InGenius

Connect your Cisco phone system into your CRM

Microsoft Dynamics 365

salesforce

servicenow.

InGenius

Phone
Reserved 00:00:03

Omni-Channel
Ready

Name or number

Maintenance guidelines f... Low
2d7h   00001016   New
Decline   Accept

Design issue with mecha... Low
2d7h   00001024   New
Decline   Accept

Inbound Call
Number
1011
Answer

InGenius
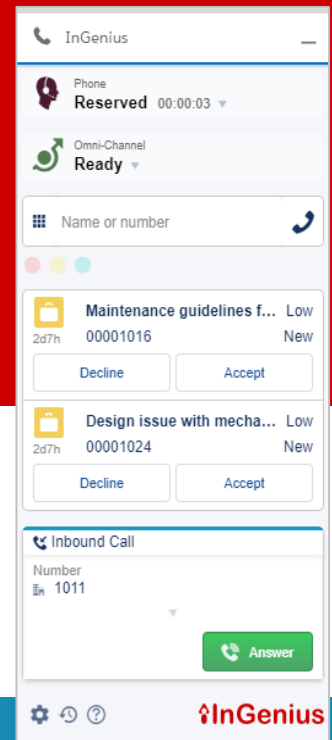
Key Features

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 a Case
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 Cisco Platforms

- Cisco Unified Contact Center Express (UCCX)
- Cisco Unified Contact Center Enterprise (UCCE)
- Cisco Call Manager
- Cisco Packaged Contact Center Enterprise (PCCE)

Supported CRMs

- Microsoft Dynamics 365
- Salesforce
- ServiceNow

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

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.
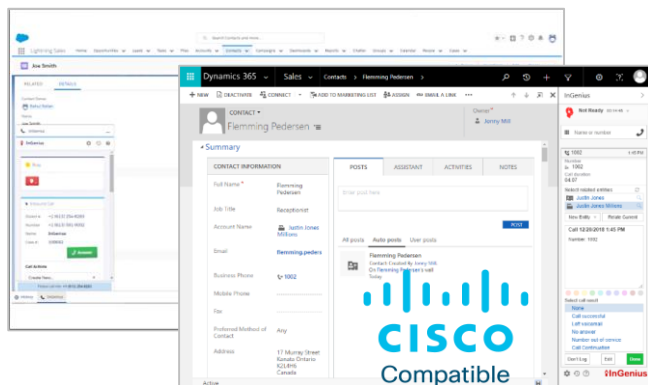
InGenius Innovates with Cisco
InGenius has a commitment to continuous innovation with Cisco and is a Preferred Solution Partner within the Cisco Solution Partner Program.

InGenius Connector Enterprise is a certified Cisco compatible solution on the Cisco Marketplace.

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

Beacon Trust

Booz | Allen | Hamilton

DAVINCI
Virtual Office Solutions™

Linked in

medgate_

Síminn

UWM
UNITED WHOLESALE MORTGAGE

vetsfirstchoice

InGenius

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