

intelli-CTi™

for Unified Service Desk

Engineered by QGate

Benefits

- Streamlined telephony activity within your business by reducing call handling time
- 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
- Reduced 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 concurrent and named users, for an optimized investment

CONNECT MICROSOFT DYNAMICS 365 / MICROSOFT DYNAMICS CRM WITH YOUR TELEPHONE SYSTEM AND UNIFIED SERVICE DESK (USD)

Microsoft Unified Service Desk (USD) is aimed a large call centers and customer service operations

intelli-CTi for Unified Service Desk (USD) is a fully integrated solution for call agent telephone activities. The telephone management utilities are embedded fully within their USD solution. This means that an agent can immediately identify a caller, pick up, disconnect, place calls on hold, and dial out without having to leave their USD environment.

intelli-CTi for USD provides a fully customisable and extendable solution that supports a wide range of telephone systems (60+), it enhances profitability through increased productivity by reducing call handling times, delivering improved customer service and satisfaction.

Why would you need intelli-CTi for USD?

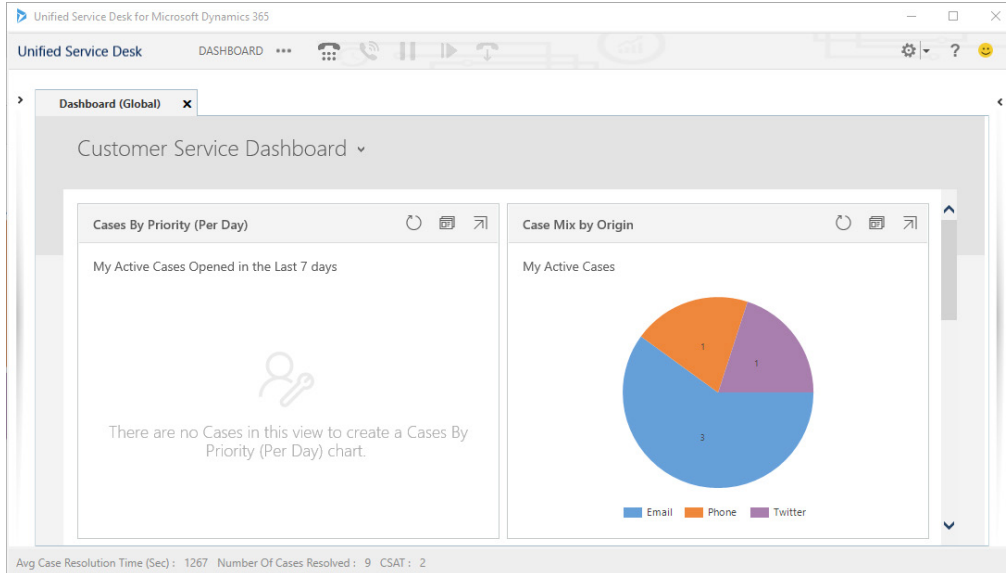
- You have a call center operation and you need to provide your agents with one screen giving them access to all the key information they need to manage their calls.
- Your agents need to manage multiple calls or sessions.
- Your agents need a sophisticated search capability to find telephone numbers and contacts.
- You need to provide access to data from other systems without switching applications
- You need to run a script to prompt or guide agents through a call.

"I would recommend QGate and intelli-CTi to anyone looking for an easy, flexible CTi solution that can work with telephone systems you have in place. The addition of this new hosted control into USD (and The USD Accelerator) helps us create highly capable agent desktop very rapidly" - Neil Parkhurst, Microsoft MVP - NP Dynamics Limited

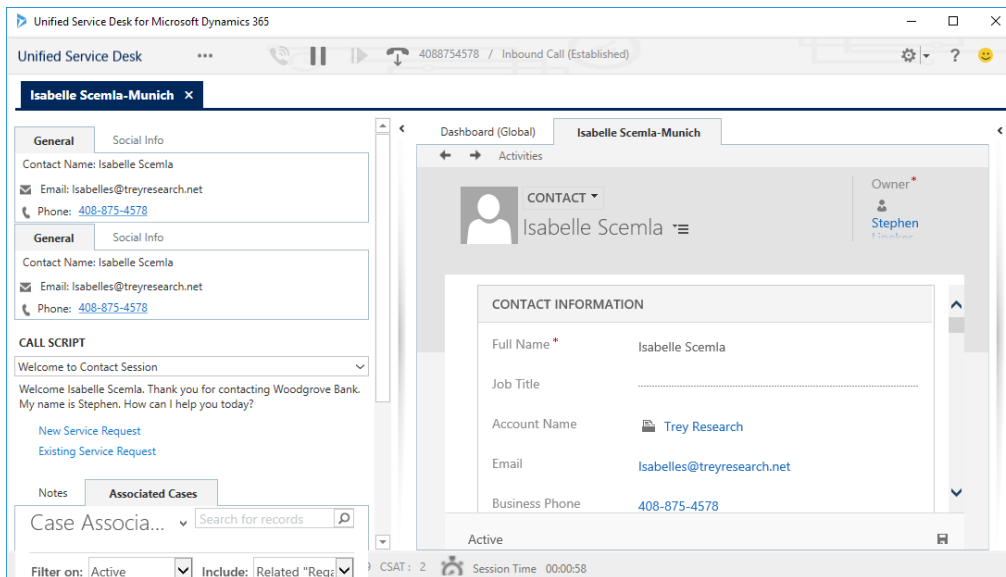


Embedded intelli-CTi call controls in the tool bar

intelli-CTi™ for Unified Service Desk



Unified Service Desk desktop with intelli-CTi controls in the tool bar



intelli-CTi for Unified Service Desk - on a call

Key features

- Seamless integration with Microsoft Dynamics 365/CRM
- Fully integrated into the Unified Service Desk environment and controls
- Sophisticated search capabilities for matching contacts, using QGate's Telephone Number System (TNS)
- Incoming caller recognition (screen-pop) displaying customer information from Microsoft Dynamics 365
- Telephone system independent across multiple sites.
- Outbound dialing support to relevant CRM related entities (click-to-dial)
- Highly configurable solution
- Multiple call support
- Compatible with the USD Accelerator available from NP Dynamics Ltd
- Compatible with 60+ telephone systems including hosted telephone systems

Free Trial

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

www.intellicti.com