intelli-CTi™
for Infor CRM

"Working from a call list and having to manually dial each number is a pain and so is scrambling to find a contact match in Infor CRM when a call comes in. Fortunately we can recommend intelli-CTi. It takes the hassle out of making and receiving calls, and the built-in integration with Infor CRM makes it an easy solution to implement."
- Brianna Ojard, CRM Consultant, Customer FX

"As an added bonus, you get to work with the wonderful staff at QGate: responsive, professional, accommodating. In the many years we've worked with the QGate team we have had nothing but positive experiences and happy customers."
- Brianna Ojard

BENEFITS:

> Streamlined telephony activity within your business

> Improved customer relationships, service levels and customer satisfaction

> Increased telephone call efficiency

> Personalized telephone interaction by automatically identifying callers

> Seamlessly leverage the power of CRM relationships with minimal effort

> Increased business productivity

> Increased user adoption resulting from ease of use

> Reduced development costs with ease of deployment and implementation

> Flexible deployment across multiple sites and large-scale implementations

CONNECT INFOR CRM WITH YOUR TELEPHONE SYSTEM

Are you still manually dialling telephone numbers, looking up Contacts and capturing telephone call information?
intelli-CTi for Infor CRM instantly improves the effectiveness of your customer interaction and the productivity of your Infor CRM users. intelli-CTi enables dialling of Contacts directly from within your Infor 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 whilst freely interacting with Infor CRM. intelli-CTi provides assistance throughout the telephone call lifecycle, enabling Infor CRM users to capture in-call notes during the call followed by a complete call wrap-up process in Infor CRM.

Whether it's a solution for sales, call centres, support desks or customer service, intelli-CTi together with Infor CRM will increase the productivity and efficiency of your operation whilst enhancing customer satisfaction and bottom line profitability.

intelli-CTi for Infor CRM enhances profitability through increased productivity and customer satisfaction. The new release, intelli-CTi for Infor CRM v3.5, is now available.

Feature highlights of intelli-CTi for Infor CRM

> Support for Google Chrome browser client integration
> Now compatible with Infor CRM v8.3
> Windows Authentication option (for supporting CRM Web servers)
> Updated product branding to reflect the Infor acquisition
> Increased maximum CRM Dialler history limit to 30 (CRM Web)

intelli-CTi™ for Infor CRM

KEY FEATURES:

> Seamless integration into Infor CRM

> Telephone system independent across multiple sites, including Skype for Business/Microsoft Lync

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

> Outbound dialling support to various CRM related entites (click to dial)

> Desktop integration with dynamic active sidebar display

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

> Enhanced post call wrap up capability

> Recording of all call history within Infor CRM

> In-call note capture capability

> Multiple call support

> Quick implementation

> Support for Infor CRM (formerly Saleslogix) v7.5.4 and above

> Citrix/Terminal Server support

infor Channel Partner

INCREASE PROFITABILITY AND CUSTOMER SATISFACTION TO ENHANCE PROFITABILITY

intelli-CTi for Infor CRM significantly enhances your investment in CRM by connecting you even closer to your customers

Flexible implementation

Customize the intelli-CTi integration with Infor CRM to meet your business needs.

Connect seamlessly to your CTI-enabled telephone systems through intelli-CTi's support for standard telephony interfaces (TAPI, TSAPI, CSTA, MiTAl, OAI), including Voice Over IP (VOIP) and Skype for Business/Microsoft Lync.

Improved productivity and customer service

Instantly retrieve Account and Contact information in Infor CRM when a call is received.

Faster, more accurate outbound calling with one-click dialling within Infor CRM contacts.

Quality call data collection

Automatically log telephone call statistics with associated customer data to enable valuable analysis and business intelligence.
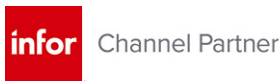
Streamlined telephony activity

Manage post-call operations such as note taking and Activity management in Infor CRM with call wrap-up capabilities.

Experience assisted dialling of Infor CRM Accounts, Contacts and Leads relating to sales opportunities, support tickets and customer service calls.

Capture and manage multiple telephone numbers for Accounts and Contacts in Infor CRM.

QGate