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| **Computer Telephony Integration (CTI) Form** |
| **Agency Name** |  |
| **Department** |  |
| **Address** |  |
| **Contact Name** |  |
| **Contact Phone** |  |
| **Contact Email** |  |
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| **Computer Telephony Integration (CTI)** | **Basic****System****Requirements** | # of Agents: |  |
| # of Supervisors: |  |
| # Calls/Per Day |  |
| # of Skillsets |  |
| **Interface** | **Client PCs** | Number of PCs |  |
| Operating System |  |
| RAM Memory |  |
| **Customer Relationship Management (CRM) and Attached Call Data** | Currently using a CRM system? | Yes[ ]  No[ ]  |
| CRM Type |  |
| Client installed on the PC? | Yes[ ]  No[ ]  |
| Web based interface | Yes[ ]  No[ ]  |
| Database Type |  |
|  | **CRM Customer Identification** | Numeric Values | Yes[ ]  No[ ]  |
| All one Length? | Yes[ ]  No[ ]  |
| Example |  |
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