



intelli-CTi™ for Sage SalesLogix

WEB Client Integration Version 3.1

intelli-CTi for Sage SalesLogix enhances profitability through increased productivity and customer satisfaction

This new release of our intelli-CTi product provides many new features including:

- New active side-bar display
- Wider/increased range of supported telephone systems
- Support for multiple telephone calls
- Integration into the latest versions of Sage SalesLogix...

Connect Sage SalesLogix with your telephone system

Are you still manually dialling telephone numbers, looking up Contacts and capturing telephone call information by hand?

intelli-CTi for Sage SalesLogix instantly improves the effectiveness of your customer interaction and the productivity of your Sage SalesLogix users. intelli-CTi enables dialling Contacts directly from within Sage SalesLogix with just a single click and automatically identifies incoming calls showing contact information before you even answer the telephone.

intelli-CTi provides the ability to manage the entire call flow process whilst freely interacting with Sage SalesLogix. Enabling users to capture in-call notes throughout the telephone call followed by a complete call wrap-up process in Sage SalesLogix.

Whether building solutions for call centres, support desks or customer service, intelli-CTi together with Sage SalesLogix, will increase productivity and efficiency of your operation whilst enhancing customer satisfaction and bottom line profitability.

Benefits

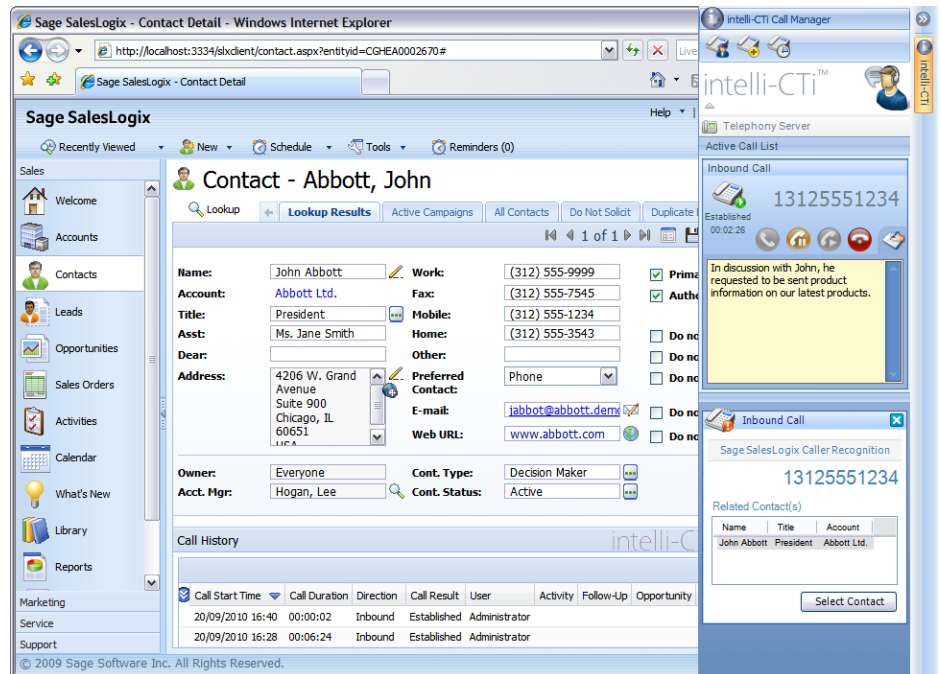
- Streamlined telephony activity within your business
- Improved customer relationships, service levels and customer satisfaction
- Increased telephone call efficiency and throughput
- Personalised telephone interaction—identifying callers automatically
- Increased business productivity
- Reduced development costs with ease of deployment and implementation
- Flexible deployment capabilities across multiple sites



Key Features

- Telephone system independent
- Seamless integration into Sage SalesLogix
- New desktop integration with dynamic active sidebar display*
- On-screen call display (soft-phone) with full call handling capability
- Multiple call support*
- Incoming caller recognition (screen-pop) displaying customer information from Sage SalesLogix
- Outbound dialling support
- In-call note capture capability*
- Recording of call history within Sage SalesLogix
- Rapid Implementation
- Flexible and extendable framework solution
- Comply with Data Protection Act and Telephone Preference Service (TPS)
- Citrix/Terminal Server support*
- Multi-site CRM deployment with multi-telephone system support

* new features



intelli-CTi for Sage SalesLogix significantly enhances your investment in CRM by connecting you even closer to your customers:

- Delivering great customer service by the instant retrieval of Account and Contact information in Sage SalesLogix when a telephone call is received.
- Automating the dialling of Sage SalesLogix Accounts, Contacts and Leads relating to sales opportunities, support tickets and customer service calls.
- Increasing productivity by improving the speed and accuracy of outbound calling with one-click dialling from within Sage SalesLogix.
- Automatic recording of telephone call statistics together with associated customer data to enable valuable analysis and business intelligence.
- Automatic recording of telephone call information within Sage SalesLogix for audit tracking, performance analysis and complete CRM call history management.
- Seamless connectivity to your CTI-enabled telephone systems through intelli-CTi's support for standard telephony interfaces (TAPI, TSAPI, CSTA, MiTAI, OAI), including Voice Over IP (VOIP).