

VanillaIP CTI Options

Service	What It Does	When To Use It
Unity Lite	<ul style="list-style-type: none"> ○ Call Control ○ Busy Lamp Field – 8 Users ○ Personal and Group Directories ○ Extension Service Configuration ○ Outlook Contacts click-to-dial ○ Hot Desk Log On 	<ul style="list-style-type: none"> ○ Windows PC For Windows PC users that need to see who is on the phone, easily transfer and manage calls and configure advanced features like call divert and Simultaneous Ring
Unity Pro	As above but including; <ul style="list-style-type: none"> ○ Busy Lamp Field – 20 Users ○ Third Party Directory Integration ○ Instant Messaging ○ Call Centre Login/Logout 	As above
Unity Connector	Passes inbound CLI and facilitates click-to-dial with customers bespoke CRM	<ul style="list-style-type: none"> ○ Computer-Telephone Integration. If the customer has an internally developed database application, Unity Connector acts as middleware to integrate CTI within that application. Connector includes sample applications to simplify development.
Unity Agent	<ul style="list-style-type: none"> ○ Allows the Call Centre Agent to Login and Logout of any Call Centre Instances they are a member of ○ ACD State Management. ○ Provides call control to manage calls ○ Provides Busy Lamp Field – 20 users 	<ul style="list-style-type: none"> ○ Windows PC ○ Needed for Call Centre Supervisor stats If an Agent needs to be reported on by Call Centre Supervisor, then they need to login using Unity Agent
ACT driver	Provides click-to-dial and screen-pop from ACT CRM	For ACT users only
Salesforce.com driver	Provides click-to-dial from salesforce.com	For Salesforce.com users only