



intelli-CTi™ for Microsoft Dynamics CRM

Version 1.1

intelli-CTi™ for Microsoft Dynamics CRM enhances profitability through increased productivity and customer satisfaction

This latest release of intelli-CTi provides many new features including:

- New active side-bar display
- Wider/increased range of supported telephone systems
- Support for multiple telephone calls
- Integration into the latest versions of Dynamics CRM in both Outlook and Web...



Connect Microsoft Dynamics CRM with your telephone system

Are you still manually dialing telephone numbers, looking up Contacts and trying to capture accurate phone call information by hand?

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

intelli-CTi enables dialing Contacts directly from within Microsoft Dynamics 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 Microsoft Dynamics CRM. This enables users to easily capture in-call notes throughout the telephone call followed by a complete call wrap-up process in Microsoft Dynamics CRM.

Whether building solutions for call centers, support desks, customer service or just a small sales group, intelli-CTi for Microsoft Dynamics CRM will increase the productivity and efficiency of your operation while enhancing customer satisfaction and bottom line profitability.



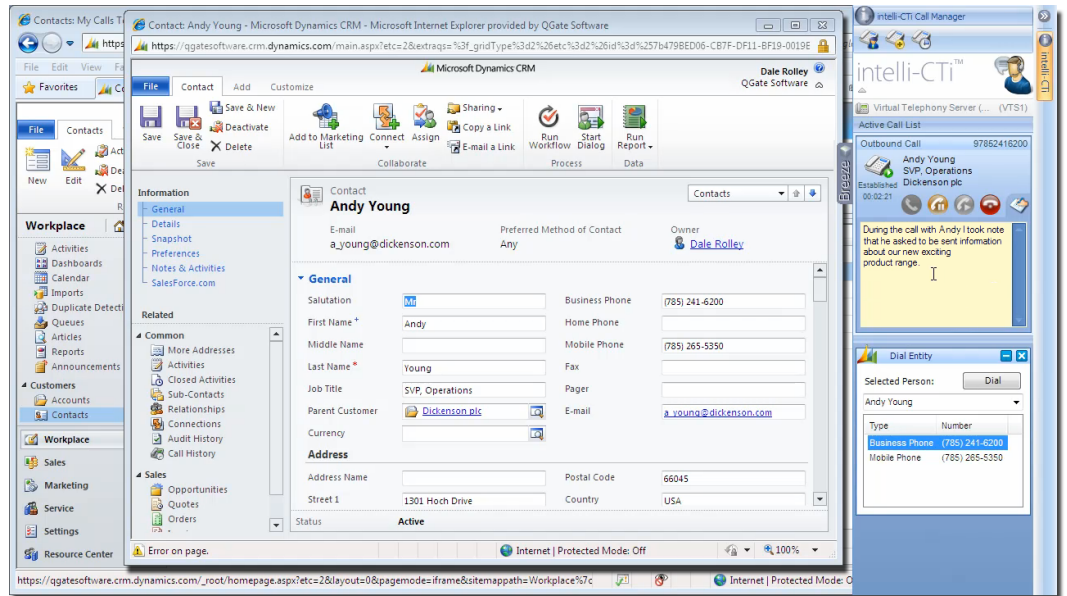
Benefits

- Streamlined telephony activity within your business
- Improved customer relationships, service levels and customer satisfaction
- Increased telephone call efficiency and throughput
- Personalized telephone interaction—identifying callers automatically
- Increased user productivity
- Enhanced capture of critical business information related to call activities
- Reduced development costs with ease of deployment and implementation
- Flexible deployment capabilities across multiple sites

Key Features

- Telephone system independent
- Light-touch integration into Microsoft Dynamics CRM
- New desktop integration with dynamic active sidebar display
- On-screen call display (soft-phone) for call handling capability
- Multiple call support†
- Incoming caller recognition (screen-pop) displaying customer information from Microsoft Dynamics CRM
- Outbound dialing support
- In-call note capture capability
- Recording of call history within Microsoft Dynamics CRM
- Rapid Implementation
- Flexible and extendable framework solution
- Citrix/Terminal Server compatibility
- Multi-site CRM deployment with multi-telephone system support

† phone-system dependent



The intelli-CTi on-screen soft-phone and dynamic sidebar display allows for phone activity controls, call announcements and a notepad for call notes written directly into your CRM record.

Maximize your ROI

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

- Delivering great customer service by the instant retrieval of Account, Contact or Lead information in Microsoft Dynamics CRM when a telephone call is received.
- Increasing productivity by improving the speed and accuracy of outbound dialing of Microsoft Dynamics CRM Accounts, Contacts and Leads.
- Automatic logging of telephone call statistics together with associated customer data to enable valuable analysis and business intelligence.
- Post call wrap-up options of creating an Open Phone Call Activity or Closed History/Closed Activity record, including in-call notes.
- Seamless connectivity to your telephone system through intelli-CTi's support for standard telephony interfaces (TAPI, TSAPI, CSTA, MiTAI, OAI), including Voice Over IP (VOIP).



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Content subject to change

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