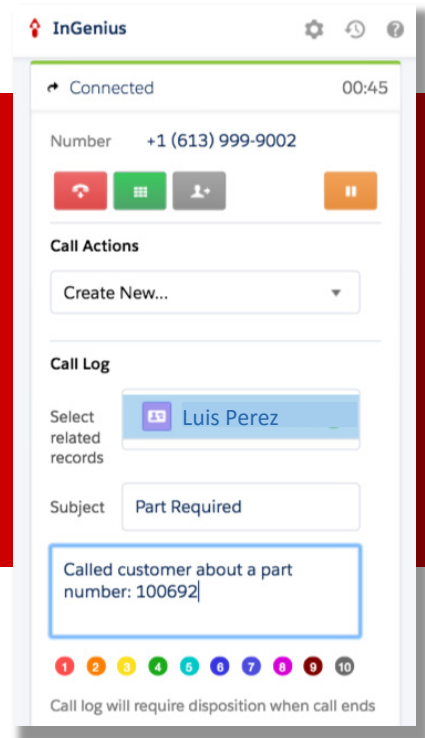


InGenius

Integrates existing
phone systems with
leading CRMs



Microsoft
Dynamics 365



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 CRMs

- Microsoft Dynamics 365
- Salesforce
- ServiceNow

Supported Phone Systems

- Asterisk
- Avaya
- Cisco
- Genesys
- Mitel

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



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

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.

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.

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.

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 offers certified integration between the leading telephony platforms and Microsoft Dynamics 365, Salesforce or ServiceNow.

Asterisk

AVAYA

CISCO

GENESYS

Mitel

World-class organizations choose InGenius Connector Enterprise for advanced computer telephony integration.

Expedia

LinkedIn

RENAULT

UWM
UNITED WHOLESALE MORTGAGE

VEEAM

ZURICH

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