

upland InGenius

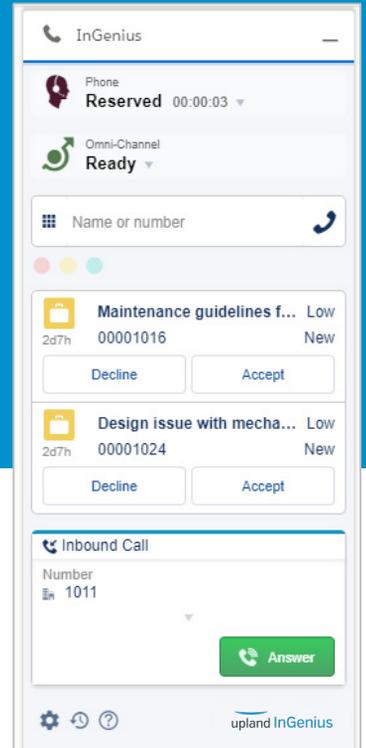
# Connect your Avaya phone system into your CRM



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 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 Avaya Platforms

- Avaya Aura Communication Manager
- Avaya IP Office

## 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.



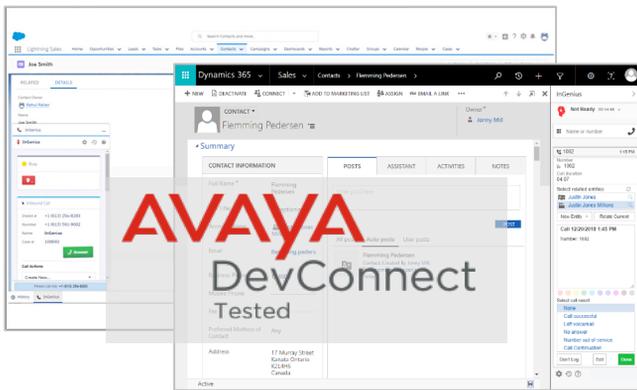
## Secure

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 Avaya

InGenius has a commitment to continuous innovation with Avaya and is a Technology Partner in the Avaya DevConnect program.

InGenius Connector Enterprise is rated “Avaya Compliant” and is available on the Avaya DevConnect Marketplace.

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



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