InGenius
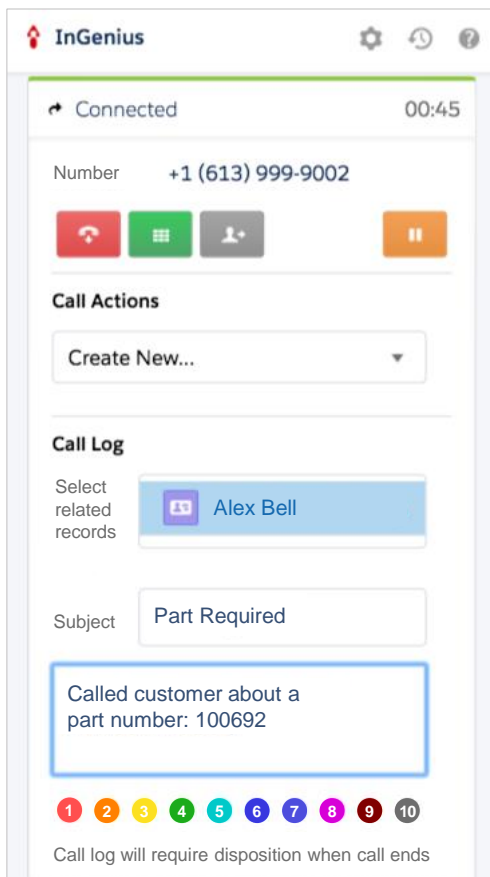
Outbound Contact Center Solutions

InGenius integrates your existing phone system with your CRM to help agents efficiently serve customers and to provide a comprehensive view of call interactions for intelligent decision making.

Optimize Call Capacity & Reduce Operational Costs

71% of contact centers say analytics enables better agent performance

2016 Dimension Data Global Contact Center Benchmarking Report

InGenius® Connector Enterprise features like click-to-dial, preview dialer and automated call logging increase agent productivity and call capacity. Equipping contact center agents with a solution that enables better service for prospects gives contact centers the edge needed to close sales.

Since InGenius connects existing phone systems, no new infrastructure is needed to implement computer telephony integration. The operational efficiencies InGenius provides means time and money saved, while having a comprehensive view of customer call interactions enables intelligent business decisions.

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Connected   00:45

Number   +1 (613) 999-9002

Call Actions

Create New... ▾

Call Log

Select related records   Alex Bell

Subject   Part Required

Called customer about a part number: 100692

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩

Call log will require disposition when call ends

Asterisk   AVAYA   CISCO   GENESYS   Mitel

InGenius Connector Enterprise

Key Features for Outbound Contact Centers

Optimize Agent Uptime

- Increase call capacity with click-to-dial and automated call logging
- Let agents review prospect information before placing a call with preview dialer
- 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 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

> " We needed a more sophisticated way of logging our call activity into Salesforce. We used the InGenius call data captured in our CRM to improve our business and sales analytics. We now have better visibility into activities and customer touches. "
>
> -Andrea Dearinger, IT Manager, Bank of Oklahoma

InGenius

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