



*intelli-CTi*<sup>TM</sup>  
for Infor CRM

Product Tour (LAN)



# Telephone Call Scenario: Receiving an Inbound Call

## Telephone Call Manager

Telephone call control providing the ability to answer the incoming call

## CRM Contact Information

Show the CRM Contact information of the caller in your Infor CRM

## CRM Inbound Caller Recognition

The automatic recognition of inbound callers in your Infor CRM system

intelli-CTi - Associate Telephone Call

**intelli-CTi™ for Infor CRM**

**Telephone Call Association**  
Would you like to associate this telephone call to a related entity in Infor CRM?

Select suggested call related Account/Contact or search for an alternative.

Next Action: **Show Selected Entity** Select Cancel

**Related Account: [Abbott Ltd.]**

Contact Name	Title	Department	City
John Abbott	President	Administration	Chicago

All Contacts Find Contact... Find Account... Add New...

**Inbound Call: 3125551234** Answer Call

DDI: Relating to:

**intelli-CTi™ for Infor**

**Telephone Call History**  
These are all the telephone calls relating to this C

Call Start Time Call Description

7/1/2015 17:26

7/1/2015 17:12

More Tabs... Notes/History Activities Literature Rec

Filter Options >> Edit / View Notes

Type	Date/Time	User Name	Co
Phone Call	7/1/2015 5:31:0	Administrator,	Abbott, John
Phone Call	7/1/2015 5:17:2	Administrator,	Abbott, John
Phone Call	7/1/2015 3:47:1	Administrator,	Abbott, John
Phone Call	6/23/2015 5:01:	Administrator,	Abbott, John
Phone Call	6/18/2015 3:11:	Hogan, Lee	Abbott, John
Phone Call	6/18/2015 3:09:	Hogan, Lee	Abbott, John

I have offered to ship a replacement immediately for which he was happy.

intelli-CTi Call Manager

**intelli-CTi™**

Virtual Telephony Server (VTS) (VTS1)

Active Call List [1]

Inbound 3125551234

[John Abbott]  
[Abbott Ltd.]

Ringing (00:00:11)

Answer Hold Transfer End Notes

# Telephone Call Scenario: Preview Dialing from CRM (Entity Detail)

Back

Forward

History

Navigate

Sales

Sales Dashboard

Accounts

Contacts

Leads

Opportunities

Activities

intelli-CTi

Calendar

Library

Reports

Marketing

Service

Support

Dashboards

Print

Copy

Save

Undo

Edit

View

List/Detail

Contact

Opportunity

Ticket

Return

Defect

Insert

Campaign

Attachment

Meeting

ToDo

Complete

Note

New Activity

E-Mail

Add Contact To Outlook

Export Group To Excel

Import Leads

Import/Export

Speed Search

Search

Dialer

intelli-CTi

1 of 1

Contacts

Lookup Results

**Contact:** John Abbott

Account: Abbott Ltd.

Title: President

Asst: Ms. Jane Smith

Dear:

Address: 4206 W. Grand Avenue  
Suite 900  
Chicago, IL 60651  
USA

Mailing:

Owner: Midwest

Acct. Mgr.: Hogan, Lee

Direct: (312) 555-7854

Mobile: (312) 555-1234

Fax: (312) 555-7545

Home: (312) 555-3543

Other:

E-mail: jabbot@abbott.demo

Web: www.abbott.com

Cont. Type: Decision Maker

Cont. Status: Active

Phone

Do Not Call

Do Not Call

Do Not Call

Call History (Contact)

intelli-CTi™ for Infor CRM

Telephone Call History

These are all the telephone calls relating to this Contact.

View...

Call Start Time	Call Description	Call Duration	Direction	Call Result	User	Related Activity	Follow-Up Action
7/1/2015 17:26		00:04:56	Inbound	Established	Administrator		
7/1/2015 17:12		00:04:18	Inbound	Established	Administrator		

More Tabs... Notes/History Activities Literature Requests Attachments Lead Sources Opportunities Processes Associations Summary

Filter Options >> Edit / View Notes E-mail Word Refresh Records shown: 17

Type	Date/Time	User Name	Contact Name	Result	Description
Phone Call	7/1/2015 5:31:0	Administrator,	Abbott, John	Complete	Inbound (Established)
Phone Call	7/1/2015 5:17:2	Administrator,	Abbott, John	Complete	Inbound (Established)
Phone Call	7/1/2015 3:47:1	Administrator,	Abbott, John	Complete	Outbound (Established)
Phone Call	6/23/2015 5:01:	Administrator,	Abbott, John	Complete	Inbound (Established)
Phone Call	6/18/2015 3:11:	Hogan, Lee	Abbott, John		Outbound Call (Established)
Phone Call	6/18/2015 3:09:	Hogan, Lee	Abbott, John		Inbound Call (Established)

Received a call from John to say that the handheld device we shipped him was damaged on arrival.

I have offered to ship a replacement immediately for which he was happy.

CRM Contact Entity Dialing

An Infor CRM entity (e.g. CRM Contact) can be dialed with a single click, using the Call Number buttons adjacent to each telephone number.

intelli-CTi Call Manager

Virtual Telephony Server (VTS) (VTS1)

Active Call List [1]

Outbound 90013125551234

John Abbott  
President  
Abbott Ltd.

Ringing (00:00:03)

Call Controls

# Telephone Call Scenario: Preview Dialing from CRM (List Dialing)

Forward

History

Print

Copy

Save

Undo

View

Navigation

Contacts

Opportunity

Ticket

Return

Defect

Insert

Campaign

Attachment

Meeting

ToDo

Note

Complete

New Activity

Phone Call

E-Mail

Add Contact To Outlook

Export Group To Excel

Import Leads

Import/Export

Speed Search

Search

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Sales

Contacts

1 of 1094

All Contacts

Name	ACCOUNT	City	State	Work Phone	Mobile	E-mail	Acct.Manager	Owner
Abbott, John	Abbott Ltd.	Chicago	IL	(312) 555-7854	(312) 555-1234	jabbot@abbott.demo	Hogan, Lee	Midwest
Abbott, Keith	Full Systems	Elkton	MD	(410) 555-7250x226	(410) 555-3571	Keith@FullSystems.d	Barret, Dan	Northeast
Aberle, K	Gates Machine							
Aceti, Janet	Sama Propety							
Adamo, Juan	Summit & Co.							
Adamo, George								
Adamo, Jos								
Adamo, Ralph								
Adi, Douglas								
Aizawa, Vada								
Alam, Jos								
Alexander, Vada								
Alexander, Vada								
Alfred, John								
Allen, Shozo								
Allen, Bruce								
Allison, John								
Alvarado, Neil								
Amal, Neil								
Ancin, Neil								
Anderson, Mike								
Anderson, Doug								
Anderson, G.	Zefer May Industrial	Brooklyn	NY	(718) 555-1100	(718) 555-5360	Rebecca@GRIInc.d	Barret, Dan	Northeast
Anderson, James	Anderson Waste Sales	Haverhill	MA	(508) 555-7376	(508) 555-5868	Brian@DMEOperati	Barret, Dan	Northeast
Anderson, Rob	Hercules Depot Foods C	Waltham	MA	(3046) 7069			Stichler, Hans	Global
Androutsopoulou, Nicholas	Coca-Cola Hellenic	Tustin	CA	(714) 555-2431	(714) 555-5959	Sam@ExpansionIncF	Martinez, Ed	Southwest
Andrus, Jeff	Sierra Mkg. Manager							
Anteby, Rebecca	GRI Inc.							
Anthony, Brian	DME Operations Company							
Anzalone, Larry	BMW Motors							
Ariatti, Sam	Expansion Inc. Florida							

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Abbott Ltd.

Account

All Contacts

Cancel

Account Contact:

Contact Name	Title	Primary
John Abbott	President	Yes

TNS Telephone Numbers:

Manage...

Dial

John Abbott

Number Type	Telephone Number	Restricted
Direct Number	(312) 555-7854	No
Mobile Number	(312) 555-1234	No
Home Number	(312) 555-3543	No
Contact Fax Number	(312) 555-7545	No

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Virtual Telephony Server (VTS) (VTS1)

Active Call List [1]

Outbound 90013125551234

John Abbott  
President  
Abbott Ltd.

Ringing (00:00:03)

Infor CRM Dialer

The Infor CRM Dialer provides a list of CRM entities based upon the context of what is currently selected/active in Infor CRM.

Select the CRM entity you wish to dial along with the telephone number to be dialed.



# Telephone Call Scenario: Preview Dialing from Related CRM Entities

The screenshot shows the Infor CRM interface with a 'Tickets' record selected. The record details are as follows:

Field	Value
Ticket ID	001-00-000004
Account	Abbott Ltd.
Contact	Abbott, John
	(312) 555-7854
Serial Number	TEC-1000003
Contract	cQF8AA000007

The 'intelli-CTi - Dialer' window is open, showing the 'Account Contact' table and the 'TNS Telephone Numbers' table.

Account Contact:		
Contact Name	Title	Primary
John Abbott	President	Yes

TNS Telephone Numbers:		
Number Type	Telephone Number	Restricted
Direct Number	(312) 555-7854	No
Mobile Number	(312) 555-1234	No
Home Number	(312) 555-3543	No
Contact Fax Number	(312) 555-7545	No

The 'Dialer' button in the top right corner of the CRM interface is highlighted with a red box.

## CRM Entity Related Dialing

It is possible to make telephone calls from related CRM entities such as CRM Tickets and CRM Opportunities, by calling from the entity's respective detail display within Infor CRM.

The CRM Account/Contact relating to the entity will appear in the Infor CRM Dialer, ready to be dialed.

This approach applies to both CRM Tickets and CRM Opportunities.

## Infor CRM Dialer

The Infor CRM Dialer provides a list of CRM entities based upon the context of what is currently selected/active in Infor CRM.

Select the CRM entity you wish to dial along with the telephone number to be dialed.

## Automatic Call Association

When dialing from a related CRM entity (e.g. CRM Ticket), the related entity automatically becomes associated to the telephone call.

# Telephone Call Scenario: In-call Contact Management

Forward Copy List/Detail Save Undo Edit View Navigate History

Opportunity Return Campaign Meeting Complete E-Mail Export Group To Excel Import Leads Search Intelli-CTi

Ticket Defect Attachment ToDo Note New Activity Import/Export

**Contacts** 1 of 1

**Contact:** John Abbott

Account: Abbott Ltd.

Title: President

Asst: Ms. Jane Smith

Dear:

Address: 4206 W. Grand Avenue Suite 900 Chicago, IL 60651 USA

Mailing:

Owner: Midwest Acct. Mgr.: Hogan, Lee

Cont. Type: Decision Maker Acct. Type: Customer

Cont. Status: Active Acct. Status: Active

☒ Primary Contact for Acct.  
☒ Authorized Service Contact  
Preferred Contact: Phone

☐ Do Not Solicit ☐ Do Not Mail  
☐ Do Not Email ☐ Do Not Fax  
☐ Do Not Call

E-mail: john.abbott@abbott.com

Web: www.abbott.com

## CRM Contact Information

Show the CRM Contact information of the caller in your Infor CRM

## Telephone Call Manager

Telephone call control and in-call note capture capability

**Call History (Contact)**

**intelli-CTi™ for Infor CRM**

**Telephone Call History**  
These are all the telephone calls relating to this Contact.

View...

Call Start Time	Call Description	Call Duration	Direction	Call Result	User	Related Activity	Follow-Up Action
7/1/2015 17:26		00:04:56	Inbound	Established	Administrator		
7/1/2015 17:12		00:04:18	Inbound	Established	Administrator		

More Tabs... Notes/History Activities Literature Requests Attachments Lead Sources Opportunities Processes Associations Summary

Filter Options >> Edit / View Notes E-mail Word Refresh Records shown: 17

Type	Date/Time	User Name	Contact Name	Result	Description
Phone Call	7/1/2015 5:31:0	Administrator,	Abbott, John	Complete	Inbound (Established)
Phone Call	7/1/2015 5:17:2	Administrator,	Abbott, John	Complete	Inbound (Established)
Phone Call	7/1/2015 3:47:1	Administrator,	Abbott, John	Complete	Outbound (Established)
Phone Call	6/23/2015 5:01:	Administrator,	Abbott, John	Complete	Inbound (Established)
Phone Call	6/18/2015 3:11:	Hogan, Lee	Abbott, John		Outbound Call (Established)
Phone Call	6/18/2015 3:09:	Hogan, Lee	Abbott, John		Inbound Call (Established)

Received a call from John to say that the handheld device we shipped him was damaged on arrival.

I have offered to ship a replacement immediately for which he was happy.

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Virtual Telephony Server (VTS) (VTS1)

Active Call List [1]

Inbound 3125551234

John Abbott  
President  
Abbott Ltd.

Established 00:01:30

Received a call from John to say that the handheld device we shipped him was damaged on arrival.

I have offered to ship a replacement immediately for which he was happy.

# Telephone Call Scenario: Post Call Wrap-up

## Infor CRM Call Wrap-up

Post each telephone call the Call Wrap-up dialog provides a summary of the call and the ability to further update and manage the telephone call within Infor CRM.

**intelli-CTi - Telephone Call Wrapup**

**intelli-CTi™ for Infor CRM**

Telephone Call Wrapup  
Manage post telephone call actions and activities.

**Association**  
Account: **Abbott Ltd.**  
Contact: **John Abbott**

**Call Info** | Activity Management | Campaigns/Lead Sources | Opportunities | Tickets

**Call Statistics / Information**  
Statistical call data and related information about this telephone call.

**Call Statistics**

Call Direction (Outcome):	<b>Inbound (Established)</b>
Call Start Date/Time (Duration):	<b>7/7/2015 11:29:24 AM (00:01:12)</b>

**Call Related Information**

Call Description / Regarding:	<b>Inbound Call (Established)</b>
Call Category:	
Call Result:	

Received a call from John to say that the handheld device we shipped him was damaged on arrival.  
I have offered to ship a replacement immediately for which he was happy.

## CRM Activity Management

Each telephone call is automatically related to CRM Activity/History (Phone Call).

Notes taken during the call are featured here and can be updated, before automatically included within the CRM Activity/History.

**intelli-CTi Call Manager**

**intelli-CTi™**

Virtual Telephony Server (VTS) (VTS1)

Active Call List [1]

**Inbound** 3125551234

**John Abbott**  
President  
Abbott Ltd.

Call Time: 17:26 - 17:31 (00:04:56)

Received a call from John to say that the handheld device we shipped him was damaged on arrival.

I have offered to ship a replacement immediately for which he was happy.



# intelli-CTi – Infor CRM Call Activity Management

intelli-CTi – Infor CRM Call Activity Management

Navigation: Sales, Accounts, Contacts, Leads, Opportunities, Activities

Contacts: 1 of 1

Lookup Results

**Contact:** John Abbott

Account: Abbott Ltd.

Title: President

Asst: Ms. Jane Smith

Dear:

Address: 4206 W. Grand Avenue  
Suite 900  
Chicago, IL 60651  
USA

Mailing:

Owner: Midwest Acct. Mgr.: Hogan, Lee

Direct: (312) 555-7854

Mobile: (312) 555-1234

Fax: (312) 555-7545

Home: (312) 555-3543

Other:

E-mail: jabbot@abbott.demo

Web: www.abbott.com

Cont. Type: Decision Maker

Cont. Status: Active

Acct. Type: Customer

Acct. Status: Active

Drag a tab here to display a view

More Tabs... Notes/History Activities Literature Requests Attachments Lead Sources Opportunities Processes Associations Summary Call History (Contact)

Filter Options >> Edit / View Notes E-mail Word Refresh Records shown: 17

Type	Date/Time	User Name	Contact Name	Result	Description
Phone Call	7/1/2015 5:31:07 PM	Administrator,	Abbott, John	Complete	Inbound (Established)
Phone Call	7/1/2015 5:17:24 PM	Administrator,	Abbott, John	Complete	Inbound (Established)
Phone Call	7/1/2015 3:47:19 PM	Administrator,	Abbott, John	Complete	Outbound (Established)
Phone Call	6/23/2015 5:01:39 PM	Administrator,	Abbott, John	Complete	Inbound (Established)
Phone Call	6/18/2015 3:11:27 PM	Hogan, Lee	Abbott, John		Outbound Call (Established)
Phone Call	6/18/2015 3:09:38 PM	Hogan, Lee	Abbott, John		Inbound Call (Established)
Phone Call	6/12/2015 11:05:09 AM	Hogan, Lee	Abbott, John	Complete	Inbound (Established)
Phone Call	4/20/2007 8:41:19 PM	Hutchinson, Barb	Abbott, John		Info Requested
E-Mail	4/12/2007	Hogan, Lee	Abbott, John	Complete	Call Tickets for Abbott Ltd.
Meeting	4/11/2007 7:00:00 PM	Hogan, Lee	Abbott, John	Complete	Status Meeting
Phone Call	3/14/2007 6:30:00 PM	Hogan, Lee	Abbott, John	Complete	Won the deal
E-Mail	3/10/2007 11:35:00 PM	Hogan, Lee	Abbott, John	Complete	Proposal for Abbott Ltd.
To-Do	3/9/2007 6:38:46 PM	Lee Hogan	Abbott, John	Complete	Send proposal
Meeting	3/5/2007 7:00:00 PM	Pizzutti, Lou	Abbott, John	Complete	Onsite Meeting
Meeting	3/5/2007 6:37:14 PM	Lee Hogan	Abbott, John	Complete	Presentation

Received a call from John to say that the hardware we shipped him was damaged on arrival.

I have offered to ship a replacement immediately and he was happy.

Tuesday, July 7, 2015 11:41 AM Administrator SALES

## Phone Call List

Here shows a complete list of telephone calls made and received to a CRM entity (Contact).

This activity list is automatically achieved through the call management of intelli-CTi.

## CRM Activity Management

Each telephone call achieved using intelli-CTi is automatically recorded in the Infor CRM Activity/History, against each of the CRM entities the telephone call relates to (e.g. CRM User, Account, Contact, Lead, Opportunity, Ticket etc.).



# intelli-CTi – Infor CRM Call Activity Management

## CRM Phone Call Activity

Each telephone call achieved using intelli-CTi is automatically recorded in the Infor CRM Activity/History, against each of the CRM entities the telephone call relates to (e.g. CRM User, Account, Contact, Lead, Opportunity, Ticket etc.).

## CRM Phone Call Activity Detail

The details automatically captured within the CRM Phone Call Activity includes information about the call, any notes captured during the call, and any CRM entity relationships associated to the call (e.g. Regarding a Ticket).

**Edit Completed Phone Call for John Abbott**

**General** | Attachments

Completed: 7/7/2015 12:18 PM Scheduled: 7/7/2015 11:50 AM

Duration: 28 minutes ☐ Timeless

Result:

☒ Contact ☐ Lead

Name: Abbott, John Opportunity:

Account: Abbott Ltd. Ticket: 001-00-000004

Regarding: Outbound Call (Established)

Location:

Notes...  
Received a call from John to say that the handheld device we shipped him was damaged on arrival.  
I have offered to ship a replacement immediately for which he was happy.

Priority: None Category:

Leader: Administrator Scheduled by Administrator on 7/7/2015 12:18 PM

Follow-Up: ☒ Meeting... ☐ Phone Call... ☐ To-Do... ☒ Carry Over Notes

Automatic Follow-Up: <None> ☒ Carry Over Attachments

OK Cancel Help

**Contacts**

Contact: John Abbott

Account: Abbott Ltd.

Title: President

Asst: Ms. Jane S

Dear:

Address: 4206 W. G  
Suite 900  
Chicago, IL  
USA

Mailing:

Owner: Midwest

More Tabs... Notes/History

Filter Options >>

Type	Date/Time	Activity
Phone Call	7/7/2015 1:41:30 PM	Phone Call
Phone Call	7/7/2015 12:18 PM	Phone Call
Phone Call	7/7/2015 11:36 AM	Phone Call
Phone Call	7/1/2015 5:31 PM	Phone Call
Phone Call	7/1/2015 5:17 PM	Phone Call
Phone Call	7/1/2015 3:47 PM	Phone Call
Phone Call	6/23/2015 5:00 PM	Phone Call
Phone Call	6/18/2015 3:11 PM	Phone Call
Phone Call	6/18/2015 3:09 PM	Phone Call
Phone Call	6/12/2015 11:00 AM	Phone Call
Phone Call	4/20/2007 8:40 AM	Phone Call
E-Mail	4/12/2007	Hogan, Lee Abbott, John Complete Call Tickets for Abbott Ltd.
Meeting	4/11/2007 7:00:00 PM	Hogan, Lee Abbott, John Complete Status Meeting
Phone Call	3/14/2007 6:30:00 PM	Hogan, Lee Abbott, John Complete Won the deal
E-Mail	3/10/2007 11:35:00 PM	Hogan, Lee Abbott, John Complete Proposal for Abbott Ltd

Tuesday, July 7, 2015 2:28 PM Administrator SALESLOGIX\_EVA

## intelli-CTI

intelli-CTI

## Call History (for Contact)

A complete list of  
intelli-CTi Call History  
for a CRM Contact.

## Call History (for Contact)

A complete list of  
intelli-CTi Call History  
for a CRM Contact.

## intelli-CTi "Call History"

For each CRM entity that relates to telephone activity (e.g. CRM Accounts, Contacts, Leads, Tickets, Opportunities), intelli-CTi provides a detailed log of each telephone call interaction.

## intelli-CTi "Call History"

For each CRM entity that relates to telephone activity (e.g. CRM Accounts, Contacts, Leads, Tickets, Opportunities), intelli-CTi provides a detailed log of each telephone call interaction.

# intelli-CTi for Infor CRM – CTi Call History Detail

## intelli-CTi - Telephone Call Wrapup

**intelli-CTi™** for Infor CRM

**Telephone Call Wrapup**  
Manage post telephone call actions and activities.

**Association**  
Account: **Abbott Ltd.**  
Contact: **John Abbott**

Call Info Activity Management Campaigns/Lead Sources Opportunities Tickets

**Call Statistics / Information**  
Statistical call data and related information about this telephone call.

### Call Statistics

Call Direction (Outcome): **Outbound (Established)**  
Call Start Date/Time (Duration): **7/7/2015 11:50:38 AM (00:27:40)**

### Call Related Information

Call Description / Regarding: **Outbound Call (Established)**  
Call Category:  
Call Result:

Received a call from John to say that the handheld device we shipped him was damaged on arrival.  
I have offered to ship a replacement immediately for which he was happy.

## Call Relationships

Each Call History item can be linked to multiple CRM entities.

## Call Statistics

Each Call History item recorded within CRM has detailed statistics about the call.

These provide valuable data for auditing, reporting and analysis.

## Call Notes

Any notes captured during the call are automatically logged.

## intelli-CTi "Call History"

intelli-CTi automatically records a detailed record within Infor CRM of each telephone call made or received, relating to one or more CRM entities.

### Call History (Contact)

**intelli-CTi**

**Telephone Call History**  
These are all the telephone calls made or received by this contact.

Call Start Time	Call Description
7/7/2015 11:50	Outbound Call
7/7/2015 11:29	Inbound Call
7/1/2015 17:26	
7/1/2015 17:12	
7/1/2015 15:47	

More Tabs... Notes/History

Filter Options >>

Type	Date/Time
Phone Call	7/7/2015 1:41:30
Phone Call	7/7/2015 12:18:30
Phone Call	7/7/2015 11:36:30
Phone Call	7/1/2015 5:31:00

Abbott, John

Inbound Call (Established)

which he was happy.





# intelli-CTi for Infor CRM – Reporting

## intelli-CTi Reporting

intelli-CTi for Infor CRM  
the ability to report  
based upon the rich  
content of call tracking  
data within Infor CRM,  
captured by intelli-CTi.

intelli-CTi - Call Statistics

**intelli-CTi™** for Infor CRM  
Call Statistics

 **Telephony Team Call Statistics** Calculate Close  
Telephony Call Statistics provide a summary of telephony activity.

Date Range:

Start Date/Time: 4/1/2015 1:00 AM


End Date/Time: 7/9/2015 1 23:59

User Selection:

☒ All Users

☐ Specific User Administrator

**Call Statistics Report**



intelli-CTi For Infor CRM - Call Statistics Report

Report Range: 4/1/2015 1:00 AM to 7/9/2015 1 23:59

Telephony User: All Users

**Call Ratios**

Call Types

Inbound Calls20

Outbound Calls12

Call Results

Established Calls (Inbound/Outbound)21

Unanswered Calls (Outbound)2

Missed Calls (Inbound)9

Busy Calls (Outbound)0

Invalid Numbers (Outbound)0

Total Calls32

**Call Timings**

Call Times

Average Call Length00:03:29

Average Wrapup Time00:00:52

Total Call Time01:51:56

Most Active Call Time (User)Administrator

Shortest Call

UserAdministrator

Call Duration00:00:03

Longest Call

UserAdministrator

Call Duration01:01:35

# *intelli-CTi*<sup>™</sup>

for Infor CRM

