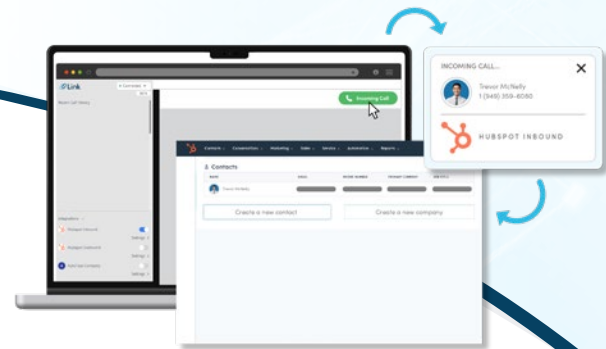


SkySwitch UC Client Integrations

Streamline Customer Service
& Boost Efficiency with Automated Lookups



We've all experienced the frustration of being asked to give an agent information that they should just have in front of them or having to wait while they manually look something up in a separate system. With SkySwitch UC Client integrations, you can eliminate a lot—if not all—of this type of friction that eats up the time and patience of everyone involved.



Optimize Call Workflows for a Seamless Customer Experience

With SkySwitch UC Client integrations, you can connect the phone system to the applications that your customers use and configure them to perform real-time lookups for incoming and outgoing calls. You can even enable users to place calls directly from those applications with click-to-call.

SkySwitch UC Client integrations are ideal for customers that:

- Use a web-based CRM or other application to manage customers records
- Regularly look up contact records during calls
- Have caller information verification processes

SkySwitch UC Client Integrations:

- ✓ Deliver tangible improvements to your customers' call workflows
- ✓ Make your solution stickier and increase customer retention
- ✓ Are easy and fast to set up



Simple WebPops

A WebPop is a window that displays caller information on an agent's UC web client screen. It's easy to set up WebPops in SkySwitch's Dashmanager portal to integrate with any web-based applications* that enable phone number lookups. The process is URL-based with no complex technical knowledge required, and setup can be completed in just a few minutes.

** For non-web-based applications, you may choose to invest in building a custom web interface for your SkySwitch UC Client integrations.*



Advanced Configuration

With some applications, simple WebPops may not be sufficient, for example, if you can't look up records by phone number or if you want to provide information that requires a multi-step process. Advanced configuration enables you to write custom JavaScript to create these more advanced integrations.

➤ **Schedule a demo or contact your Account Manager for more information UC Client integrations.**