

Be connected. Be connected. Be connected. Be connected. Be connected.

intelli-CTi FOR SAGE CRM



intelli-CTi™ connects you to your customers by providing the missing link between your telephone system and Sage CRM - enhancing profitability through increased productivity and customer satisfaction.

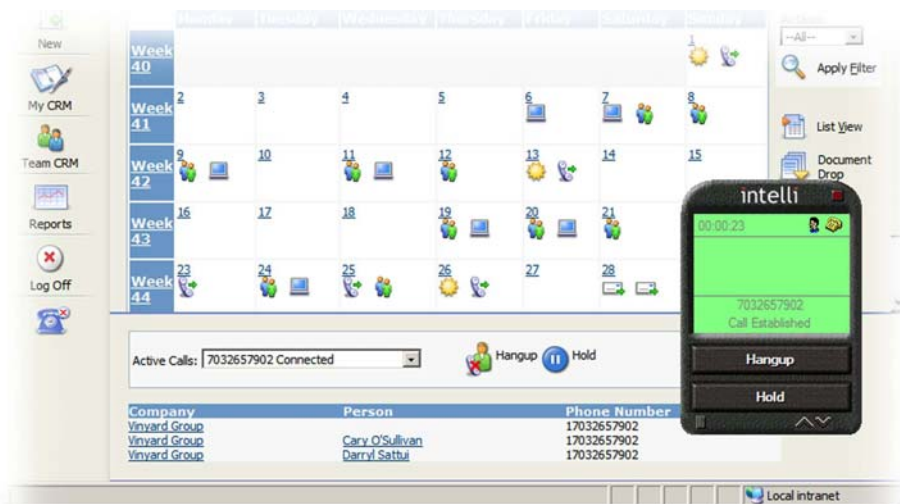
By enabling your organization's two most powerful tools to communicate effectively together – Sage CRM and the office telephone system, intelli-CTi allows you to provide better, more efficient service to your customers.

Whether you are building solutions for call centers, support desks or customer database systems, by combining your computer and telephone system you can increase productivity and efficiency to capture more business and thus increase your bottom line profitability.

What is intelli-CTi?

Through integration with your Sage CRM application, intelli-CTi:

- Increases the speed and accuracy of outbound calling by enabling direct call handling from within Sage CRM.
- Enables incoming calls to instantly query your database to find any records associated with the incoming phone number.
- Logs missed calls for call backs to ensure you never miss a potential customer contact.
- Delivers quick and easy navigation to either the Customer or Contact record upon notification of an inbound call.
- Provides SoftPhone features which enable on-screen dialing, favorite number dialing, customizable user preferences and LCD style displays providing visual feedback of call status.



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Any organization can use intelli-CTi and because of its unique telephone switch and business application independence, intelli-CTi will easily and effectively integrate with your Sage CRM system allowing you to benefit immediately from:

Improved customer service levels –

by identifying the caller and having their details instantly available even before you answer.

Increased staff productivity –

by allowing you to handle more incoming calls and increasing the speed and efficiency of outbound calling.

Reduced costs –

through reduced call time and the ability to answer calls more efficiently and quickly, meaning increased productivity and lower overhead.

Flexibility for now and the future –

One major issue with CTI integration is that business processes constantly change and can be unknown in advance. intelli-CTi has been designed with an open approach to ensure flexibility of change, adaptability and scalability to meet all your future business requirements.



“intelli-CTi is an ideal product. It does everything we want effectively and has provided benefits over and above our initial requirements”

Kevin Nugent, Landround Marketing Plc

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