intelli-CTi™ for Sage CRM

---

intelli-CTI™ for Sage CRM enhances profitability through increased productivity and customer satisfaction

This new release of our intelli-CTI product provides many new features including:

- New active side-bar display
- Wider/increased range of supported telephone systems
- Integration into the latest versions of Sage CRM

Connect Sage CRM with your telephone system

Are you still manually dialing telephone numbers, looking up Contacts and capturing telephone call information by hand?

intelli-CTI for Sage CRM instantly improves the effectiveness of your customer interaction and the productivity of your Sage CRM users. intelli-CTI enables dialing people directly from within Sage CRM with just a single click and automatically identifies incoming calls showing contact information before you even answer the telephone.

intelli-CTI provides the ability to manage the entire call flow process while freely interacting with Sage CRM

Whether building solutions for call centers, support desks, or customer service, intelli-CTI, together with Sage CRM will increase productivity and efficiency of your operation whilst enhancing customer satisfaction and bottom line profitability.

Benefits

- Streamline telephony activity within your business

- Improved customer relationships, service levels and customer satisfaction

- Increased telephone call efficiency and throughput

- Personalized telephone interaction—identifying CRM callers automatically

- Increased business productivity

- Reduced development costs with ease of deployment and implementation

- Flexible deployment capabilities across multiple sites

Key Features

- Telephone system independent

- Seamless integration into Sage CRM

- Desktop integration with dynamic active sidebar display

- On-screen call display (soft-phone) with full call handling capability

- Incoming caller recognition (screen-pop) displaying customer information from Sage CRM

- Outbound dialing support

- Citrix/Terminal Server support

- Multi-site CRM deployment with multi-telephone system support
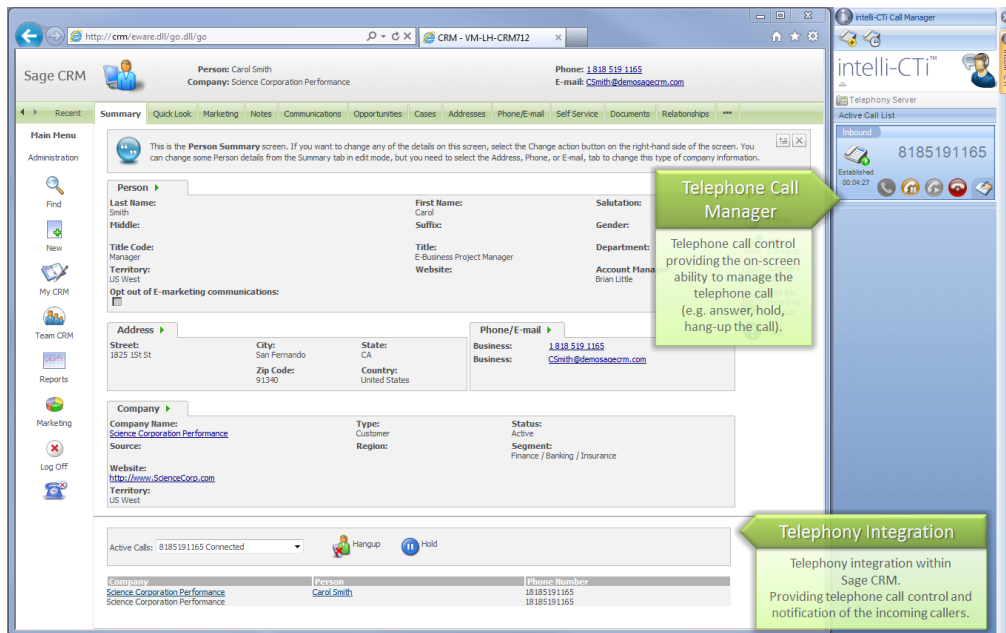
intelli-CTI for Sage CRM significantly enhances your investment in CRM by connecting you even closer to your customers:

- Delivering great customer service through the instant retrieval of Company/Person information in Sage CRM when a telephone call is received

- Automating the dialing of Sage CRM relating to sales opportunities, support tickets, and customer service calls

- Increasing productivity by improving the speed and accuracy of outbound calling with one-click dialing from within Sage CRM

- Seamless connectivity to your CTI-enabled telephone systems through intelli-CTI's support for standard telephony interfaces (TAPI, TSAPI, CSTA, MiTAI OAI), including Voice Over IP (VOIP).

QGate Software Limited

2843 E Grand River Ave #212
East Lansing MI 48823-6722
Tel: +1 (517) 853-1214
Email: info@QGateSoftware.com
www.QGateSoftware.com