

# 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.

The connect module of icall suite is an upgrade to the report module and delivers 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:

- Speed up connection
- Eradicate dialling errors
- 'Screen popping' enables agents to:
  - Automatically find the right screen to speed up data entry/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, 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 use and simple to set up.**



## Features overview

The **connect** module is an upgrade to **report**, enhancing features to include:

On-screen call preview for call control (hold, transfer, consult, deflect, answer)	✓
Presence / telephone status of other users	✓
Duration in status	✓
Caller/ called party details (own call or other user)	✓
Personal address book	✓
Call history	✓
Inbound, outbound and missed call lists	✓
Call preview window with call control	✓
Dialling from browser page	✓
Dialling from call history	✓
Dialling from clipboard	✓
Import contact list (.csv / Excel / Outlook)	✓
Simultaneously search personal / business address books	✓
MS Outlook contact integration	✓
CRM integration	✓*
Fully integrated with all icall suite modules	✓

**Please note: Connect CTI server license (5 users included) and iPECS TAPI license required.**  
\* Requires professional services

### MINIMUM SYSTEM REQUIREMENTS

Dedicated dual core PC running 3.0GHz or faster  
Windows XP / 7 / 8 Professional, Vista Business, Server 2008  
4GB RAM, 2GB hard disk free space (single partition)