

Adapting to remote work was just the beginning.



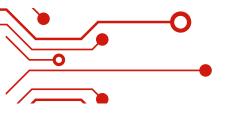


### What is CTiContRol?

CTiContRol® for Google Workspace is a set of components, RTC (Real Time Communications) applications, and API integrations that extend the functionality of select Google Workspace applications to integrate the customer's unified communications platform with Google's collaboration tools. It is a cloud-based solution that leverages companies' existing communications infrastructure and seamlessly integrates with any phone system such as: Cisco CUCM, Webex Calling, Asterisk, Yaco, Microsoft Teams, Avaya, Metaswitch, Alcaltel, Unify, 3CX, Asterisk, and many more.

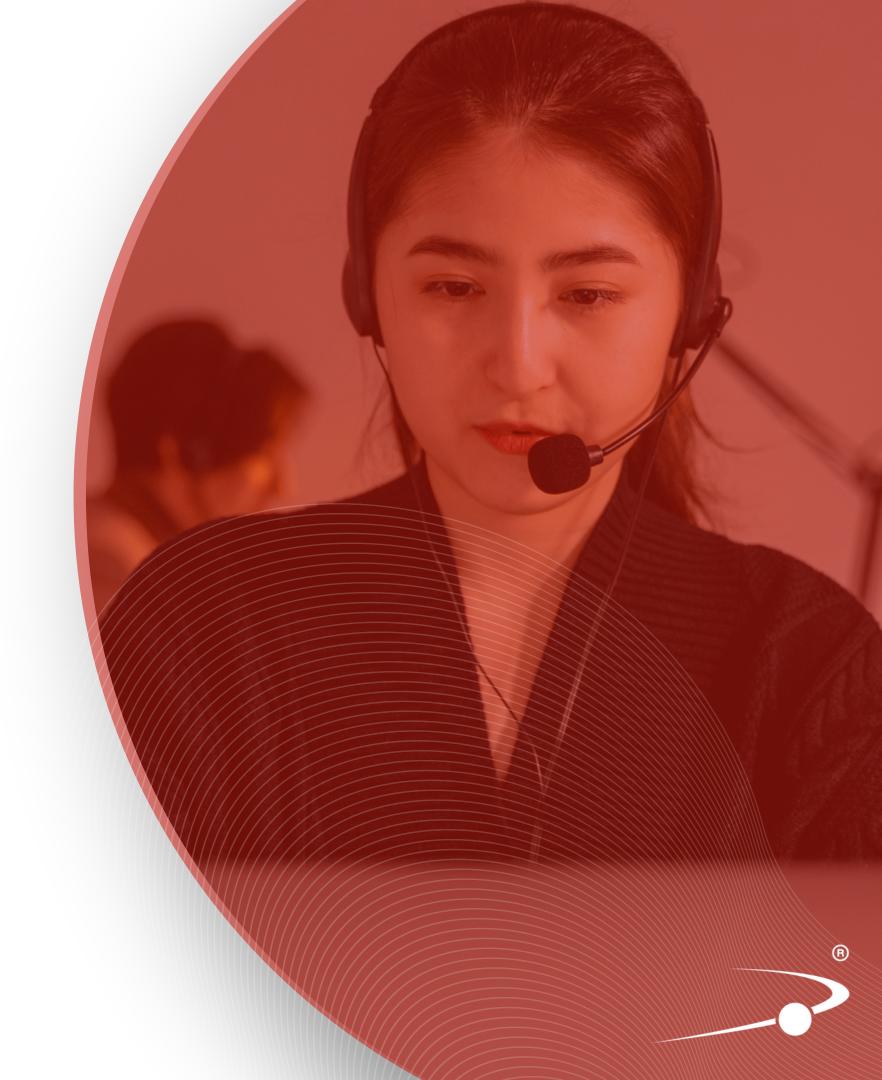
Securely continue communications with customers, colleagues, and business partners from anywhere.





## Advantages of CTiContRol

- The administrator uses the CTiContRol Server to configure voice services, user profiles, and view platform usage reports.
- The extension uses WebRTC technology for transmitting and receiving unified communications in the browser.
- The solution is described as a cloud-based option that allows companies to use their existing communications infrastructure.
- Google Workspace will be able to enjoy all the features offered by CTiContRol®





### Benefits of CTiContRol?





From anywhere



Easy to manage



Just a click away



No infrastructure costs



Recording and pricing

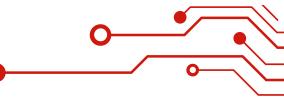


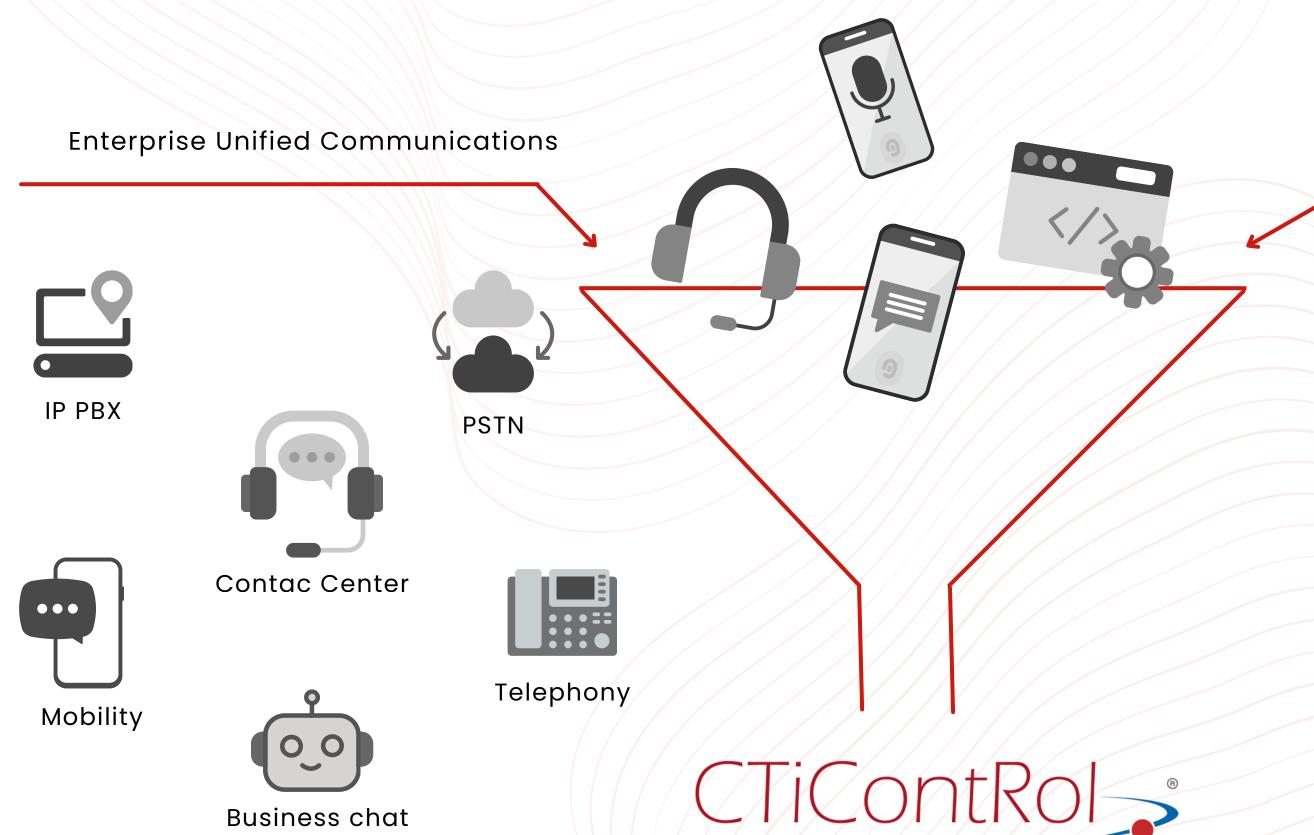
All telephone features



The administrator uses the CTiContRol® Server to configure voice services, user profiles and consult platform usage reports, among other functionalities.

### **Architecture CTiContRol**





**Business chat** 

Collaboration with Google Workspace

# Google Workspace









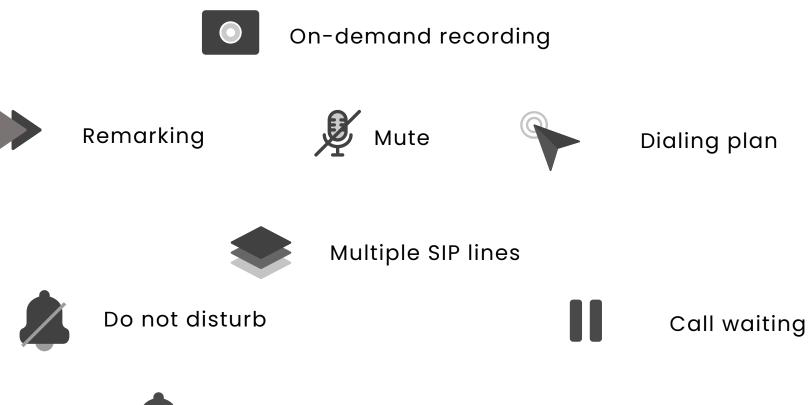








The end user only needs to install the CTiControl extension for Google Workspace from the Google Chrome Web Store. This extension uses WebRTC technology to transmit and receive unified communications in the browser. From then on, whenever you are logged into your Google Workspace collaboration tool, you can enjoy all the features offered by CTiContRol® by clicking on the extension enabled at the top of your browser.



Default SIP informational messages



| Presentation:           | Google Chrome Extension, Power App for Microsoft Teams, and Open CTI for Salesforce. |
|-------------------------|--|
| Ringtone:               | Ringtone Personalization.  |
| Notification:           | Browser notification support for incoming calls.                                     |
| Use of multimedia:      | Use of microphone and speaker defined by the browser.                                |
| Customizable interface: | HTML5 template with CSS3.  |
| Type of use:            | Phone call from the Webphone via WebRTC or hardphone.                                |
| Access to voicemail:    | Yes, supported.  |
| Email Integration:      | Yes, supported. Voicemail, Fax message and Missed Call Alert.                        |
| Call log:               | Yes, supported. Incoming, outgoing, and missed calls.                                |
| Contacts interface:     | Google Contacts, Cisco Contact and 3CX.  |
| Device Configuration:   | Camera, microphone, speakers and ring device.  |
| Custom Logo:            | Yes, supported.  |
| Language:               | Spanish and English.   |



### Integrations """

#### Google Workspace:

- Google Contacts.
- Google Directory.
- Gmail.
- Google Office (docs, spreadsheets and presentation).
- Google Chat.

Microsoft Teams: Yes, supported. Via Power App

Zoho CRM: Yes, supported.

**HubSpot: Yes, supported.** 

Microsoft Dynamics: Yes, supported.







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