



NGPBX

PRIA SOFTPHONE For Windows

Introduction

Go Integrator PRIA is an industry standard Softphone application for Microsoft Windows which has been tailored and enhanced for the NGPBX platform, with an Apple iMac IOS edition expected later in 2022.

As well as controlling Inbound and Outbound calls to your PC Headset, **PRIA** can optionally upgraded to **PRIA CRM-Lite** or **PRIA CRM-Pro**.

PRIA CRM-Lite supports a small number of products (including Google Contacts, Outlook, Outlook Web Access, IBM/Lotus Notes).

PRIA CRM-Pro supports integration with over 100 CRM products (including Hubspot, ZoHo, Salesforce, Dynamics, Sugar, ACT, Zendesk, Vtiger, Goldmine, Oracle, SAGE, PerfectView, Metier Call GP, Maximizer Maximizer LIVE, JobDiva, in2CRM, Envoy Taxi, Estates IT PCHomes, Dezrez, HaloITSM, HaloPSA.)

PRIA installs its main control bar on the right hand side of your desktop, with the various functions adding new boxes on your screen as required.

If the **PRIA** status is not green (at the top of the menu bar), **PRIA** is not connected to the NGPBX platform and therefore cannot be used until the underlying cause is resolved.

PRIA TOOLBAR

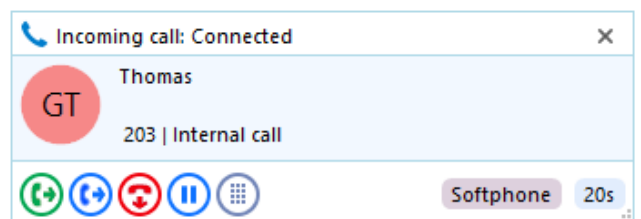
- Online/Offline Status
- Linked CRM Address Book Search
- Presence Display / Busy Lamps
- Call History Display
- Virtual Telephone / Make a Call
- Configuration Settings
- Exit PRIA

Softphone Status Window

The Softphone Status window provides the information that would typically be found on the display of a desk phone.

The display to the right shows a call in progress which is an inbound call from Thomas on Ext 203, which is an internal call. External calls show the calling number (CLI) here. The call has been connected for 20 seconds. You have following options whilst on a call (left to right):

Consult Transfer, Blind Transfer, End Call, Hold, Send Digits



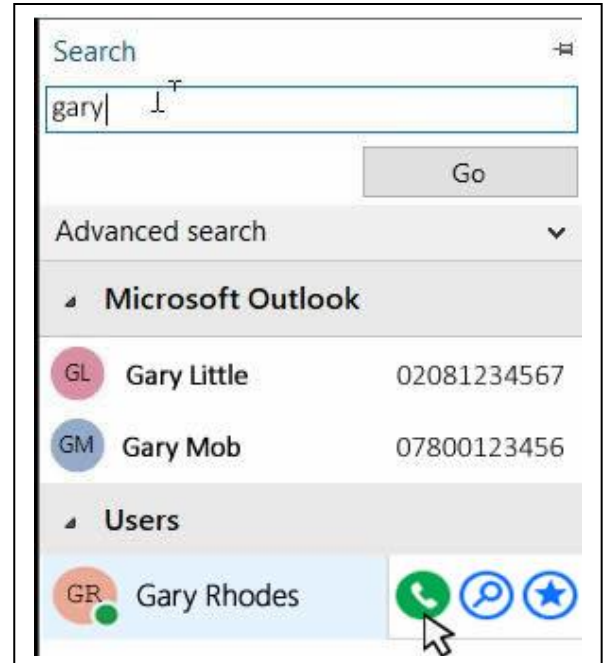
Address Book Search

The Address Book Search tool provides a quick and powerful multi-source search for contact telephone numbers.

The contents of your Database/CRM system is searched, in this example the Microsoft Outlook. However, this would show data from whichever CRM(s) you are connected to. Eg: Hubspot, Salesforce, HALO etc.

Users/Extensions of your phone system are also searched with the result containing their BLF status:
Green is Available; Red is Busy; Flashing Red is Ringing.

Once the shortlist is displayed, you can Hover the mouse cursor over your chosen contact, and the three further options appear: Dial, View or Favourite.



Presence Display / Busy Lamps

The Presence Display shows the status of each extension, which is the modern softphone equivalent of telephone Busy Lamps.

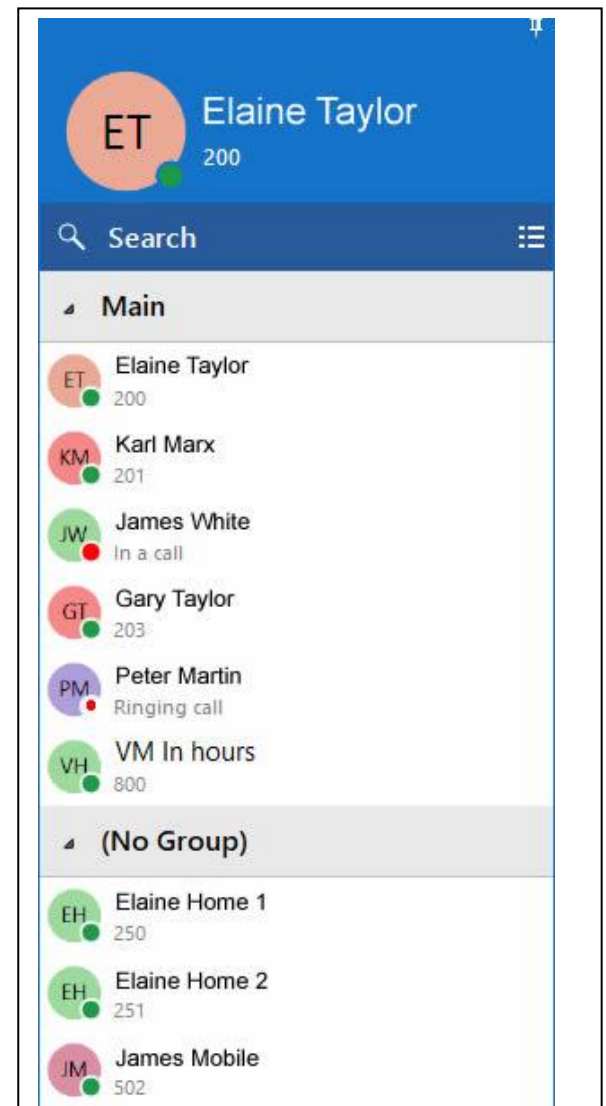
The display can show Everyone, or be split into teams which are defined by the main Inbound Huntgroup each extension is in, which in this example is called Main.

The sequence of the Presence Display can be ordered Alphabetically by Name, or Numerically by Extension Number.

Furthermore, a Search facility is included to find a particular user by Name.

Once an extension has been defined as a Favourite, a new Group of Favourites appears above Main, although they remain listed below as part of their group also.

If you Hover the over a contact, three further options appear: Dial, View or Favourite (as shown above in Address Book Search).



Call History Display

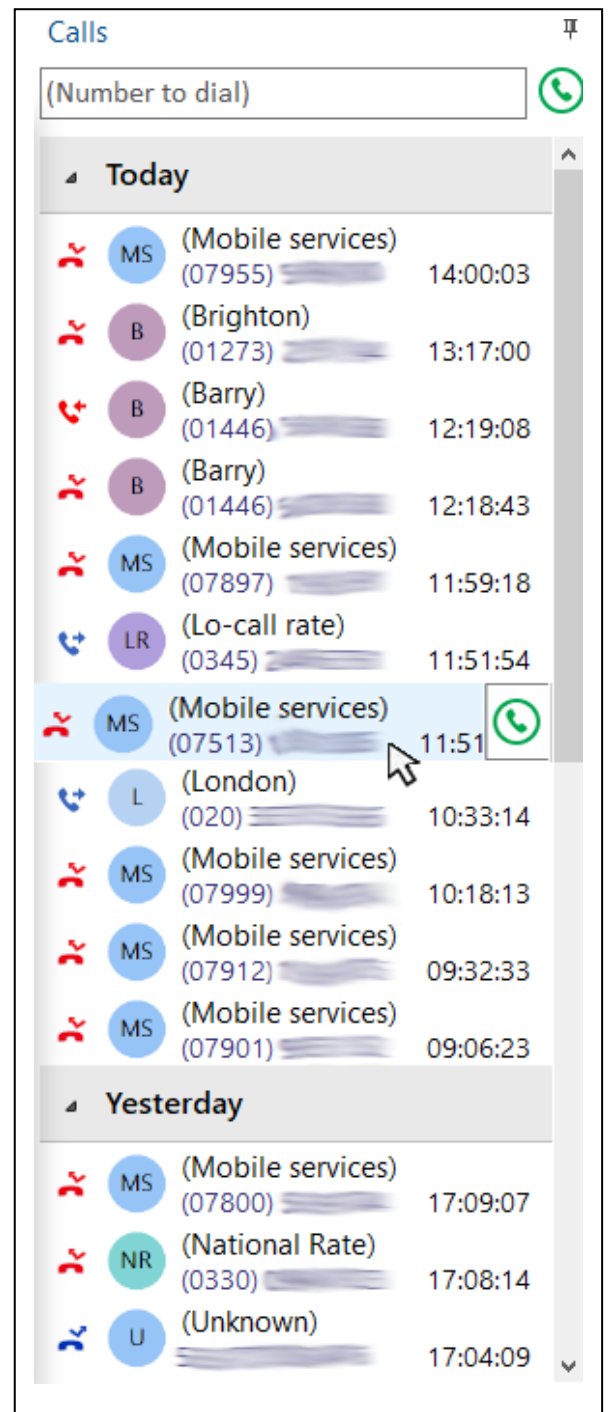
The call history display shows the history of inbound and outbound calls made on Your Extension - even if the calls were placed on a difference device to the PRIA Softphone; For Example, from your mobile softphone or from your deksphone.

The history is normally displayed two days; TODAY and YESTERDAY, and the start time of the call is also displayed.

The BLUE telephone icon on the left shows OUTBOUND calls.

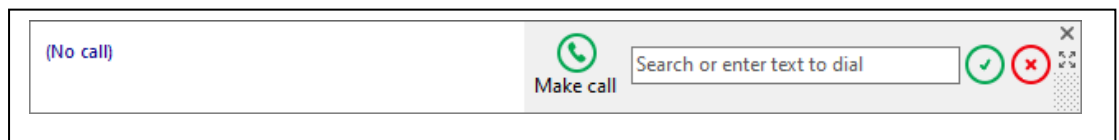
The RED telephone icon on the left shows INBOUND calls. There are two variants of the various inbound icon, to show Answered and Not Answered.

If you Hover the over a specific call history item, a Green Telephone button appears, thus enabling you to call the listed number from your PRIA Softphone headset.

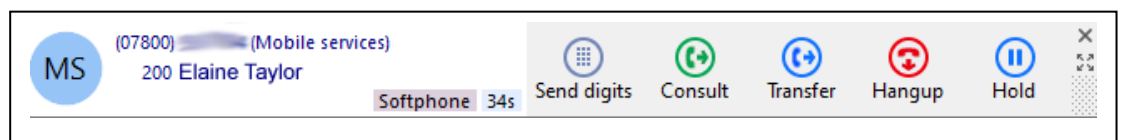


Virtual Telephone / Make a Call

The Make a Call box enables you to enter a phone number and dial.



The call is then connected to your PRIA Softphone Headset and the display changes to give you additional functionality, including Call Transfers and sending DTMF digits (should you need to send responses to an IVR system).



Contact Us

123Telecom Limited, 25 BSC Centre, Hood Road, Innovation Quarter, Barry, Vale of Glamorgan, CF62 5QN
 Telephone: 03300 949 123 Website: www.123telecom.co.uk

Barry, Vale of Glamorgan, CF62 5QN
 Email: team@123telecom.co.uk

