



InGenius

INGENIUS CONNECTOR ENTERPRISE FOR MITEL

Supported Mitel Products

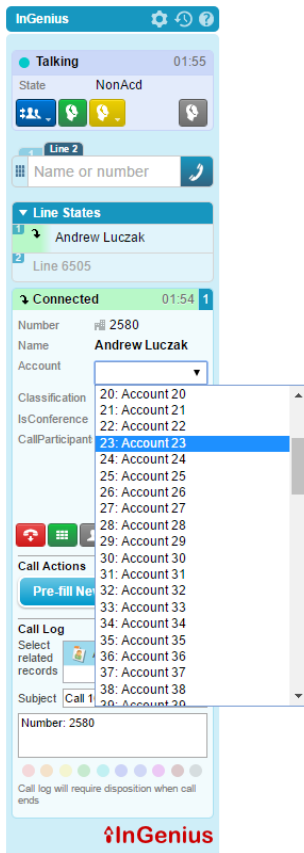
Mitel MiVoice Business 6.0 SP3,
7.2 SP1, 8.0 SP3

Mitel MiContact Center Business
8.1, 9.0

Supported CRMs

Microsoft Dynamics 365

Salesforce



INGENIUS CONNECTOR ENTERPRISE INTEGRATES EXISTING MITEL PHONE SYSTEMS WITH LEADING CRMS



Click-to-Dial

InGenius® click-to-dial allows your agents to automatically dial from a name search, configurable speed dial, call history tab, or any number field in the CRM. Agents save time connecting and there's no room left for errors.



Screen Pop

Using caller ID or customer-entered IVR information, InGenius automatically pops a customer's CRM details. Your agents are always prepared before a call is connected and your customers have a better experience.



Automated Call Logging

InGenius call logging enables your agents to quickly add notes with customizable call log templates and configurable wrap-up codes. Your contact center can streamline and standardize call logging to drive call volumes and improve reporting.



CRM Screen Transfer

Information captured by an agent can easily be shared to any subsequent agent with InGenius CRM screen transfer, so that your customers never have to repeat information.



Workflow Integration

Web configuration tools and templates enable different entities and interface elements for various groups within your organization. InGenius easily adapts to your unique CRM workflow requirements, and works with existing call queues and routing so not time is spent reconfiguring.

InGenius is a 5-star rated app
on the Salesforce AppExchange.



KEY BENEFITS

Install and Configure with Ease

Leverage your existing phone system and call handling workflows with InGenius' advanced configuration capabilities, including support for custom objects and IVR data. No desktop install is required and set-up is typically completed in one hour over a web conference.

Increase Call Capacity

Improve agent efficiency with productivity features like click-to-dial, automated call logging and intelligent dialing, that reduce clicks and provide consolidated information within Microsoft Dynamics 365 or Salesforce.

Delight Customers

Achieve a warm start to every call and ensure all information is at your agents' fingertips with screen pop and screen transfer.

Gain Control and Visibility

Maximize the power of call data with metrics reported directly in your CRM. Detailed capture of customer interactions and consistent call logging allow you to accurately measure agent performance and intelligently make decisions.

Increase ROI

Achieve productivity savings and retain more customers for a positive return on investment to your contact center.

Enterprise organizations
choose InGenius Connector
Enterprise for computer
telephony integration



LIBERUM

Paycor



REDBLACKS

vetsfirstchoice



The software is highly and easily configurable and has allowed us to tailor it to our exact needs. The software is backed up with excellent customer support, both from the implementation team through to the technical support. We have been impressed with the InGenius team and their knowledge of the product.

Chris Howlett, Executive Management Team
Liberum Capital

Mitel MiVoice Business

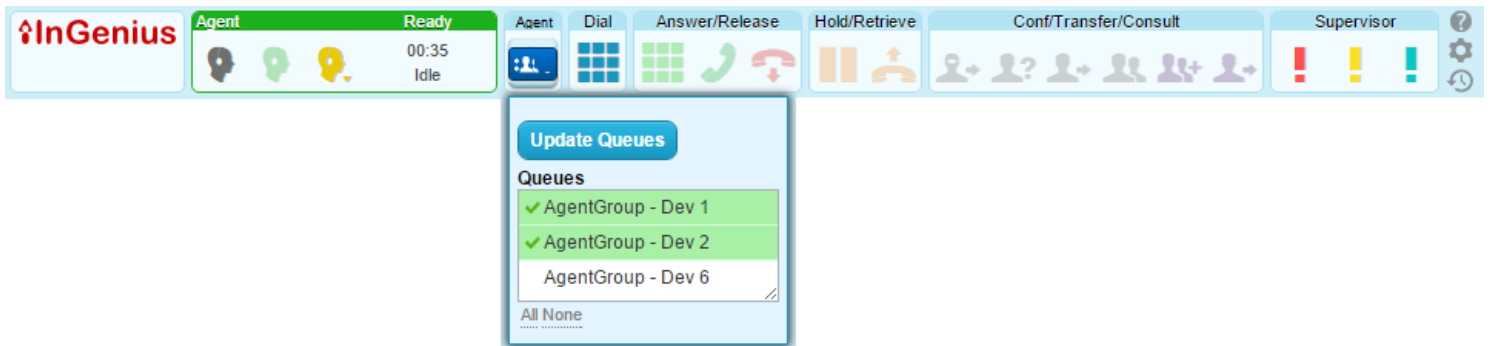
InGenius with Mitel MiVoice Business offers a number of integrated features to support the needs of your contact center:

- Rich configuration options to integrate an existing IVR
- Capabilities to pre-fill and screen pop standard and custom objects or entities
- Multi-line support
- Optimized interface for Microsoft Dynamics 365 and Salesforce
- Advanced Salesforce integration, including support for Lightning and Force.com

Mitel MiContact Center Business

Adding Mitel MiContact Center Business to your InGenius and Mitel MiVoice Business integration gives you even more features:

- Agent support that allows agents to log into different queues
- Account codes and person codes from Mitel MiContact Center Business
- Mitel MiContact Center softphone support
- Salesforce Omni-Channel integration



InGenius

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