

## iCALL Connect - Powerful Integration with your Business Systems

The iCALL suite Connect module bridges the gap between your telephone system and your business applications to reduce costs, speed up call handling and improve customer service.

iCALL Connect is a desktop application installed on every call handler's computer to integrate with their telephone extension.

The Connect module of the iCALL suite is an upgrade to the Report module and can deliver significant benefits to businesses with a large number of daily inbound or outbound calls, whether for sales, customer service or support.

Match incoming calls with contacts on your database and pop up contact details before the call is answered.

### Why use Connect?

You can double the number of effective calls per hour AND make agents' working lives easier:

- Eradicate dialing errors
- Screen popping' enables agents to:
  - Automatically find the right screen to speed up data entry and avoid duplications.
  - Minimise database searches and avoid gathering data twice.

### Retain customers and build loyalty

The key to improving customer retention lies in gathering, referring to and analysing customer data.

More informed callers lead to less repetition on calls, more efficient conversations and vastly improved customer service.

Sharing information with colleagues when calls are transferred also contributes to greater customer satisfaction.

iCALL suite modules are simple to set up and simple to use.

