|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Computer Telephony Integration (CTI) Form** | | | | | |
| **Agency Name** |  | | | | |
| **Department** |  | | | | |
| **Address** | |  | | | |
| **Contact Name** | |  | | | |
| **Contact Phone** | |  | | | |
| **Contact Email** | |  | | | |
|  | | | | | |
| **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 | |  |
|  | | | | | |