

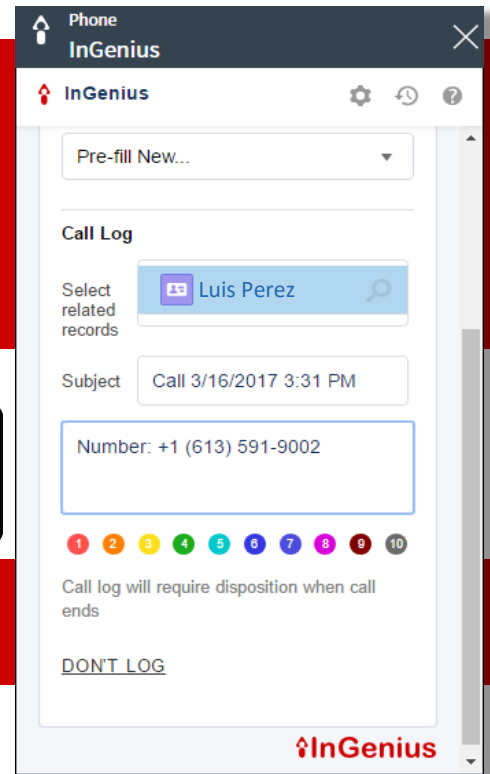
InGenius

Connect your Genesys
phone system into your
CRM

 GENESYS™



servicenow™



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.

Supported Genesys Platforms

- Genesys PureEngage

Supported Microsoft Products

- Microsoft Dynamics 365 online and on-premise
- Microsoft Dynamics CRM 2016 online and on-premise

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?

1

Configuration Flexibility

Decide how you want computer telephony integration to work for your contact center. InGenius offers maximized flexibility out-of-the-box, to meet your individual requirements.

2

Fast ROI

Leverage your existing phone system and leave calling configurations and workflows untouched, to save both time and money. InGenius provides a proven path to rapidly increase ROI, with only a one-hour web conference deployment.

3

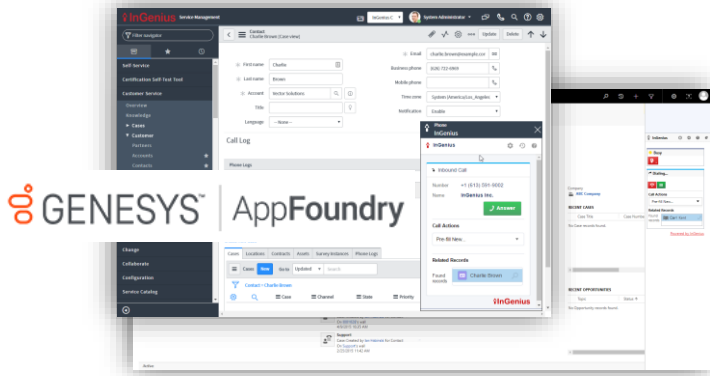
Unmatched CTI Expertise

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.

4

5-Star Support

Experience frictionless implementation and superior customer care, with no professional service costs. InGenius even guarantees your computer telephony integration success with a no-risk trial.



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 organizations choose InGenius Connector Enterprise for advanced computer telephony integration.

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

InGenius

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