

Click to Dial 4 – Direct dial module for Operators with call recording. Additional Securithor Network license with a maximum of four workstations, that is, four extensions of the module. STSV2



Technical Specifications

Requirements: Securithor Network version 2.5 or higher (STSV2) and up to 4 workstations. A SIP/Asterisk server is required.

What is Click to Dial?

It is an additional module for Securithor that allows operators to make calls directly from the software interface, with a single click on the telephone number of the contact registered in the account record.

Product Information

Brand: MCDI.

Model: CTD4ext.

SAT Code: 43231512.

Main Features

- Direct outbound calls from each Securithor workstation in Network version with automatic recording and caller ID. Up to 4 workstations.
- **Additional module:** For operators, it allows you to initiate calls with a single click from the events window or client tab in Securithor, connected to an Asterisk/SIP switch (ST version 2.5 or higher required).
- **Automatic recording of outgoing calls** when used with the Voice Recording Module.

SIP/Asterisk Integration It requires an IP extension and basic configuration on the telephone server. Local installation Without external services or subscriptions, only the PBX within the same network is required. Compatible with version STSV2 by Securithor (Since it is a network license and allows 4 phone extensions, an IP phone is required for each workstation), model: CTD4ext.

Advantages for the monitoring center.

- Immediate and efficient attention: Allows you to make calls directly from the Securithor console without manually dialing, saving time.
- Outgoing call recording: Ideal for backup, auditing, or quality control of customer service.
- Improves the escalation process: Facilitates communication with authorities or key contacts during events critics.
- Complete integration: Everything from a single interface (no need to switch applications).
- No external subscriptions: Completely local solution, no need for additional services.
- Caller ID linked to Securithor account:
- More personalized attention: When receiving an incoming call, the linked account of the calling number can be automatically identified, making it easier to locate data and recent events. either.
- Fraud prevention: Detects whether an incoming call is associated with a registered account, alerting the operator. either.
- Speed up response times: Automatic linking reduces manual steps and errors when identifying the customer.

Requirements and license

It is an optional module of Securithor; an active support plan is recommended for its installation. It requires a PBX with SIP technology and an IP phone for each workstation.

Additional resources

Video

<https://youtu.be/9kPgrDq5boA>

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https://mcdi.com/catalog/MCDI_Catalogo_2025.pdf



Al recibir un evento de alarma su monitorista trata de comunicarse con su cliente, sin embargo marcar el número puede tomar valioso tiempo en el procesamiento de señal y es propenso a errores de marcación.

