

COMMUNICATION

Telephony & CTI

The phone rings, the customer record opens.

COMPANYMESH · INBOUND CALL

Groupe Pelcérane · Pierre Pelcérane

Call in progress 02:14

AT A GLANCE

Number	+32 81 00 00 00
Sales rep	Marc D.
Open deals	2
Balance	€0

HISTORY

- Quote D-2026-219 unread
Sent 4 days ago
- Last call · 6 min
12/09 · warranty question
- Order C-3312 delivered
05/09
- Email received
Catalogue request

Record opened
Call recognised in 0.3 s
Transcription on
Take a note

The phone rings, the customer record opens.

On the phone, every second counts. The Telephony module connects your phone system to the tool: when a call comes in, the customer's record pops up with their latest interactions. Calls are logged, and can be recorded and transcribed so nothing slips through.

A personal welcome

You know who's calling before you pick up.

A complete history

Every call lands on the customer's record.

Calls from your screen

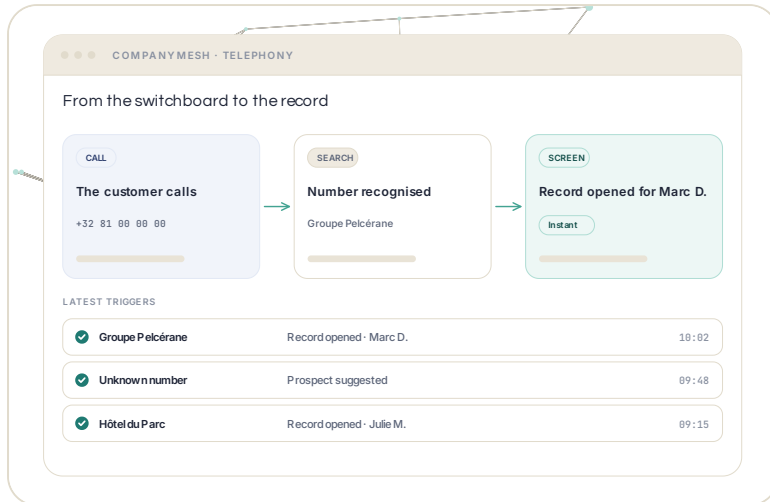
Click to call, no dialling.

Automatic call notes

Recording and transcription available.

In this module

- 1 Screen pop on incoming calls
- 2 Call from the tool
- 3 Call history
- 4 Recording and transcription
- 5 Routing and availability



1

Screen pop on incoming calls

Who's calling, and why.

On every incoming call, the number is looked up in your contacts. The record opens on the colleague's screen with their open projects and latest interactions. An unknown number offers to create a new lead.

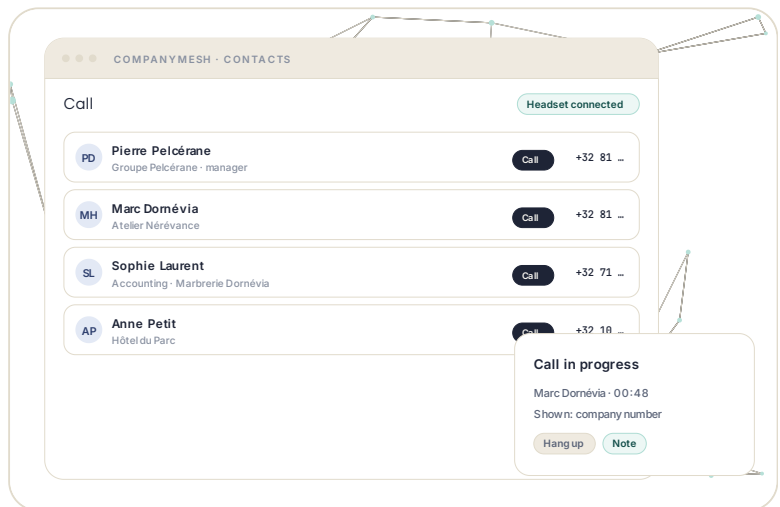
What it enables

- Instant lookup by number
- Record opens automatically
- Quick creation for unknown numbers
- Relevant colleagues notified

2 Call from the tool

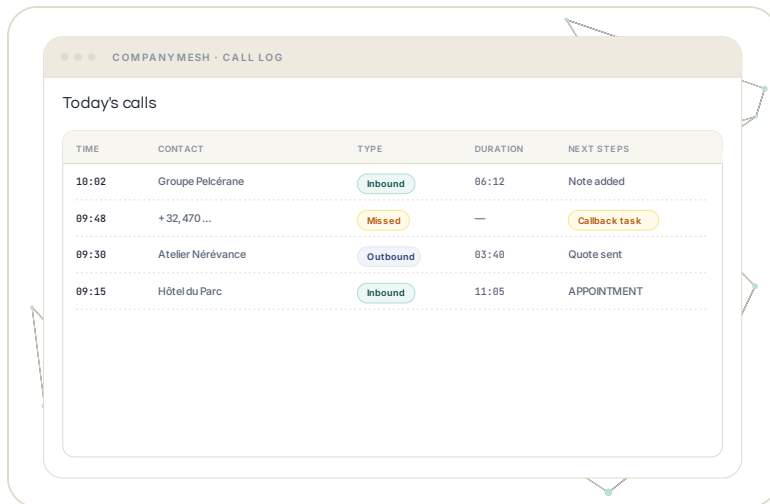
One click on the number is all it takes.

Outgoing calls start from any record, through your phone system or right in the browser. The person you call still sees your usual number.



What it enables

- Click to call
- In-browser calls (headset)
- Company number displayed
- Several numbers per team member



3 Call history

Every call counts.

Incoming, outgoing and missed calls are logged with their duration and linked to the customer. Missed calls create a call-back task.

What it enables

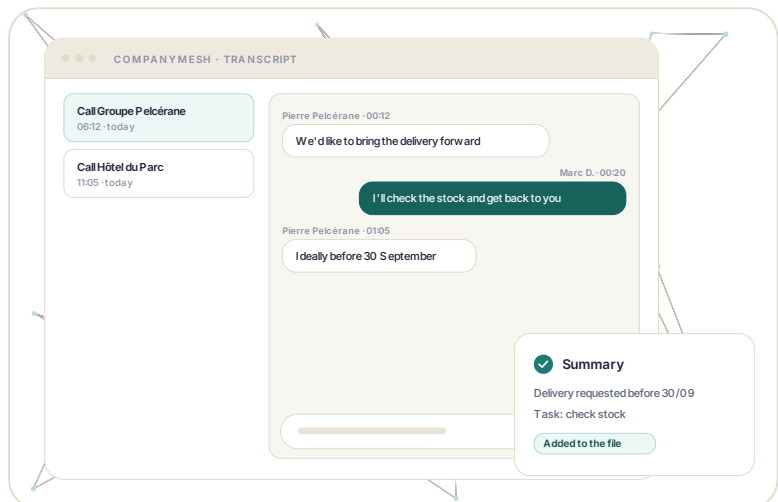
- Full log per customer and per team member
- Missed calls turned into tasks
- Call notes
- Call statistics

4

Recording and transcription

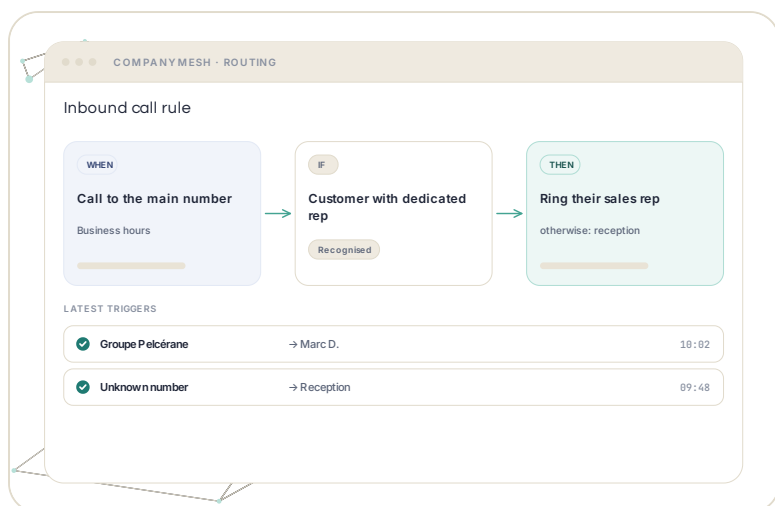
The call notes write themselves.

Calls can be recorded, in line with your duty to inform callers, then transcribed automatically. The text can be read and searched from the record.



What it enables

- Recording enabled per line
- Automatic transcription
- Search within transcripts
- Configurable retention periods



5 Routing and availability

The right person, at the right time.

Decide who receives calls based on opening hours, teams or the calling customer. Sales reps get their own customers, even through the main number.

What it enables

- Routing by team and opening hours
- Customers directed to their sales rep
- Forwarding when someone is away
- Team availability board

TAILORED

Adapted to your business

An existing phone system, forwarded personal numbers, routing by team or by opening hours: we connect **your** telephony as it is, and agree with you what should be recorded, transcribed or notified.

This module never arrives alone

We install it, tune it to your rules and train your teams. And when part of your trade fits no box, we build it.

01

A workshop per profile

At least an hour with every job concerned, to set the screens against real working days.

02

The missing module

A need nobody covers becomes a real module, designed for you and maintained like the rest.

03

Tuning as you go

One more field, one less step, an automation: the tool is adjusted while you use it.

CONNECTORS

Available integrations

Compatible with the tools you already use:

Phone systems & carriers

3CX

Telnyx

Ringover

Aircall

Twilio

Vonage

Transcription

Speechmatics

OpenAI

Mistral

Messaging

SMS

WhatsApp Business

Non-exhaustive list: other tools can be connected to suit your needs.

Works with

`crm.contacts` Customers & contacts

`crm.pipeline` Pipeline & opportunities

`comms.chat` Team chat & real time

`auto.ai` Built-in AI

`ops.dashboard` Dashboards & search

Let's talk about your future tool

Tailored demo, by appointment.

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