

# LeanSync – FAQ

## End customer

### **What are the advantages of LeanSync in my business application?**

If your business application has integrated LeanSync, there is no need to type phone numbers. Instead, they conveniently click on a phone icon to start the call. For incoming calls, LeanSync will show you the name of the caller, as well as other information that gives you a quick first overview of the caller. LeanSync further informs them about the duration of the calls so that they can be used, for example, for invoicing.

### **In which business applications can I use LeanSync?**

At the end of this website you will find an overview of the integrations. New integrations are constantly being added, so they will soon be looking back here.

### **How much does LeanSync cost?**

LeanSync is free of charge.

### **Where can I order LeanSync?**

On the website [LeanSync.ch](https://leansync.ch) you will find the order button. Click to register or login directly over the corresponding button. After that, you can order the integration(s) through the LeanSync marketplace.

### **How can I activate LeanSync in my business application?**

After successfully registering on [leansync.ch](https://leansync.ch) and passing the Consent Check, you will get access to the LeanSync marketplace. There you will find a list of their phone number and a LeanSync key per number. You can transfer this key via copy / paste to the user management of your business application. Now LeanSync can be used immediately.

### **Where can I get help with LeanSync?**

You can still find questions about your business application and the integration of LeanSync from the provider of your application. If you have any technical questions about LeanSync, the ordering process and the costs, please contact Comitas directly.

### **Do I need to install something on my PC/notebook?**

No, LeanSync runs as part of their business application as before, or even simply in their browser. If you are using the Outlook plugin, the URL (Internet address) and port to LeanSync must be shared in their firewall. Both information can be found in the [LeanSync.ch](https://leansync.ch) portal, directly below the list of phone numbers and LeanSync keys.

## **Software provider**

### **Where can I sign up if I want to integrate LeanSync?**

[Click here](#) and fill out the form, we come back to you as soon as possible.

### **How can I integrate LeanSync into my business application?**

You will receive an API documentation describing the integration. You can include LeanSync via Javascript library, web socket and webhooks. Previous integrations have usually only taken a few days. During the test phase, we provide you with two phone numbers to test the integration. Comitas is at your disposal for technical questions.

### **How does my application connect to LeanSync?**

When customers order LeanSync, they then go through a Consent Check. After this Consent Check, LeanSync is entitled to call the customer's phone numbers. A LeanSync key (36 digit code) is automatically generated for each phone number. This key is included as a new field in the user management of your business application. Using this key, you can establish a secure https connection with LeanSync for this one employee or for this one phone number.

### **How much does LeanSync cost me?**

The "onboarding" of new software providers into the LeanSync ecosystem is carried out by Comitas. These discussions will also define the financial framework.

### **What features does LeanSync offer?**

After a successful authorization at LeanSync, via the LeanSync Key, the following functions and notifications are available:

- Start outgoing calls(landline and mobile as well as domestic and foreign)
- Notification of incoming calls, with the phone number of the caller
- Notification of the duration of the call, e.g.to be able to charge it
- Notification via forwarded calls