



XLOGIX PLAFTFORM

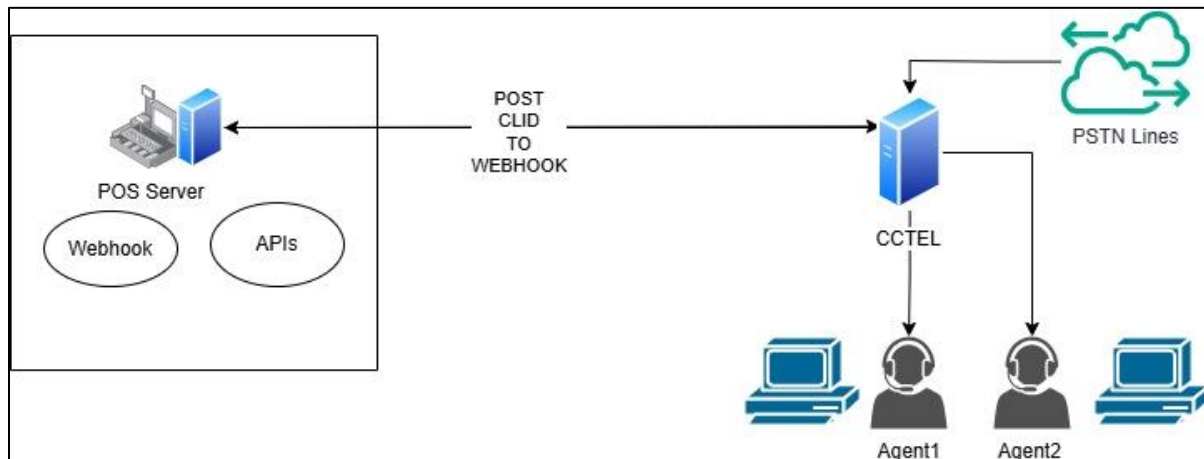
Integration with POS & CRM Systems



Introduction

Integrating the XLogix platform with third-party applications like POS and CRM systems enhances business operations by streamlining customer interactions and automating call handling. This document outlines the integration methods available for connecting XLogix with POS and CRM systems, ensuring efficient and seamless data exchange.

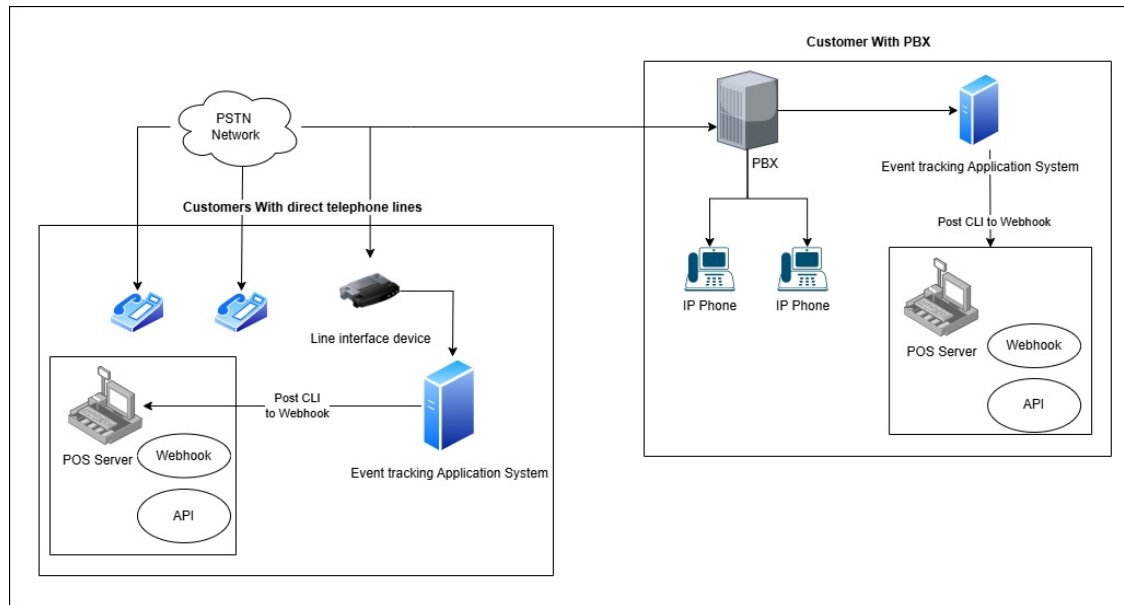
1. XLogix Call Centre/Telephony Platform Direct Integration



In this scenario, the customer utilizes the complete XLogix Call Centre and Telephony Platform for managing call routing, IVR, automatic call distribution, call recording, and call-based reporting.

Whenever an incoming call is received by the system, the Call Centre platform transmits the Caller ID of the incoming call to the POS server using either a Webhook or an API exposed by the POS system. By leveraging webhooks, call events-containing payloads such as Caller ID, Extension Number, Timestamp, etc. are directly sent to the POS system. The POS system then searches its database for the received Caller ID and displays the corresponding customer details in the POS interface.

2. Existing One-Line Telephone and On-Premise PBX Integrations



This integration applies to two distinct use cases:

Case 1: Single or Dual Direct Telephone Lines

- The customer premises have only one or two direct telephone lines for taking orders.
- A USB-based hardware device is provided, along with a dedicated system for connection.
- The telephone lines are connected in parallel to the USB device, which is then connected to the system via USB.
- The system detects the Caller ID of all incoming calls and forwards this information to the POS system using a Webhook or the POS system's API.
- The POS system uses the Caller ID to fetch and display customer details.

Case 2: On-Premise PBX with Multiple Extensions

- The customer has an on-premise IP PBX with multiple extensions for handling calls.
- A call recording method is used to track Caller ID from the system.
- The extracted Caller ID is sent to the POS system through a Webhook or an API exposed by the POS system.
- The POS system processes the received Caller ID to display relevant customer information.

Conclusion

By integrating XLogix with POS and CRM systems, businesses can improve efficiency, enhance customer service, and automate call handling processes. Whether using direct telephony platform integration or existing telephone line setups, these methods ensure a seamless and effective connection between XLogix and business management systems.