![PCS Palitto Consulting Services logo]

PCS CallerID Changer
Enabling Agent Selection of CallerID

Product Summary

- Allows agents to easily change the CallerID that appears on outbound calls.
- Customized CallerIDs may be used for branding, return call routing and security purposes.

Product Description

- Agent clicks the CID toolbar icon. A menu list will appear with available CallerID options.
- Agent selects the desired CallerID from the menu list.
- The selected CallerID is displayed in the Mitel Connect Client toolbar.
- When the agent selects "Default", the CallerID reverts back to the system defined number.
- The list of available CallerIDs can be customized by User Group and individual agents.

Product Requirements

- Works with MiVoice Business, MiVoice Connect 14.2 and above.
- Contact Center not required.
- MiVoice Connect Client Toolbar app for Windows 10 or greater.

CallerID Changer Example
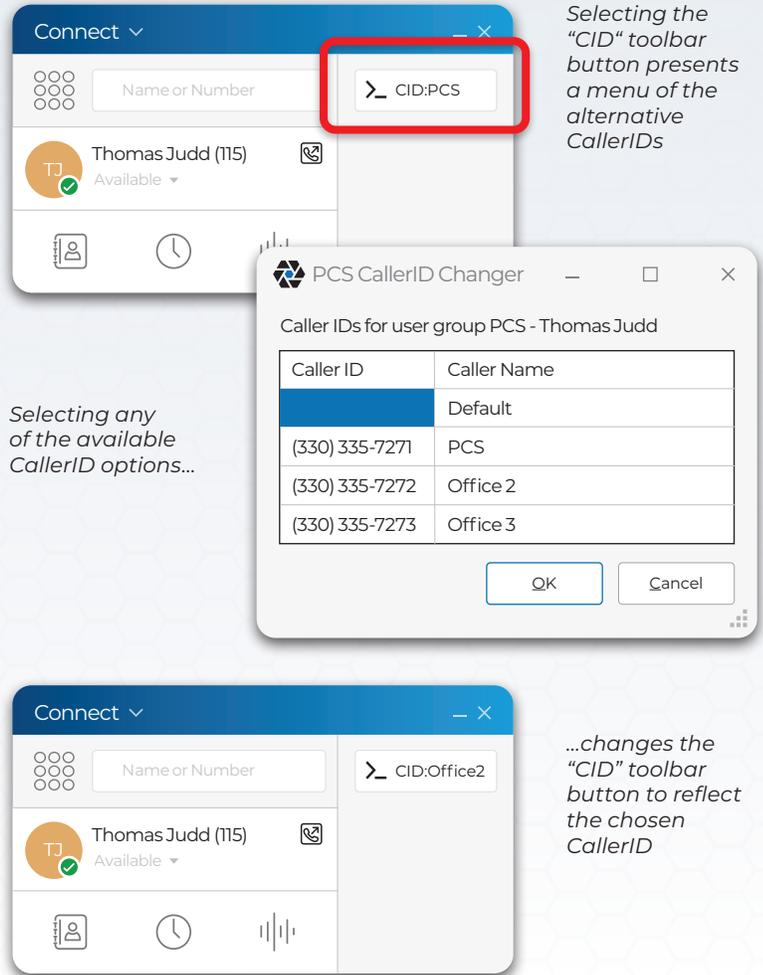
Selecting the "CID" toolbar button presents a menu of the alternative CallerIDs

PCS CallerID Changer

Caller IDs for user group PCS - Thomas Judd

Caller ID	Caller Name
	Default
(330) 335-7271	PCS
(330) 335-7272	Office 2
(330) 335-7273	Office 3

OK   Cancel

Selecting any of the available CallerID options...

...changes the "CID" toolbar button to reflect the chosen CallerID

Revised: March 9, 2024

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