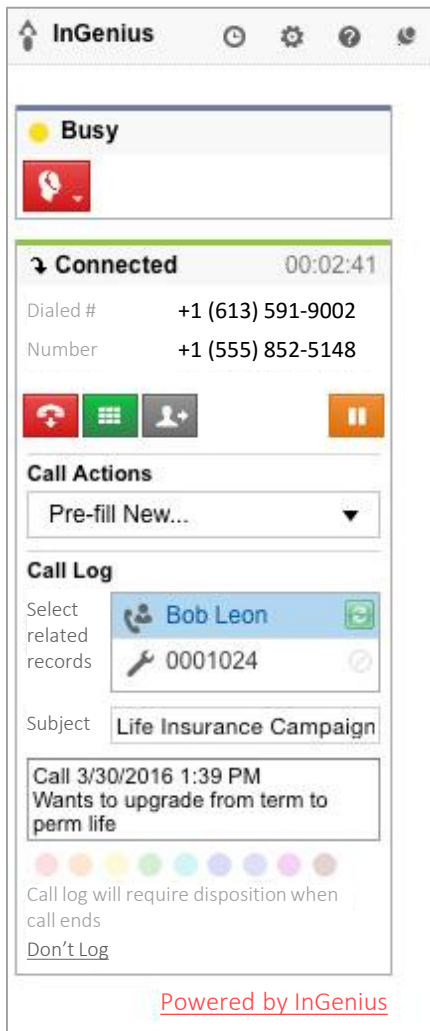


Inbound Contact Center Solutions



The screenshot displays the InGenius software interface. At the top, it shows the InGenius logo and navigation icons. Below that, a 'Busy' status indicator is visible. The main section shows a 'Connected' call with a duration of 00:02:41. The dialed number is +1 (613) 591-9002, and the number is +1 (555) 852-5148. There are icons for call actions like redial, transfer, and hold. The 'Call Actions' section includes a dropdown menu for 'Pre-fill New...'. The 'Call Log' section shows a call by 'Bob Leon' with ID '0001024' and subject 'Life Insurance Campaign'. A call log entry for '3/30/2016 1:39 PM' notes 'Wants to upgrade from term to perm life'. At the bottom, it says 'Powered by InGenius'.

InGenius connects your existing phone system with your CRM to enable detailed call metrics directly within the CRM and improve agent performance.

Improve Customer Satisfaction & Agent Productivity

73% of consumers are very likely to switch brands if they receive inconsistent levels of service
Salesforce State of Service 2017

Acquiring new clients is 5 times more expensive than retaining existing ones. Having the tools and information required to provide exceptional customer service makes the difference between winning and losing customers.

InGenius® Connector Enterprise features like screen pop, automated call logging and CRM screen transfer improve agent productivity and allow for a better customer experience.

InGenius reduces contact center operational costs by leveraging existing investments in infrastructure and enabling a 360° view of customer call interactions for analysis, reporting and decision making.

InGenius Connector Enterprise

Key Features for Inbound Contact Centers



Optimize Agent Uptime

- Retrieve customer data for agents before call pick-up with screen pop
- Increase call capacity with automated call logging
- Enable blended agents with Salesforce Omni-Channel



Increase CRM ROI

- Increase CRM adoption by making it the hub for all agent interactions
- Connect your existing CRM and telephony systems for access to more data
- Access enhanced reporting in your CRM



Improve Employee Satisfaction

- Reduce churn by giving agents the tools they need to succeed, like an easy to configure interface
- Simplify your agents' workflow with fewer clicks



Improve Customer Satisfaction

- Reduce average call handle time
- Eliminate the need for customers to repeat information with CRM screen transfer and call log history



Increase Contact Center ROI

- Use your existing telephony infrastructure
- Configure InGenius to do exactly what your agents need



Migrate Legacy CTI Apps

- Replace outdated CTI connectors
- Solve long term CTI issues once and for all

“InGenius empowers our management team by enabling dashboards for benchmarking performance against established data patterns. We now know what's achievable, and what a highly productive day looks like.

- Matt Jackowetz, Manager of Growth Hacking & Analytics, OSEG

