

EverTech Dialer App + Zapier

1-Click Calling in Your Everyday Business Tools



Our Dialer App makes it easy to integrate our proven calling features into your everyday, essential business applications.

EVERTECH™ DIALER APP ON ZAPIER: FAQ

Finding new and innovative ways to integrate EverTech with the business applications you rely on every day is one of the highest-priority focus points for our entire team. Our Dialer app, now available on Zapier's online automation platform, makes it quick, easy and intuitive to integrate EverTech's proven calling capabilities into your everyday, essential business applications.

In just a few clicks, any user with a Zapier account can set up a "Zap" (Zapier's term for an automated workflow) connecting applications to our EverTech Dialer App. Once you've set up the EverTech Dialer App Zap, you'll have click-to-dial capabilities that enable you to start a call in EverTech with one click in your compatible application/s of choice.

Are there any prerequisites for users to access the Dialer App?

Yes, users must have an active seat (primary extension) on the EverTech platform to use the Dialer App.

What are the steps to enable the Dialer App?

1. Log into (or set up) your Zapier Account and create a Zap for the EverTech Dialer App.
2. Select the business application you are trying to integrate with EverTech and provide your login credentials. Now select your trigger (e.g, click of a phone number)
3. Select EverTech as the other app and provide your EverTech user login credentials. Now select the action as “dial the phone number.”

How can a Reseller Admin set up access to the Dialer App in Account Manager?

There is no setup required. All EverTech users with a primary extension can use the app by default.

From where can users access the Dialer App?

The Dialer App is hosted on the Zapier Platform. The direct link for the app is available within EverTech UC.

How can an Admin manage a user's Click-to-Dial ring settings?

For each mapped user, an Admin can pick either EverTech UC, Phone or the Mobile App as their default Click-to-Dial ring setting.

Can users manage the Click-to-Dial ring setting?

Yes, users can change the Click-to-Dial ring settings in EverTech UC. Users can pick either EverTech UC, Phone, or Mobile App.

Is the Click-to-Dial ring setting the same across all plugins and apps for a given user?

Yes, the Click-to-Dial ring setting is the same across all plugins/apps for a user. So, if the user has set the phone as a click-to-dial ring option, then regardless of which plugin the user is using (Browser, Salesforce, Outlook, or ConnectWise), all calls will originate from the desk phone.

My Dialer App is not working as expected; what should I do?

Please reach out to EverTech Technical Support with any issues.

How much does the Dialer App cost?

The EverTech Dialer App is hosted as a free app on the Zapier Platform.

Are there any Known Issues associated with the EverTech Dialer App?

There are currently no known issues for the Dialer App.

Having easy, 1-click calling access removes the need to jump between platforms, maximizing employees' daily productivity.
