

Universal Dialer

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comitFS were engaged to deliver its Universal Dialer application as a white labeled solution for one of its partners. The application allows calls to be made and answered and extends to enable click to dial from a variety of Microsoft desktop applications.



A major partner required a white-labeled Universal Dialer application that allows users to make and answers calls from a desktop applications such as Internet Explorer and Microsoft Word and Outlook. The objective was to enhance the user experience by giving the user the feeling of a softphone on their desktop connected to a trader voice turret or a regular PBX Phone.

comitFS worked closely with the partner's technology team to understand the core requirements of the dialing GUI. One of the main requirements was to show multiple inbound and outbound active calls. This feature allows the user to perform (hold, retrieve, clear, conference and transfer) actions on a call.

comitFS integrated the Universal Dialer to work with Microsoft Outlook and its contacts are automatically imported into the Universal Dialer. Users can hover over Microsoft Outlook contacts, which then become highlighted allowing a single click to perform a dial to that number. The ability to dial from other Microsoft applications such as PowerPoint, Excel and Word is also possible.

A history tab has been added to the application listing all the calls, which have been made and providing further information on all calls made such as duration and dates of calls was also displayed. The application also includes functionality that allows users to make calls either by manually entering the number or clicking the buttons on the Universal Dialer application.

comitFS delivered the clients requirements well ahead of schedule. Professional services and Consultancy were made available to assess and adapt the comitFS Dialer to operate against the strict security and desktop build of the Client.

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