intelli-CTi™
for Infor CRM

Engineered by QGate

Benefits

- Streamlined telephony activity within your business

- Improved customer relationships, service levels and customer satisfaction

- Increased phone call efficiency and throughput

- Personalized telephone interaction, identifying CRM callers automatically

- Seamlessly leverage the power of CRM relationships with minimal effort

- Increased business productivity and ease of use

- Increased user adoption

- No development costs with ease of deployment and implementation

- Flexible deployment capabilities across multiple sites and large scale implementations

- Subscription based licensing - per user per month

- Flexible pricing model allows a mix of named and concurrent users for an optimized investment

intelli-CTi™ CONNECTS INFOR CRM WITH YOUR PHONE SYSTEM

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

intelli-CTi for Infor CRM instantly improves the effectiveness of your customer interaction and the productivity of your CRM users.

intelli-CTi provides the ability to manage the entire call flow process while freely interacting with Infor CRM. intelli-CTi provides assistance throughout the telephone life cycle, enabling Infor users to capture notes during the call, followed by a complete wrap-up process in Infor CRM.

intelli-CTi™ for Infor CRM enhances profitability and customer retention through increased productivity and customer satisfaction

Whether building solutions for sales, call centers, support desks or customer service, intelli-CTi together with Infor CRM will increase the productivity and efficiency of your operation while enhancing customer satisfaction and bottom line profitability.

Reduce time per call: less clicks and immediate access to all the relevant information mean less time spent on each call, and therefore an increase in agents' productivity, with teams doing more work in the same amount of time. intelli-CTi also makes it easier for agents to input information in the system, always adding value to existing data.

Improve customer experience: providing agents with the relevant information reduces repetitive calls and questions, and avoids time wasting. Overall, it shows that your teams know their customers and care about them, improving their experience and increasing both the conversion and the retention rates.

intelli-CTi™ for Infor CRM

Access relevant information, add new information and wrap-up the call, all from one screen

Leverage your previous investments and your existing data

intelli-CTi significantly enhances the power of Infor CRM, allowing your teams to use the information it holds as an effective business tool with measurable outcomes.

Out of the box and customizable
intelli-CTi works out of the box with Infor CRM, but you can customize it further to meet your business needs.

Connect to your existing phone system
Connect seamlessly to 60+ phone systems through intelli-CTi's support for standard telephony interfaces. Supports Skype for Business.

Improve productivity and customer service
Instantly retrieve Account and Contact information when a call is received. Have faster and more accurate outboud calls 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.

Always follow-up
Log the information while on the call, and avoid opportunities falling through the cracks or customer queries going unanswered.

Keep adding value to your data
Give users the power to keep the system updated in a simple and fast way, enriching it with new information every day, and with no additional effort.

Key features

- Seamless integration into Infor CRM

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

- intelli-CTi drivers available for 3rd party telephony integrations

- Multiple call support

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

- Outbound dialling support to relevant CRM related entities (click-to-dial)

- Call history is automatically reflected in Infor CRM

- In-call note capture capability minimizes information loss

- Desktop integration with dynamic active side bar

- Valuable statistics / reports

- Post call wrap-up feature simplifies follow up activities

- Compatible with 60+ telephone systems and Skype for Business

Free Trial

Request a fully supported free trial, with zero commitment, at:

www.intellicti.com