


## Basic Phone Integration vs. Phones Pro

<b>ServiceTitan</b> "Basic Phone Integration"	<b>ServiceTitan Phones Pro</b>
<p>Customer keeps its own phone service provider but is given 2 options for Basic Phone Integration with ServiceTitan:</p> <ul style="list-style-type: none"> <li>● <b>Porting - Single Forward</b> (<i>recommended</i>): Customer's phone number is ported to ServiceTitan so that inbound calls hit ST first before being "single" forwarded to customer's phone provider.</li> <li>● <b>Double Call Forward</b>: Inbound calls will go from homeowner's phone provider to ServiceTitan. ServiceTitan captures the information needed for tracking and then forwards calls to the customer's phone provider.</li> </ul> <p>With Basic Phone Integration (double forward or ported), customer receives:</p> <ul style="list-style-type: none"> <li>● Campaign Tracking</li> <li>● Call recording*</li> <li>● Call bubbles</li> <li>● Auto population</li> <li>● CSR Metric Reporting</li> <li>● Two-way texting (SMS &amp; MMS)*</li> </ul> <p><i>Additional options (SIP Forward or SIP URL) available depending on the customer's phone equipment and phone provider. May incur cost with equipment and phone provider.</i></p> <p><i>*Not included with Starter package</i></p>	<p>Customer replaces its phone service provider with ServiceTitan Phones Pro, a hosted, VoIP phone provider. Customer is given options of:</p> <ul style="list-style-type: none"> <li>● <b>Standard Seats</b>: All essential phone functionality including call forwarding and advanced routing, customized greeting and hold music, real time call transcription, remote access, unlimited talk time and call recording</li> <li>● <b>Advanced Seats</b>: Everything in Standard plus - Embedded phone experience, no clicking of call bubbles, real time call monitoring and call sentiment, real time recommendations, voicemail drop, in-queue callback</li> </ul> <p><b><a href="http://www.servicetitan.com/phonespro">www.servicetitan.com/phonespro</a></b></p> <div data-bbox="782 1263 1243 1383">  <b>ServiceTitan</b><sup>®</sup>  <b>Phones Pro</b> </div>