

# Connect your Genesys phone system into your CRM

## 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.

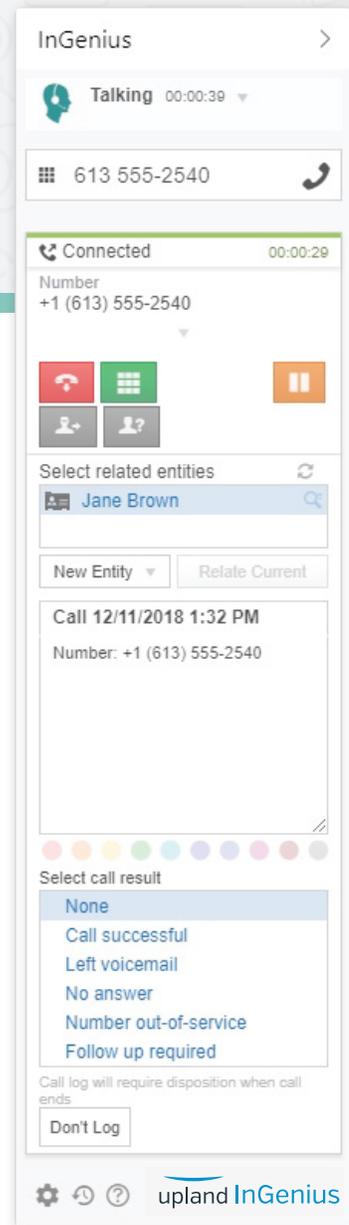


### Intelligent Dialing

Connect successfully no matter what area or format phone numbers are in.



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



### Supported Genesys Platforms

- + Genesys Engage
- + Genesys Cloud

### Supported CRMs

- + Microsoft Dynamics 365
- + Salesforce
- + ServiceNow

## Why Upland 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.

### Secure

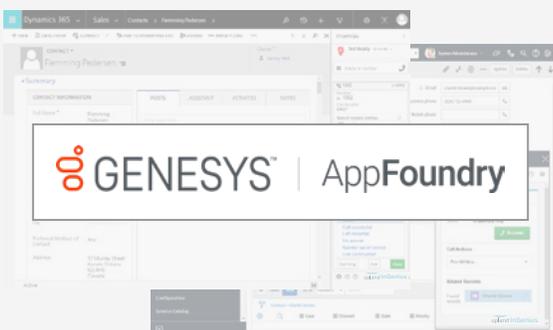
Keep your information secure with infrastructure designed to protect to the highest standards. With InGenius, all data stays within your firewall and no access is needed by the computer telephony integration server.

### 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 unique requirements.

### 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 Genesys

InGenius is a Genesys Independent Software Vendor and AppFoundry Partner, that was named the 2018 AppFoundry Emerging Partner of the Year.

As a Genesys partner, InGenius is able to keep in step with their customer roadmap to innovate solutions.

## World-class contact centers choose Upland InGenius to drive agent productivity

- + Automotive
- + Biotechnology
- + Consumer goods
- + Education
- + Electronics
- + Energy & utilities
- + Entertainment
- + Financial services
- + Government
- + Healthcare
- + Hospitality
- + Pharmaceuticals
- + Shipping & warehousing
- + Technology

For more information on Upland InGenius, visit [uplandsoftware.com/ingenius](http://uplandsoftware.com/ingenius)

### About Upland Software

*Upland Software (Nasdaq: UPLD) is a leader in cloud-based enterprise work management software. Upland provides seven enterprise cloud solution suites that enable more than one million users at over 9,000 accounts to win and engage customers, automate business operations, manage projects and IT costs, and share knowledge throughout the enterprise. All of Upland's solutions are backed by a 100 percent customer success commitment and the UplandOne platform, which puts customers at the center of everything we do.*