

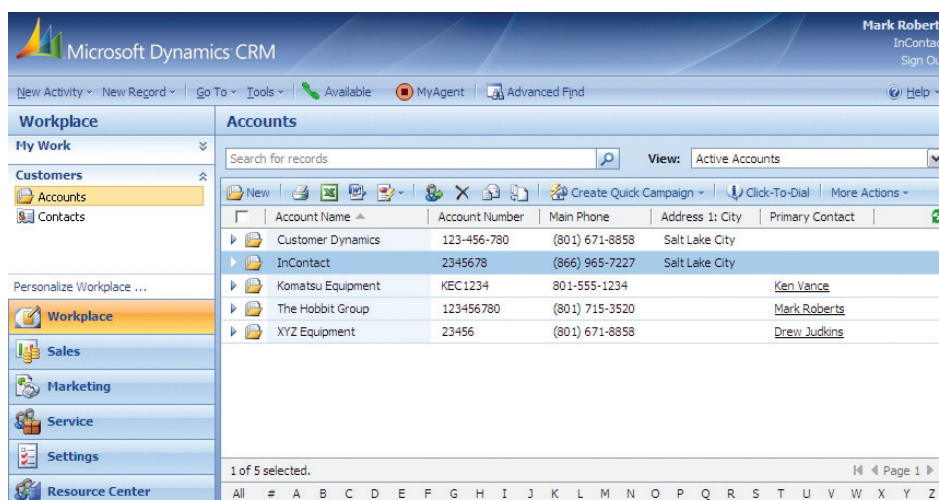


Leverage the power of an enterprise-class ACD combined with a dynamic CRM platform.

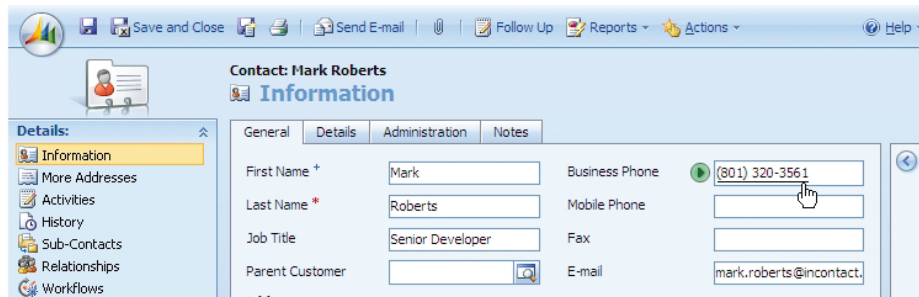
When most, or all, of CRM work happens on the phone, the pain of managing a customer system and a phone system separately can be challenging. A good CRM system and a powerful telephony platform won't relieve that pain unless they work together. Without intelligent integration, agents are left to re-key data such as phone numbers, account numbers and case file ID's. Precious time is wasted manually transporting data from one application to the other and clearing space on the computer monitor.

Users can quickly become frustrated by not being able to automatically open the record of a calling customer, or have the ability to click a number to dial. Without an integrated solution, the simplest call center tasks can seem nearly impossible.

inContact® has integrated the most-used call controls of inContact myAgent directly into Microsoft Dynamics CRM™. The critical parts of both applications are unified into a single interface.



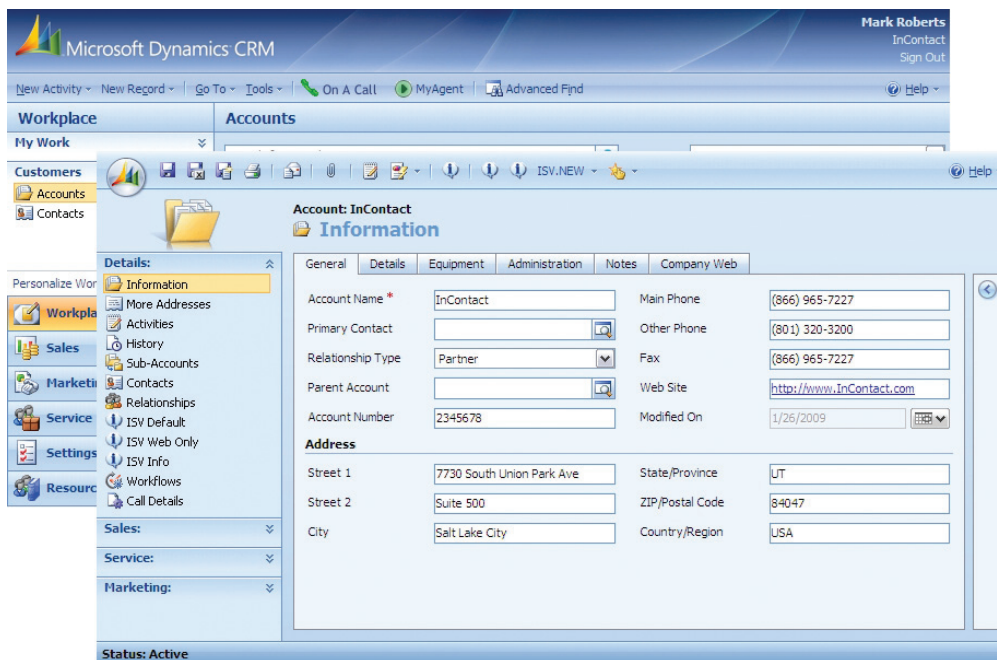
Back end integration provides screen pops based on caller ID or caller input from the IVR. Robust data exchange enables confirmation of CRM data such as customer service level, location or product. Converging the call data and the CRM data enables intelligent call routing before it ever rings through to the agent.



Enterprise-class ACD: The inContact award-winning ACD provides advanced contact handling and routing functionality along with a full suite of management tools and services. Obtain a world-class ACD, on-demand.

Robust pre-call and post-call management: Get the callers to the right agent the first time. After the call is done, prompt agents to complete the appropriate after-call-work.

Pre-integrated telephony solution: 90% of the work is done in advance. Rather than designing and building the system from the “ground-up,” setup tasks consist of deciding which screen pops and call routing options will meet the requirements.



Integrated screen pops and data pipes: Eliminate multiple customer transfers. Instead agents can immediately meet the customer’s need and create a better overall experience. Eliminate numeric errors in critical contact fields such as phone, address and account numbers.

Integrated call control: No need to toggle between applications. Required call controls are integrated directly into the CRM application saving precious time and accelerating service.

Full-featured: Other telephony integrations simply leave out components that don’t make sense in a CRM system. The inContact platform aligns a full agent suite with Microsoft Dynamics CRM to make sure that critical features and reports are not left behind.