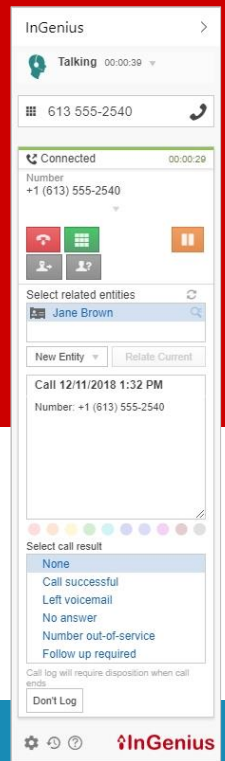


InGenius

Connect your Genesys phone system into your CRM



Key Features



Click-to-Dial

Dial automatically when any phone field is clicked.



Screen Pop

Quickly show caller information before a call is connected.



Automated Call Logging

Rapidly add call notes with configurable log templates and wrap-up codes.



CRM Screen Transfer

Easily share information and related objects with transferred calls.



Click-to-Create

Create a new case and relate it to a caller automatically.



Intelligent Dialing

Connect successfully no matter what area or format phone numbers are in.



Pop Out

Use the InGenius interface in a new browser window.

Supported Genesys Platforms

- Genesys PureEngage

Supported Microsoft Products

- Microsoft Dynamics 365 online and on-premise
- Channel Integration Framework (CIF)
- Unified Service Desk (USD)

Supported ServiceNow Products

- ServiceNow CSM
- ServiceNow HR Service Delivery
- ServiceNow ITSM

InGenius easily adapts to the unique CRM and telephony workflow requirements of different organizations.

Why InGenius?



Enterprise Proven

Choose a solution with the stability and scalability used by Fortune 500 companies. InGenius needs no desktop install, centralizes user management and simultaneously integrates with multiple phone systems. Your project is guaranteed with a no-risk trial.



Flexible

Decide how you want computer telephony integration to work for your contact center. Use advanced configuration capabilities with your existing call queues, routing, IVR and workflows to easily fulfill your individual requirements.



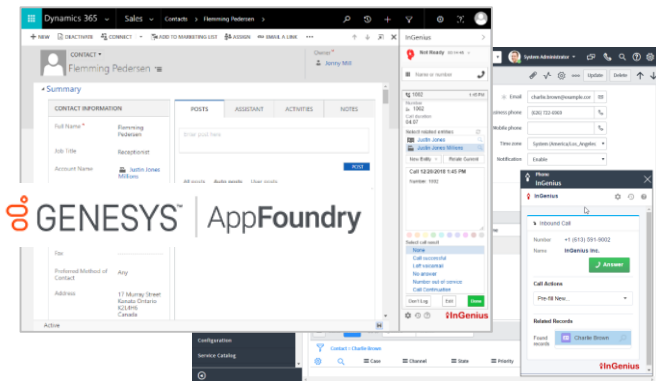
Secure

Keep your information secure with infrastructure designed to protect to the highest standards. With InGenius, all data stays within your firewall and no access is needed by the computer telephony integration server.



Experienced

Access unmatched expertise on connecting telephony and CRMs. InGenius is focused solely on computer telephony integration and has a team of experts dedicated to innovating next generation CTI within a fully-owned technology stack.



InGenius Innovates with Genesys

InGenius is a Genesys Independent Software Vendor and AppFoundry Partner, that was named the 2018 AppFoundry Emerging Partner of the Year.

As a Genesys partner, InGenius is able to keep in step with their customer roadmap to innovate solutions.

World-class contact centers choose InGenius Connector Enterprise to drive agent productivity.

- Automotive
- Biotechnology
- Consumer goods
- Education
- Electronics
- Energy & utilities
- Entertainment
- Financial services
- Government
- Healthcare
- Hospitality
- Pharmaceuticals
- Shipping & warehousing
- Technology



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