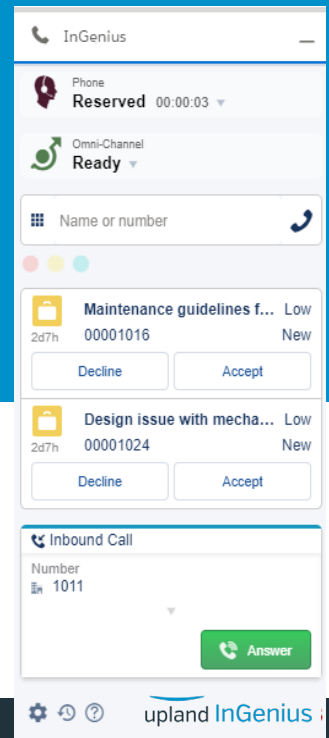


upland InGenius

Connect your Mitel phone system into your CRM



Microsoft
Dynamics 365



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 Mitel Platforms

- Mitel MiVoice Business 6.0 SP3, 7.2 SP1, 8.0 SP3, 9.0 SP2
- Mitel MiContact Center Business 8.1, 9.0

Supported CRMs

- Microsoft Dynamics 365
- Salesforce

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

The software is highly and easily configurable and has allowed us to tailor it to our exact needs. The software is backed up with excellent customer support, both from the implementation team through to the technical support. We have been impressed with the InGenius team and their knowledge of the product.

Chris Howlett, Executive Management Team
Liberum Capital

Mitel MiVoice Business

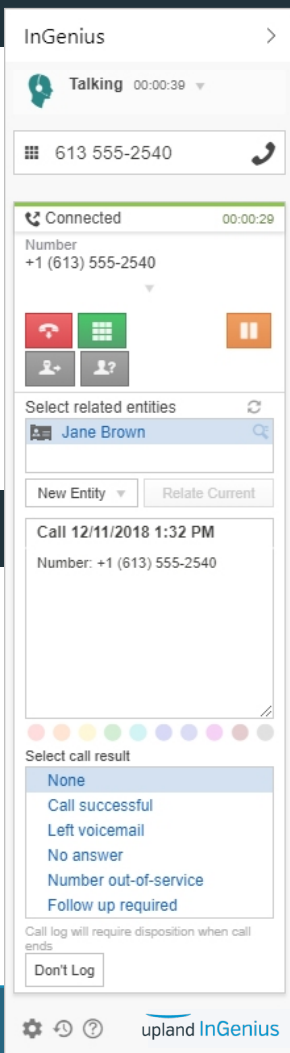
InGenius with Mitel MiVoice Business offers a number of integrated features to support the needs of your contact center:

- Rich configuration options to integrate an existing IVR
- Capabilities to pre-fill and screen pop standard and custom objects or entities
- Multi-line support
- Optimized interface for Microsoft Dynamics 365 and Salesforce
- Advanced Salesforce integration, including support for Lightning and Force.com

Mitel MiContact Center Business

Adding Mitel MiContact Center Business to your InGenius and Mitel MiVoice Business integration gives you even more features:

- Agent support that allows agents to log into different queues
- Account codes and person codes from Mitel MiContact Center Business
- Mitel MiContact Center softphone support
- Salesforce Omni-Channel integration



**InGenius is a 5-star rated 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.



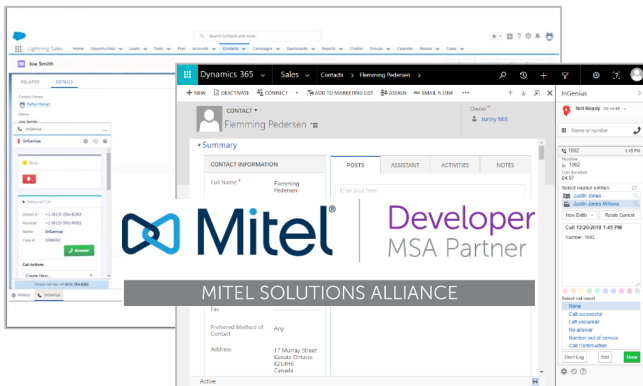
Secure

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 Mitel

The InGenius team has a long history of partnering with Mitel and is committed to continuous innovation as a Mitel Solutions Alliance Developer Partner. InGenius supplies next generation CRM integration to customers requiring high levels of contact center productivity and a better customer experience

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



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