LiteScape CallTrackPRO integration with Cisco Spark

- LiteScape CallTrackPRO is designed specifically to help legal and professional services firms automatically associate client-matter and project codes to phone calls
- When integrated with Cisco Spark users can start conversations with their clients in virtual meeting rooms and create their own workspace
- CallTrackPRO easily integrates with industry-leading third-party applications, including, CRM (Zoho) and Cost Recovery applications
- CallTrackPRO's Self-Learn feature helps attorneys save time by intelligently learning the appropriate client/matter/project code to associate with particular numbers based on previously made or received calls.

CallTrackPRO's intuitive interface on a Cisco IP phone
Finding matching Client in CRM system
Add the client to Spark

Litescape CallTrackPRO with Cisco Spark

By combining CallTrackPRO with LiteScape Cisco Spark, attorneys can choose to associate calls to particular codes from their IP telephones. Users can click-to-dial and associate phone calls instantly with client CRM records through reverse look up on CRM system and instantly add them into Spark room.

Features & Benefits

- Want to pull individuals or groups into a Spark room? You can get everyone into a meeting, right from your phone.
- Talking with a client and want to elevate the phone conversation to a chat session? Just click and Call
- **CallTrackPRO** lets users assign client-matter codes right from their phone
- Users are prompted to enter client-matter codes when dialing a number
- Codes are verified and CallTrackPRO automatically does a reverse lookup to find matching clients in your CRM system
- Matching client will be added to the Spark meeting room.
- Automate manual processes by eliminating costly and inaccurate call logbook reconciliation
- Integrate seamlessly with third-party applications, including accounting applications (Equitrac, ISG Research, ISI, among others) and CRM applications (Zoho, Salesforce.com, etc.) to pull up client's information.

To get Started please contact LiteScape Sales at Sales@litescape.com or call 650-227-0220 option 3

To get support you can send email to support@litescape.com or call 650-227-0220 option 5

About LiteScape

LiteScape Technologies is a leading software developer of Unified Communications applications. LiteScape's solutions provide unified access to traditionally disparate business applications, collaboration tools, and communications devices to increase productivity and optimize business processes. Founded in 2004, the company is privately held and based in San Francisco, CA. For additional information, please visit www.litescape.com or email info@litescape.com.

LiteScape

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