Overview

SimplicityLink is a Computer Telephony Integration (CTI) product that allows a standard level of integration with a wide range of popular CRM systems designed to help you get the most out of your Simplicity hosted business telephone system. SimplicityLink allows end users to work more collaboratively and collectively, getting information about callers quickly and efficiently. SimplicityLink is not only cost effective but is also easy to install and maintain.
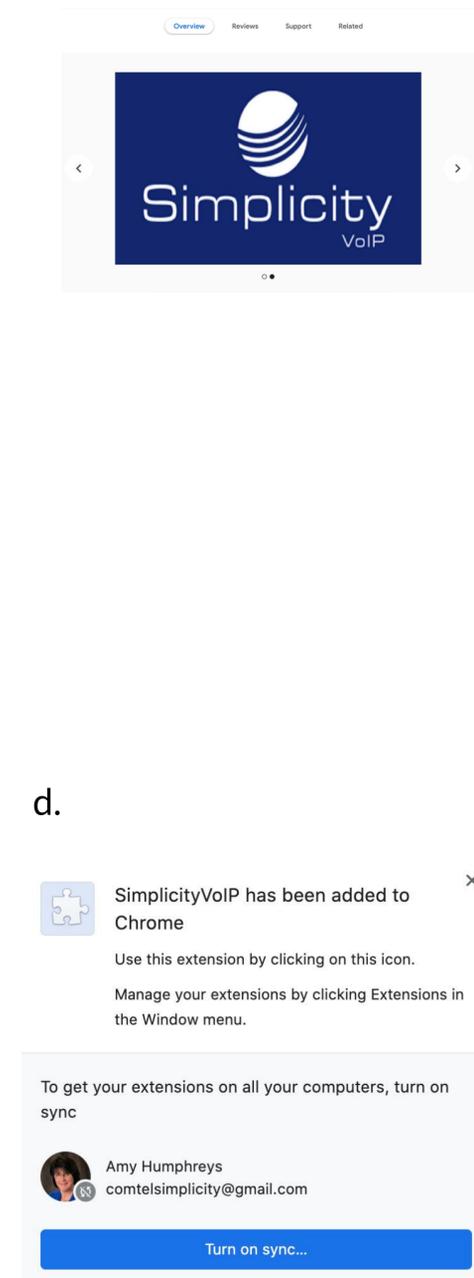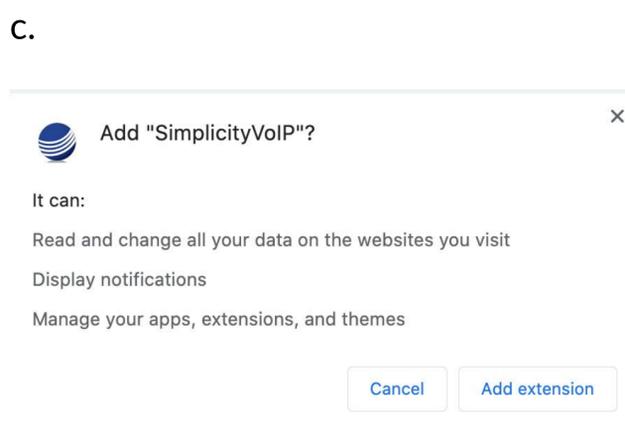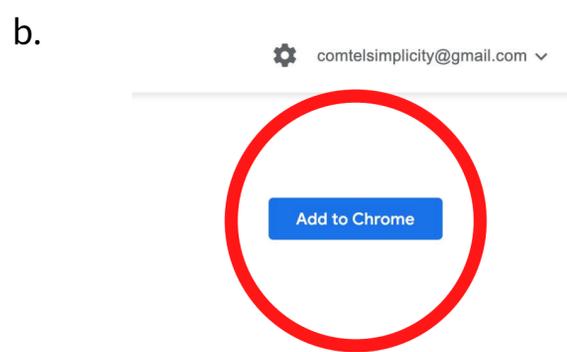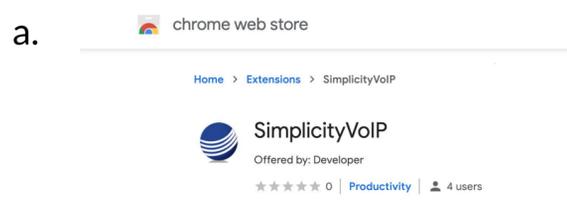
Getting Started

a. Go to Chrome webstore - https://chrome.google.com/webstore/category/extensions
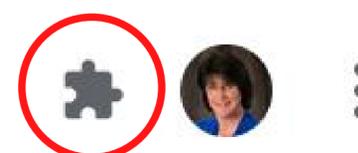
b. Search for SimplicityVoIP and select Add to Chrome

c. Select Add extension

d. Once the extension has been added, you will have the opportunity to enable syncing

a.

chrome web store

Home > Extensions > SimplicityVoIP

SimplicityVoIP
Offered by: Developer
★★★★★ 0 | Productivity | 👤 4 users

b.

⚙ comtelsimplicity@gmail.com ⌄

Add to Chrome

c.

Add "SimplicityVoIP"?

It can:

Read and change all your data on the websites you visit

Display notifications

Manage your apps, extensions, and themes

Cancel   Add extension

d.

SimplicityVoIP has been added to Chrome

Use this extension by clicking on this icon.

Manage your extensions by clicking Extensions in the Window menu.

To get your extensions on all your computers, turn on sync

Amy Humphreys
comtelsimplicity@gmail.com

Turn on sync...

For easier access, select the puzzle piece icon in the upper right corner of your screen (by your profile photo)

Select Simplicity VoIP
extension by clicking the
thumbtack icon 📌

Extensions ✕
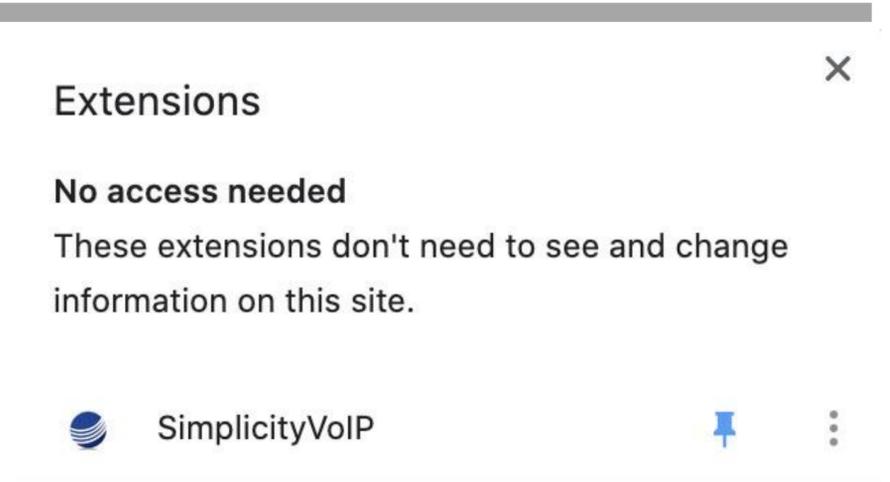
No access needed
These extensions don't need to see and change
information on this site.

● SimplicityVoIP 📌 ⋮

⚙ Manage Extensions

Click Simplicity logo

Enter your client portal log-in, password
and click arrow to complete log-in

SimplicityVoIP

ⓘ 717@simplicity   ●●●●●●●●● ❯

a. Once logged in, you will view the call
history screen with your recent activity.

b. This screen can be minimized by
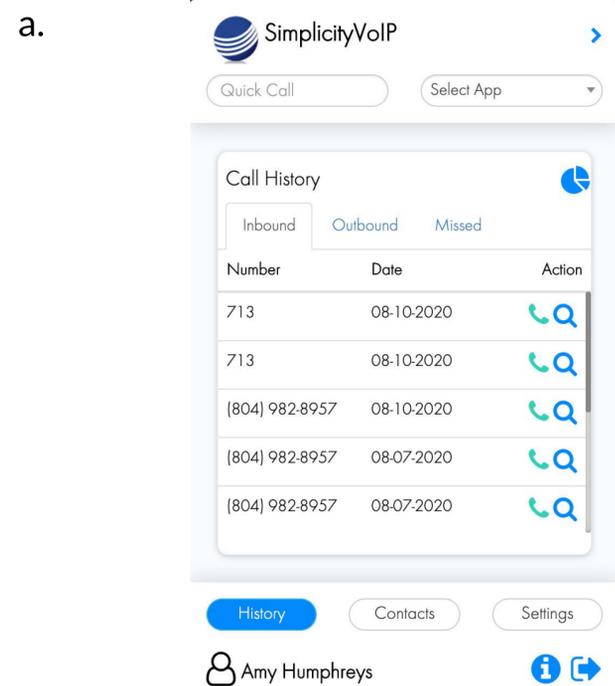selecting the arrow on the upper right
corner. Note: this will not log you out of
the extension.

c. To return to the full recent call history
screen view, click the Simplicity logo at
the top of the page.

a.

SimplicityVoIP ❯

(Quick Call)   (Select App ▼)

Call History

Inbound | Outbound | Missed

Number	Date	Action
713	08-10-2020	📞🔍
713	08-10-2020	📞🔍
(804) 982-8957	08-10-2020	📞🔍
(804) 982-8957	08-07-2020	📞🔍
(804) 982-8957	08-07-2020	📞🔍

(History) (Contacts) (Settings)

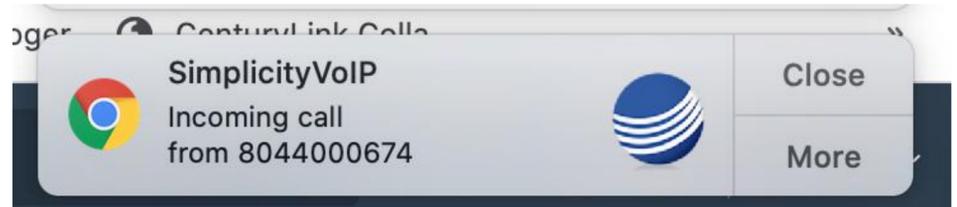👤 Amy Humphreys   ⓘ ⏻

c.

b.

SimplicityVoIP ❯

Incoming Call Notifications

Once the extension is downloaded, any incoming call will produce a call notification.

Dialing from Quick Call

From this screen, you can make a call by inputting a 10-digit number in the Quick call bubble, and hitting Enter. The phone associated with your extension will ring to initiate the call. Pick up that phone for the call to be completed.
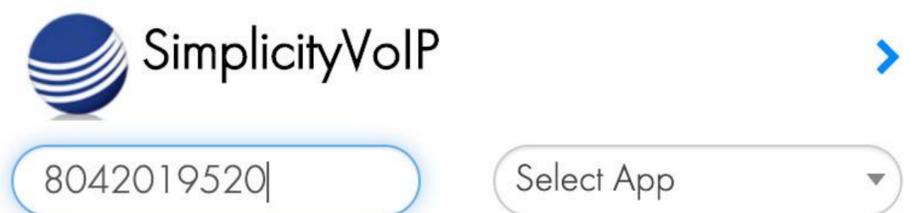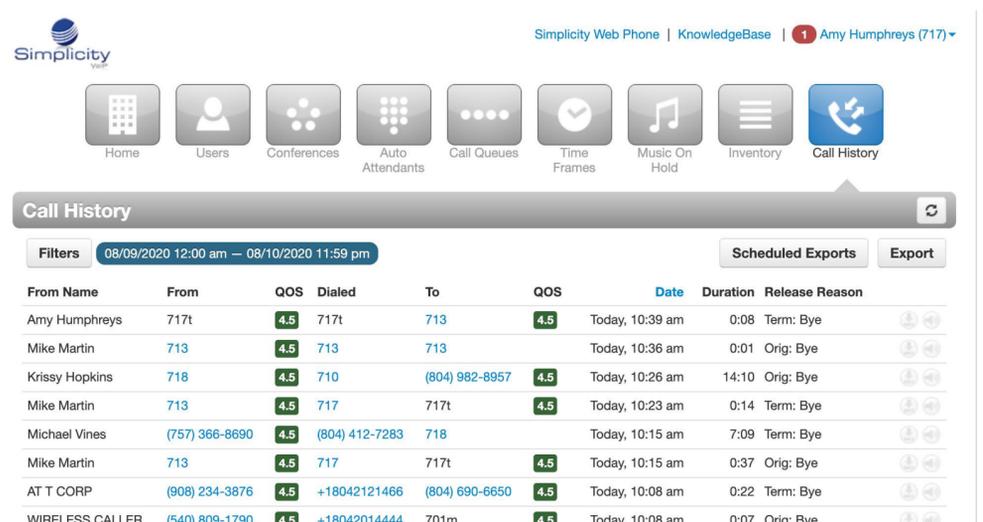
Call History

In the Call History portion of the screen, you can view inbound, outbound and missed calls by selecting the designated tab.
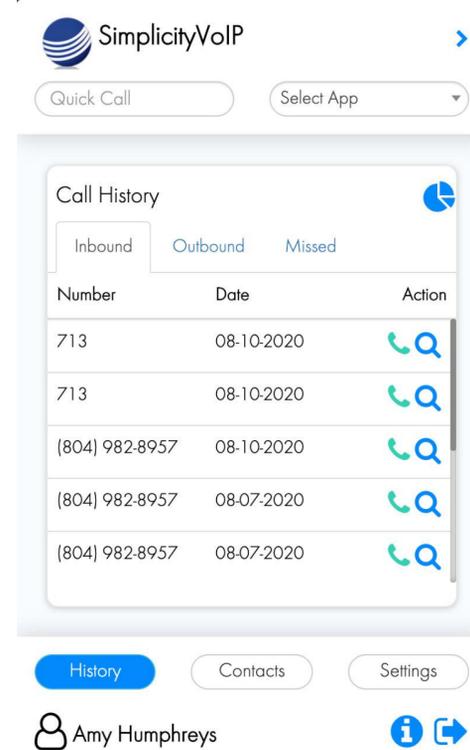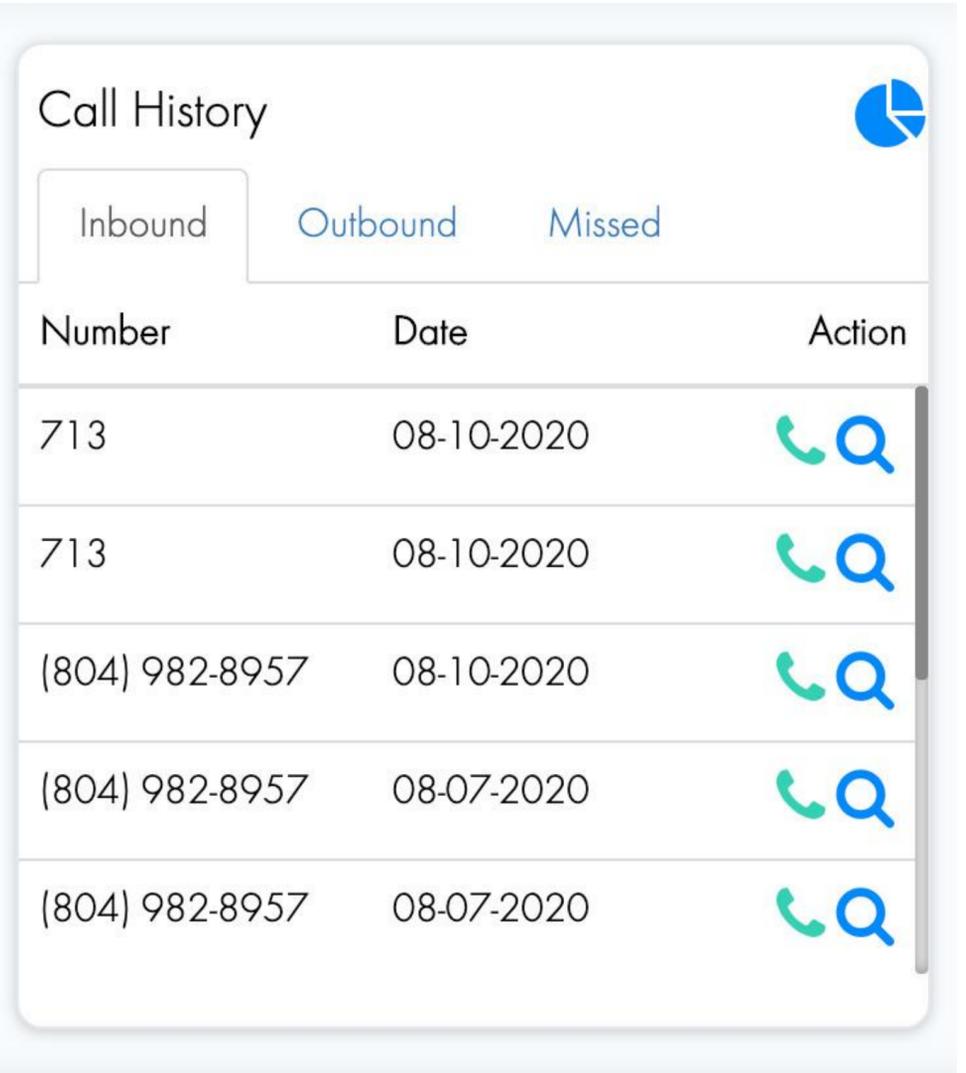
To view your complete Call History log, click the Pie graph. You will be taken to the Simplicity client portal. Select the Call History tab, for call history details

Dialing from Call History

To call a number listed in your call history back, select the phone icon by the call.

By selecting the Screen pop icon by any of your calls, you will be able to access contact information through your CRM integration app. Simplicity will only set permissions to access clients' specific CRM apps.

Call History		
Inbound	Outbound	Missed
Number	Date	Action
713	08-10-2020	
713	08-10-2020	
(804) 982-8957	08-10-2020	
(804) 982-8957	08-07-2020	
(804) 982-8957	08-07-2020	

At the bottom of the recent Call History screen, you can:

Access the Simplicity client portal by selecting the i icon

Log out of the extension by selecting the side arrow icon

Amy Humphreys

Simplicity Hubspot ▲

Select App

RedTail

Simplicity Hubspot

Simplicity Revio

Contacts

To view the contacts in your client portal,
select the contacts tab.

Once in the contacts tab, the Directory tab
displays your full contact list.

The Speed Dials tab, allows you to identify and
log commonly used contacts and 10-digit
numbers. Enter name. number and select
green plus button ➕ to add contacts

To remove a contact from Speed Dials, select
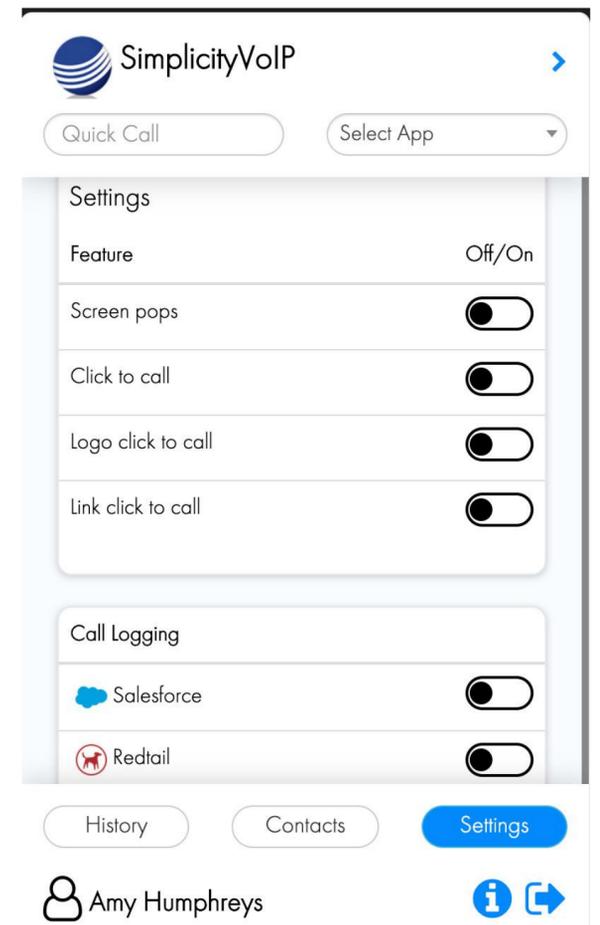the red dash icon ▬
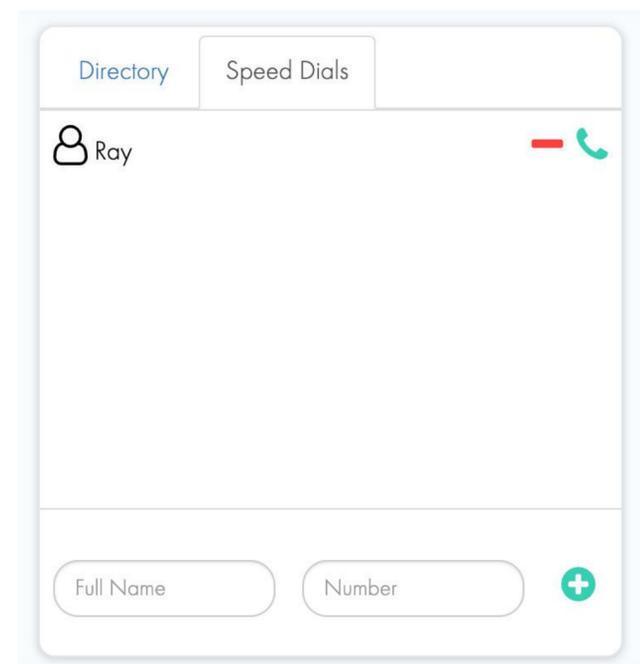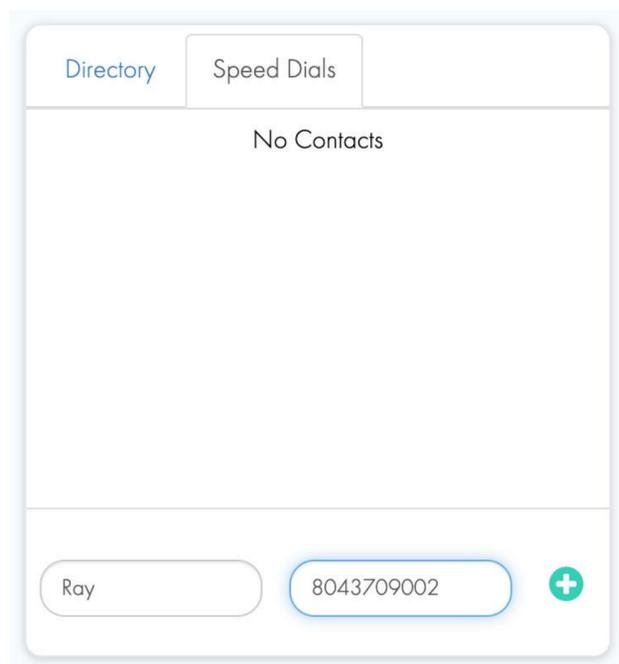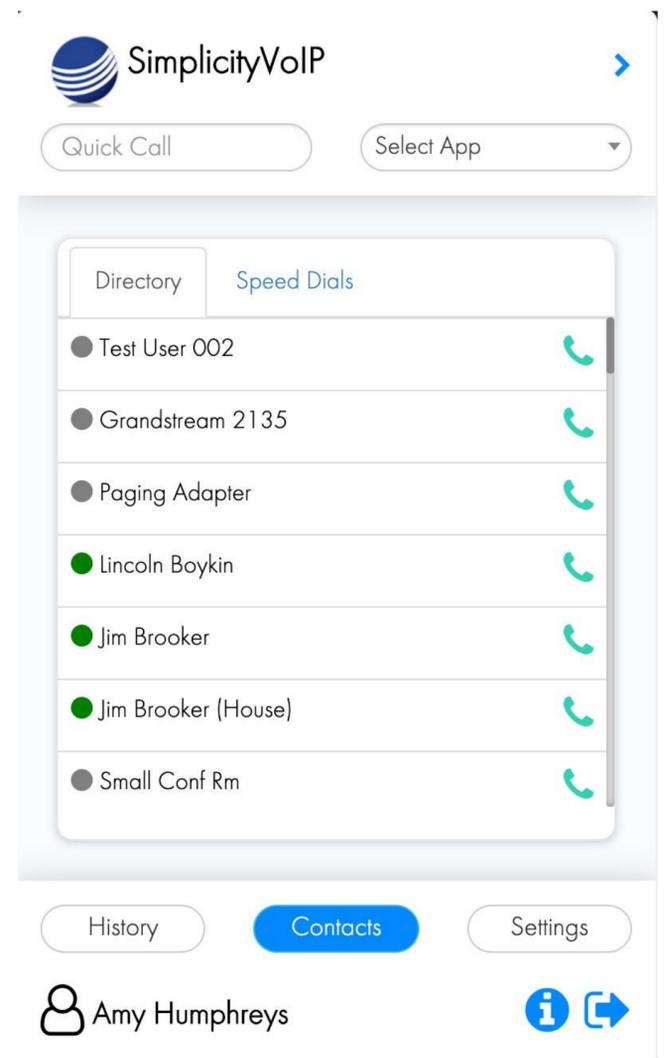
Contacts in the Directory and Speed Dials tab, can be called by clicking the
green phone icon 📞

Settings

From the Settings tab, you have the ability to turn on/off the following features:

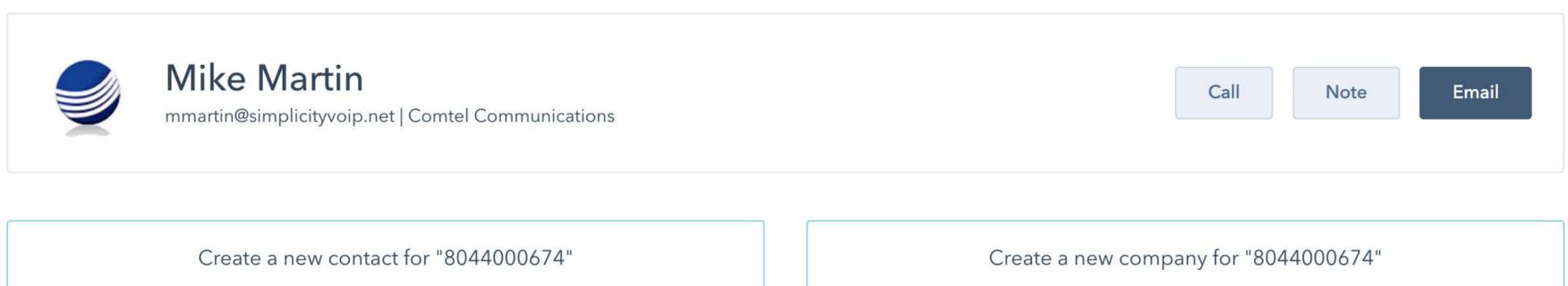| Settings	
Feature	Off/On
Screen pops	⬤
Click to call	⬤
Logo click to call	⬤
Link click to call	⬤

Screen Pops

When this feature is enabled, any incoming call will open a new tab in the designated CRM app, searching for the contact within that CRM.

HubSpot Example

When you receive an incoming call, a new tab will appear with the associated contact info based on caller ID

Mike Martin
mmartin@simplicityvoip.net | Comtel Communications

[Call] [Note] [Email]

Create a new contact for "8044000674"   Create a new company for "8044000674"

Click to Call Options

This feature allows you to dial a phone from any website through the Chrome browser by highlighting the 10-digit number and right-clicking the Simplicity logo

Logo click to call:

By enabling this feature, the Simplicity logo will appear by any 10-digit number on a website through the Chrome browser. You can dial the 10-digit number by clicking the Simplicity logo .
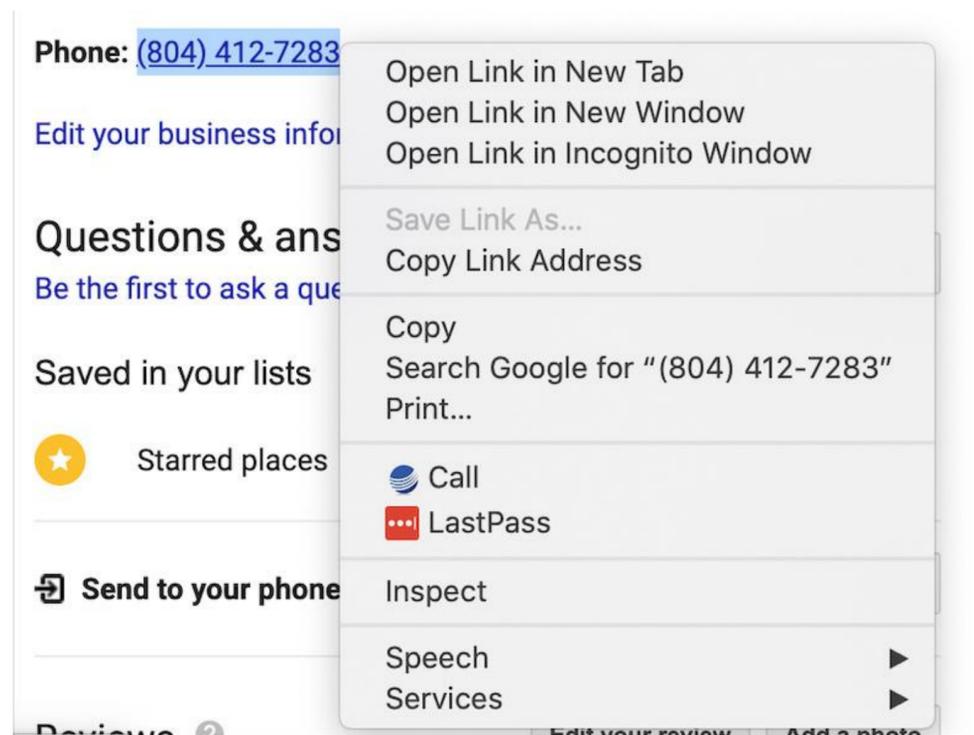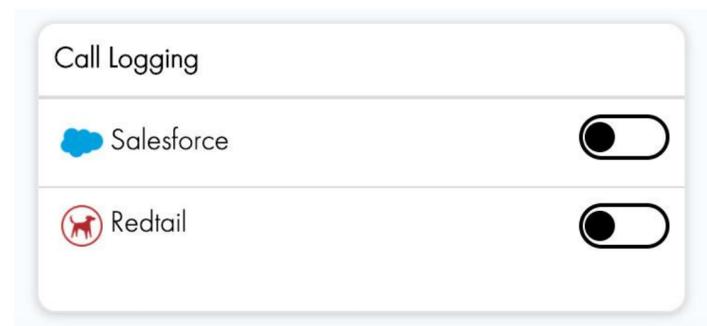
Link click to call:

By enabling this feature, the 10-digit number will be underlined on a website through the Chrome browser. You can dial the 10-digit number by clicking the underlined number.

Call Logging:

To log calls made through the integration extension into your CRM, turn on/off the feature. You will be prompted to log into your CRM to proceed. The credentials in your CRM will be linked and call activity will be logged.