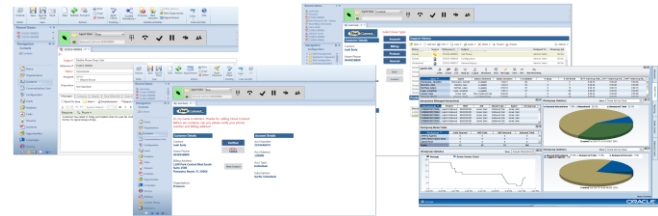
Promero Cloud Call Center Software Solution

CTI integration with

Oracle® Service Cloud

The Promero Cloud Call Center CTI Connector is designed for organizations requiring advanced capabilities, superior client services, increased efficiency and accessibility from distributed environments.

Four automatic Screen Pops come standard out of the box, making the Promero CTI solution unparalleled in the industry for Service Cloud users:



- **Inbound Call New Incident**
Automatically match Caller ID, display the Contact information, open a new Incident and insert a Task for the call. If multiple Contacts match the Caller ID, a double click from the name list will automate all of the above.
- **Inbound Call Existing Incident**
The Incident ID is entered by the caller using their telephone keypad, Incident is automatically looked up, Contact information is displayed, the Incident is displayed and a new Task is inserted into the Incident. All during the initial ring and without a single mouse click.
- **Inbound Call General**
Automatically match Caller ID and display the Contact information during the initial ring and without a single mouse click. If multiple Contacts match the Caller ID, a double click from the name list will pop the Contact record.
- **Outbound Call**
Automatically match the phone number and display the Contact information during the initial ring and without a single mouse click. If multiple Contacts match the phone number, a double click from the name list will pop the Contact record.

Features include: Media bar providing presence, call control and interaction management ● Automatic Call Distribution (ACD) with Advanced Skill based routing ● Cloud access from anywhere Quality Control monitoring, whisper coaching and historical call recording access ● Call transfer and conferencing ● Predictive, Preview and Power Dialing ● Interactive Voice Response (IVR) ● Enterprise-class scalability ● Infrastructure independence preserves telephony investments with support for traditional PBX IP Telephony, Softphone and Mobile phones ● Supports remote contact centers and home agents Customization available ● System requirements: A valid Promero Cloud Call Center account is required

About Promero

Promero, an Oracle Gold Partner and founded in 2001 is a Cloud Application Service provider. Promero has extensive experience in deployment, integration and management of hosted call center applications.