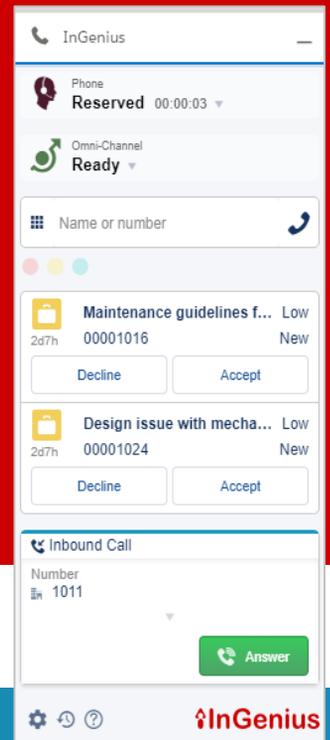
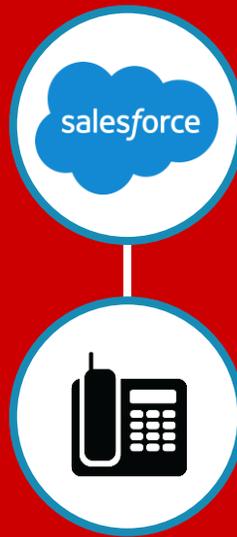


InGenius

Integrate your existing
phone system into
Salesforce



AVAYA

CISCO

Mitel

Asterisk

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.
-  **Omni-Channel**
Intelligently blend voice and digital channels directly in Salesforce® Lightning or Classic.
-  **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.
-  **Enhanced Call Reports**
Obtain accurate and consistent call data and performance metrics within Salesforce.
-  **Preview Dialer**
Get context before calls connect for more successful outbound sales.
-  **Pop to Lightning Flow**
Launch a workflow from an incoming call for a simplified agent experience.
-  **Pop Out**
Use the InGenius interface in a new browser window.
-  **Chatbot Escalation**
Easily escalate Salesforce Einstein Bot chats to a phone agent.

InGenius blends voice and digital channels, easily adapting to unique CRM and telephony workflow requirements.



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

Why InGenius?



Enterprise Proven

Choose a solution with the stability and scalability used by Fortune 500 companies. InGenius needs no desktop install, centralizes user management and simultaneously integrates with multiple phone systems. Your project is guaranteed with a no-risk trial.



Flexible

Decide how you want computer telephony integration to work for your contact center. Use advanced configuration capabilities with your existing call queues, routing, IVR and workflows to easily fulfill your individual requirements.



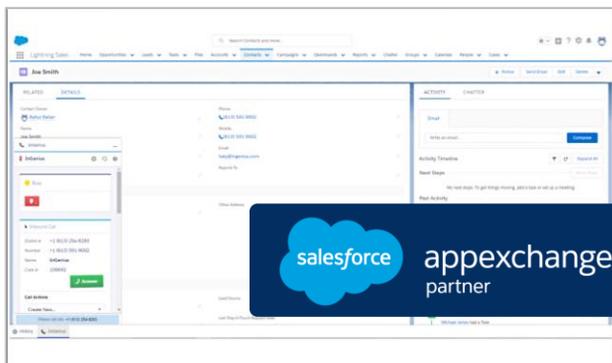
Secure

Keep your information secure with infrastructure designed to protect to the highest standards. With InGenius, all data stays within your firewall and no access is needed by the computer telephony integration server.



Experienced

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 within a fully-owned technology stack.



InGenius Innovates with Salesforce

InGenius is a Salesforce AppExchange partner and an original key contributor to the Open CTI definition.

The InGenius team has a commitment to continuous innovation with Salesforce. The latest product features include support for Omni-Channel in Lightning with LiveMessage, pop to Lightning Flow and a voice escalation function from Einstein Bot.

World-class contact centers choose InGenius Connector Enterprise to drive agent productivity.



www.ingenius.com
+1 613.591.9002 x3000
sales@ingenius.com

