DELIBERATE

for ☁ Genesys Cloud.

AniCa

The **add-on** for your Genesys Cloud application that allows users to make outgoing calls with a user-defined number (caller ID).

individual caller-ID & click-to-dial

BENEFITS:

Targeted routing of callbacks means time savings, thus relieving employees and increasing the service level.

Can also be used by non-agents (communicate users), which increases efficiency for business users.

The personal extension number does not have to be disclosed - helpful for people who do not want to be called directly.

Calls to a group number ensures accessibility, which leads to higher customer satisfaction.

Preset numbers allow quick and targeted selection from the drop-down menu, thus eliminating the need for repeated entry.

Simple Chrome browser add-on that can be installed directly from the web store.

Built-in "click-to-dial" functionality allows numbers to be dialed directly from the Chrome browser without the need for additional copy and paste. This saves time.

chrome extension

Outgoing calls with user-defined number may be necessary for agents or business users who work in multiple queues and/or groups. For example, it can be ensured that only the group number is displayed and that when the customer calls back, this call is also returned to exactly this group. It is therefore not necessary to give out the personal extension number. By default, Genesys Cloud allows a number to be entered for each outgoing call, but it cannot be saved for future calls.

AniCa provides a very convenient remedy here: A list of numbers can be configured and selected via a drop-down menu before an outgoing call is made. The last number selected is already preset for the next call. This tool transfers the call command to the Genesys Cloud and thus eliminates the time-consuming manual entry of numbers before each call.

Call number management

The outgoing phone numbers[*1)] available for selection are managed directly in the architect of the Genesys Cloud Admin interface via a database table in which the phone numbers are entered and (optionally) given a name.

Click-to-dial feature

On any web page, you can highlight a number in the text, right-click the text selection, and choose "Make Call" from the menu.

In the menu you will see the text selection and next to it the outgoing number.
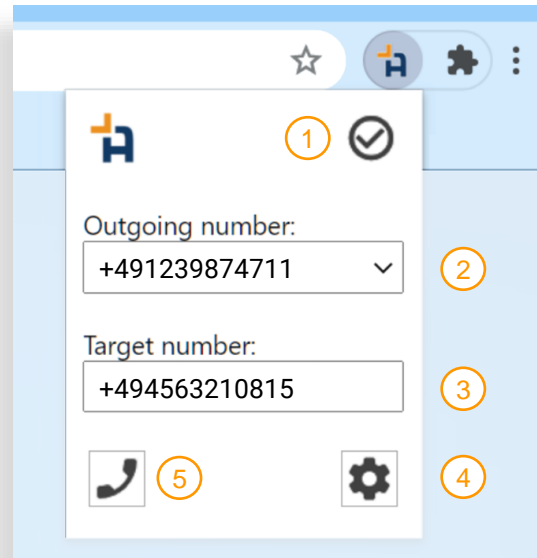
Main window

1. Status display
2. Selecting the outgoing number
3. Entering the destination number
4. Status / Settings
5. Making a call

⊘ Status display shows connected and ready
① Status display shows not ready
𝒥 Make call" key is selectable
⤬ Make call" key is locked
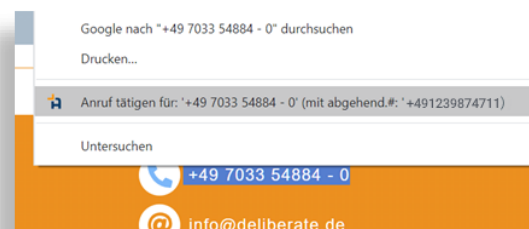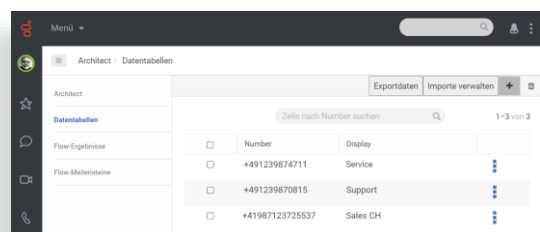
*1) For legal reasons, you may only use outgoing numbers for which you are authorized or which are assigned to you.