

CRM Integration

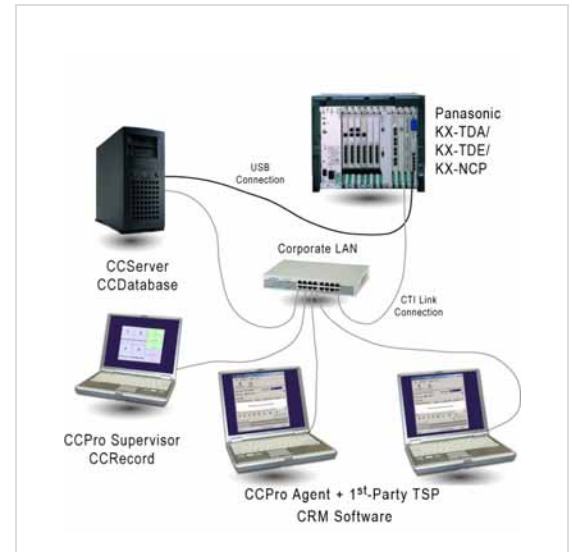
► Overview

CRM Integration add-on (1st-party TSP) is a middleware add-on that helps the customers to easily integrate the powerful Polty's CCPro with any Microsoft TAPI compliant CRM system of choice, including Maximizer and Tigerpaw.

1st-party TSP comes to enrich the already existing set of CRM systems the CCPro product directly integrates with by adding transparent telephony support based on the industry proven Microsoft CTI technology.

► Key Features

- Compatible with Panasonic KX-TDA/TDE/NCS IP-PBX series via CCPro software
- Integrate with Maximizer and Tigerpaw
- Allow any CRM 1st-party TAPI compliant application to take advantage of the Call Center features exposed by CCPro along the state-of-the-art Panasonic telephony device capabilities
- Provide basic and advanced telephony control:
 - Make Call
 - Answer Call
 - End Call
 - Hold/ Un-hold
 - Blind Transfer



Benefits

- Gain more effective target customer contact via a central unified hub
- Enable collaboration, performance improvement, and better business visibility
- Enhance Call Center work-force productivity
- Increase customer loyalty and drive repeat business

System Requirements



- Microsoft TAPI 2.1 compliant TSP
- Operating Systems:
 - Windows 2000 Professional and 2000 Server
 - Windows XP Professional SP1, SP2 and SP3
 - Windows Vista Business and Ultimate Editions
- Polty's CCPro product installed and functional