

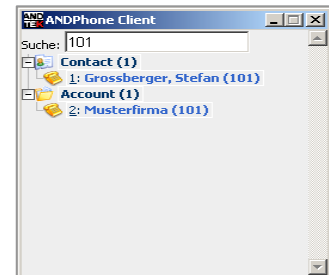


AND Phone

CRM

AND Phone is a scalable software framework created to realize and integrate advanced services for CallManager environments. Using a flexible and modular approach, AND Phone offers cost-effective and fast adoption of new services which can be integrated into new and existing environments.

The „ANDPhone CRM“ module extends the IPT functionality to integrate the MS CRM platform into CallManager and CallManager Express IPT networks. It allows the integration of CRM into the communication process and works for international dial-plans. Integrating the CRM with the call processing allows one single point of information storage independent of the communications channel. Call information is stored during the call and immediately applied to the customer records to increase customer satisfaction by being updated on all customer transactions.



CRM Dashboard

The administration is using the web-based front-end of the AND Phone server and is completely integrated with all other AND-Phone modules.



Web-Basierende Administration

Benefits

- Increased productivity and customer satisfaction by using an integrated approach for IP telephony and customer relationship management
- Integrated IP communication with CRM processes
- Centralized administration decreases the administrative overhead



Features

- Direct Dial

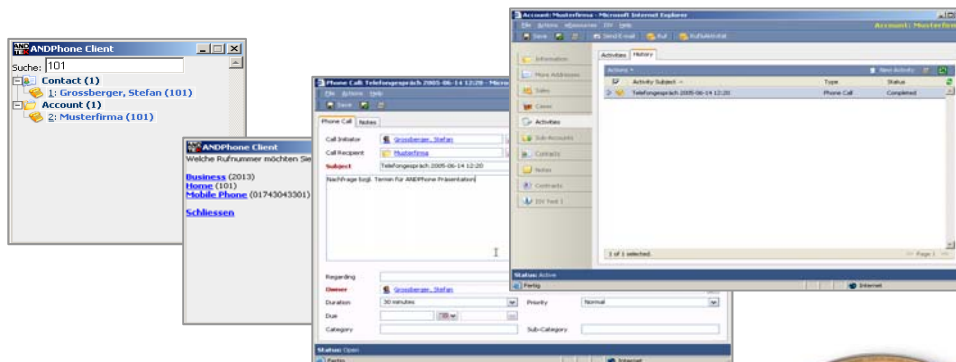
Use the CRM front-end to initiate IPT calls

- Call Information

Call information of incoming and outgoing calls are stored directly in the CRM database (called and calling number, call duration, ...)

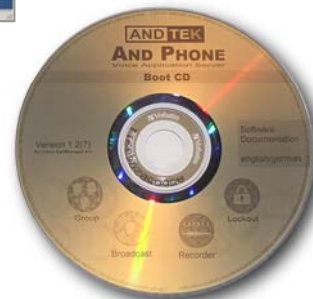
- Centralized Management

All clients are centrally managed. Number modification can be applied centrally and the software download for the clients are initialized from the central AND Phone server.



Requirements

- CallManager 4.0 or above
- CallManager Express 3.2 or above
- Microsoft CRM 1.2 or above



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