

Office CTI

BENEFITS

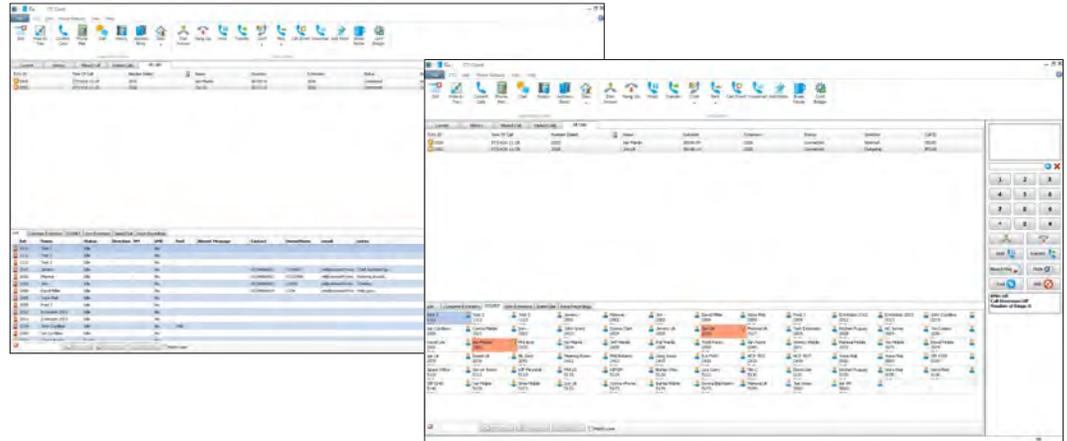
- Convenient Click to Dial
- Account Codes for Activity Reporting
- Apply Categories and Out Outcomes to Each Call via Popup
- Increase Customer Satisfaction
- Reduce Human Error
- Increase Available Reporting Data
- Increase Functionality of the Phone System
- Report on and Listen to your Voice Recordings
- Improve Call Flow with Break Modes



Office CTI offers a massive range of features however it is most commonly known for screen pops, click to dial and integration with CRMs and databases. These functions can be applied to almost any workplace as inbound and outbound dialling form critical parts of all sales, marketing and accounts teams. Office CTI aims to give you the ability to maximise the functionality your phone system has to offer. This includes the complex feature functionality your phone system is packed with but often forgotten as they require complex key codes to use. CTI provides improvements in efficiency, accuracy and customer service, giving any business a more professional image and a competitive advantage.

FEATURES

- Click to Dial
- Screen Pop
- Database Integration
- CRM Integration
- Break Modes
- Drag and Drop Calls
- Outcome Forms
- Chat
- Login/out
- Listen to Own Recording (Must Have Office Voice)



TURNKEY SOLUTIONS

All of our turnkey units require minimal support, reduced maintenance and offer increased stability providing you with a reliable and robust platform that will continue to service your business. For more information on any of our products or services please visit us at www.commsoft-rms.com or speak to your local phone dealer.

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SERVICES AVAILABLE

- Technical Support
- Installation and Setup
- Maintenance
- Application Support
- Hardware Support
- Guaranteed Warranty

