

Third Party Apps Integration

XCALLY Motion offers the integration of a wide range of third party applications, which is obtained in several ways:

- *triggered and ready-to-use* integration;
- integration via *external apps*, which the customer can choose and install;
- integration as *new Channel*;
- integration as a *new extension* of XCALLY modules (e.g. Cally Square, SMS and so forth);
- integration *hints for developers*;
- procedure or *configuration steps*.

In the following list you can find the Third Party Products XCALLY Motion V.2 has been integrated with.

Click on the link (text in blue) to go to the topic wiki page (the linked page is shown to authorized users only):

Application Name	Integration with	Integration Type	Notes
Amazon	<ul style="list-style-type: none"> • AWS Polly TTS • LEX 	<ul style="list-style-type: none"> • new extension (Cally Square) • new extension (Cally Square) 	
Asterisk	<ul style="list-style-type: none"> • CLI 	<ul style="list-style-type: none"> • external app (plugin) 	
Bandwidth	<ul style="list-style-type: none"> • SMS 	<ul style="list-style-type: none"> • triggered and ready to use 	
Clickatell	<ul style="list-style-type: none"> • SMS 	<ul style="list-style-type: none"> • triggered and ready-to-use 	
Clicksend	<ul style="list-style-type: none"> • SMS 	<ul style="list-style-type: none"> • triggered and ready-to-use 	
Connectel	<ul style="list-style-type: none"> • SMS 	<ul style="list-style-type: none"> • triggered and ready-to-use 	
CSCTelecom	<ul style="list-style-type: none"> • SMS 	<ul style="list-style-type: none"> • triggered and ready-to-use 	
Desk.com	<ul style="list-style-type: none"> • Tickets 	<ul style="list-style-type: none"> • triggered and ready-to-use 	
Dynamics 365	<ul style="list-style-type: none"> • Tickets 	<ul style="list-style-type: none"> • triggered and ready-to-use 	
Facebook	<ul style="list-style-type: none"> • Messenger & Wall 	<ul style="list-style-type: none"> • new Channel 	
Freshdesk	<ul style="list-style-type: none"> • Tickets 	<ul style="list-style-type: none"> • triggered and ready-to-use 	
Freshworks (formerly Freshsales)	<ul style="list-style-type: none"> • CRM 	<ul style="list-style-type: none"> • triggered and ready-to-use 	Available from release 2.4.14
Google	<ul style="list-style-type: none"> • TTS • TTS Cloud • ASR • Dialogflow • DialogflowV2 	<ul style="list-style-type: none"> • new extension (Cally Square) • new extension (Cally Square) • new extension (Cally Square) • new extension (Cally Square) • new extension (Cally Square) 	<p>TTS Cloud available from release 2.4.6</p> <p>As of release 2.5.7, Dialogflow V2 is available and Dialogflow is deprecated</p>

Grafana	<ul style="list-style-type: none"> • Dashboards 	<ul style="list-style-type: none"> • new extension (Analytics) 	
Infobip	<ul style="list-style-type: none"> • SMS 	<ul style="list-style-type: none"> • triggered and ready-to-use (Infobip offline configuration needed) 	
IntelePeer	<ul style="list-style-type: none"> • SMS 	<ul style="list-style-type: none"> • triggered and ready-to-use 	
ISpeech	<ul style="list-style-type: none"> • TTS • ASR 	<ul style="list-style-type: none"> • new extension (Cally Square) • new extension (Cally Square) 	
Line	<ul style="list-style-type: none"> • Messages 	<ul style="list-style-type: none"> • new Channel 	
Lumenvox	<ul style="list-style-type: none"> • TTS • ASR 	<ul style="list-style-type: none"> • new extension (Cally Square) • new extension (Cally Square) 	
Plivo	<ul style="list-style-type: none"> • ClickToCall • SMS 	<ul style="list-style-type: none"> • hints for developers and configuration steps • triggered and ready-to-use 	
Salesforce	<ul style="list-style-type: none"> • ClickToCall • CRM 	<ul style="list-style-type: none"> • triggered and ready-to-use • triggered and ready-to-use 	
ServiceNow	<ul style="list-style-type: none"> • CRM 	<ul style="list-style-type: none"> • triggered and ready-to-use 	
Sestek	<ul style="list-style-type: none"> • TTS • ASR • BOT (Natural Dialog Assistant) 	<ul style="list-style-type: none"> • new extension (Cally Square) • new extension (Cally Square) • new extension (Cally Square) 	
Skebby	<ul style="list-style-type: none"> • SMS 	<ul style="list-style-type: none"> • triggered and ready-to-use 	
Skype for Business	<ul style="list-style-type: none"> • Messages 	<ul style="list-style-type: none"> • new Channel 	
SugarCRM	<ul style="list-style-type: none"> • CRM 	<ul style="list-style-type: none"> • triggered and ready-to-use 	
Teams	<ul style="list-style-type: none"> • Messages 	<ul style="list-style-type: none"> • new Channel & plugin 	
Telegram	<ul style="list-style-type: none"> • Messages 	<ul style="list-style-type: none"> • new Channel & plugin 	
Tilde	<ul style="list-style-type: none"> • ASR 	<ul style="list-style-type: none"> • new extension (Cally Square) 	
Twilio	<ul style="list-style-type: none"> • SMS • Trunk • WhatsApp 	<ul style="list-style-type: none"> • triggered and ready-to-use • triggered and ready-to-use • Native Channel (from rel. 2.5.0) 	
Twitter	<ul style="list-style-type: none"> • Direct Messages & Tweets 	<ul style="list-style-type: none"> • new Channel 	Tweets are available from release 2.1.0
Unix	<ul style="list-style-type: none"> • SSH 	<ul style="list-style-type: none"> • external app (plugin) 	
Viber	<ul style="list-style-type: none"> • Messages 	<ul style="list-style-type: none"> • new Channel 	

VTiger	<ul style="list-style-type: none">• Tickets	<ul style="list-style-type: none">• triggered and ready-to-use	
XLite	<ul style="list-style-type: none">• Softphone	<ul style="list-style-type: none">• external app	
Zendesk	<ul style="list-style-type: none">• Tickets	<ul style="list-style-type: none">• triggered and ready-to-use	
Zoho	<ul style="list-style-type: none">• CRM	<ul style="list-style-type: none">• triggered and ready-to-use	
Zoiper	<ul style="list-style-type: none">• Softphone	<ul style="list-style-type: none">• external app	