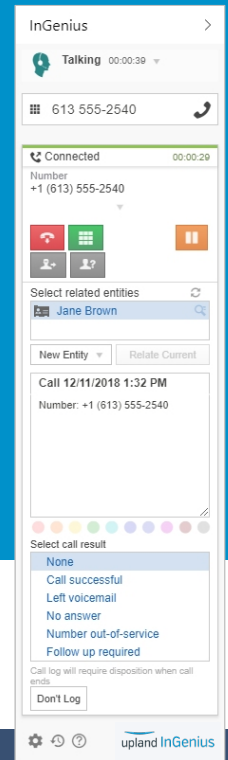


upland InGenius

Integrate your existing phone system into Microsoft Dynamics 365



Key Features



Click-to-Dial

Dial automatically when any phone field is clicked.



Screen Pop

Quickly show caller information before a call is connected.



Automated Call Logging

Rapidly add call notes with configurable log templates and wrap-up codes.



CRM Screen Transfer

Easily share information and related objects with transferred calls.



Click-to-Create a Case

Create a new case and relate it to a caller automatically.



Intelligent Dialing

Connect successfully no matter what area or format phone numbers are in.

Supported Products

- Microsoft Dynamics 365 online and on-premise
- Microsoft Dynamics 365 Channel Integration Framework (CIF)
- Unified Service Desk (USD) for Microsoft Dynamics 365
- Omnichannel for Customer Service

Supported Phone Systems

- Asterisk
- Avaya
- Cisco
- Genesys
- Mitel
- Twilio

InGenius easily adapts to the unique CRM and telephony workflow requirements of different organizations.

Why Upland InGenius?



Enterprise Proven

Choose a solution with the stability and scalability used by Fortune 500 companies. InGenius needs no desktop install, centralizes user management and simultaneously integrates with multiple phone systems. Your project is guaranteed with a no-risk trial.



Flexible

Decide how you want computer telephony integration to work for your contact center. Use advanced configuration capabilities with your existing call queues, routing, IVR and workflows to easily fulfill your individual requirements.



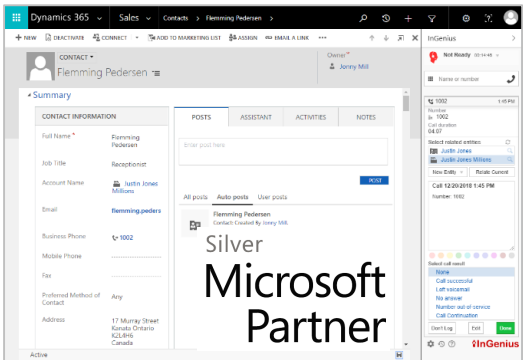
Secure

Keep your information secure with infrastructure designed to protect to the highest standards. With InGenius, all data stays within your firewall and no access is needed by the computer telephony integration server.



Experienced

Access unmatched expertise on connecting telephony and CRMs. InGenius is focused solely on computer telephony integration and has a team of experts dedicated to innovating next generation CTI within a fully-owned technology stack.



InGenius Innovates with Microsoft

InGenius is a published app on Microsoft AppSource and a Silver Microsoft Partner member.

The InGenius team has a commitment to continuous innovation with Microsoft Dynamics 365. The latest features include support for Dynamics 365 Channel Integration Framework (CIF), Unified Service Desk for Microsoft Dynamics 365, and Omnichannel for Customer Service.

World-class contact centers choose InGenius to drive agent productivity.



www.ingenius.com
+1 613.591.9002 x3000
sales@ingenius.com

