intelli-CTi™
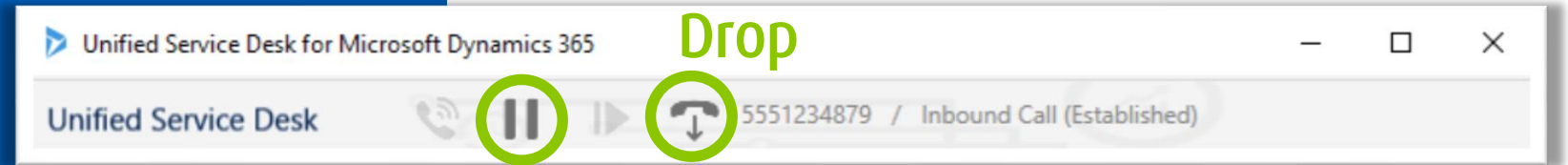## for Unified Service Desk

Product Tour

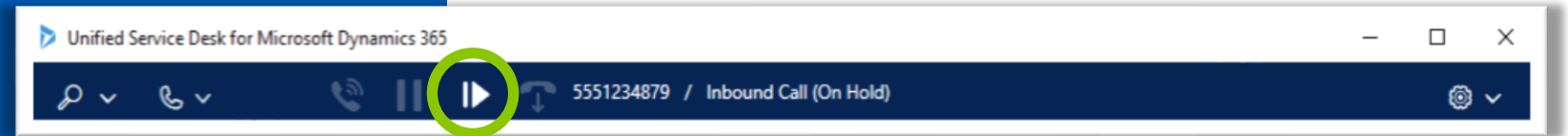# intelli-CTi's Embedded Controls

- Multiple call support
- Color themes
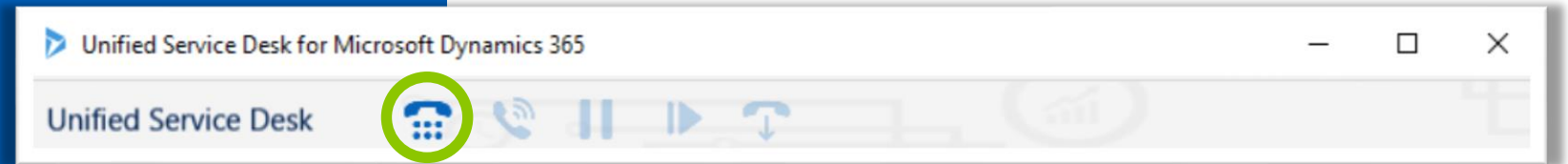- Hold capability

On receiving an inbound call…

- Pick up your call using the **seamlessly embedded controls** in the USD toolbar

Answer

Screen-Pop

- intelli-CTi searches your USD database for the caller and **pops the customer record** to your screen if there is a **single match** found

QGate's Telephony Number System (TNS)

- You are given a choice of records to associate your call when **multiple record matches** are found
- Our unique **TNS** significantly improves your match rate by recognising multiple phone number formats within records

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Click-To-Dial

- Quickly and easily dial out by **clicking** any phone number field in USD