

# SLACK TELEPHONY



By integrating Soluno with Slack, you do not have to switch between different programs. Make calls and send texts from Slack while your presence in the exchange appears directly in the interface.

## Make calls from Slack

Through Soluno's integration, Slack Telephony, you can dial directly from the Slack collaboration tool, thus avoiding the need to switch between different interfaces. It all works via a so-called callback function. The call is initiated in Slack and then forwarded through Soluno's exchange which makes a call to you and your recipient. You can call people from your chat, call contacts from your office phone system and also external telephone numbers. The call can be done via commands or by clicking on Shortcuts.

## Send texts

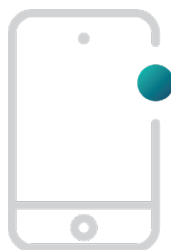
You can also send text messages directly from Slack. You do this by entering a simple command or by clicking on Shortcuts. To the recipient, it looks as if you had sent the SMS as usual, via your mobile.

## Let the PBX control your presence in Slack

The integration lets Slack detect your presence in Soluno's mobile app or Softphone. If you are busy, sick or available, then this will also be visible in your Slack.



Call internal and external contacts



Send texts directly from Slack



Let your presence be shown in Slack