



# intelli-CTi<sup>TM</sup> for Sage SalesLogix

LAN Client Integration Version 3.1

intelli-CTi for Sage SalesLogix enhances profitability through increased productivity and customer satisfaction.

This new release of intelli-CTi for SalesLogix provides many new features including:

- New active side-bar display
- Wider/increased range of supported telephone systems
- Support for multiple telephone calls
- Improved integration into the latest versions of Sage SalesLogix...

## Connect Sage SalesLogix with your telephone system

**Are you still manually dialing telephone numbers, looking up Contacts and trying to capture accurate phone call information by hand?**

intelli-CTi for Sage SalesLogix instantly improves the effectiveness of your customer interaction and the productivity of your Sage SalesLogix users. intelli-CTi enables dialing Contacts directly from within Sage SalesLogix with just a single click and automatically identifies incoming calls showing contact information before you even answer the telephone.

intelli-CTi provides the ability to manage the entire call flow process while freely interacting with Sage SalesLogix. This enables users to easily capture in-call notes throughout the telephone call followed by a complete call wrap-up process in Sage SalesLogix.

Whether building solutions for call centers, support desks, customer service or just a small sales group, intelli-CTi for Sage SalesLogix will increase the productivity and efficiency of your operation while enhancing customer satisfaction and bottom line profitability.



## Benefits

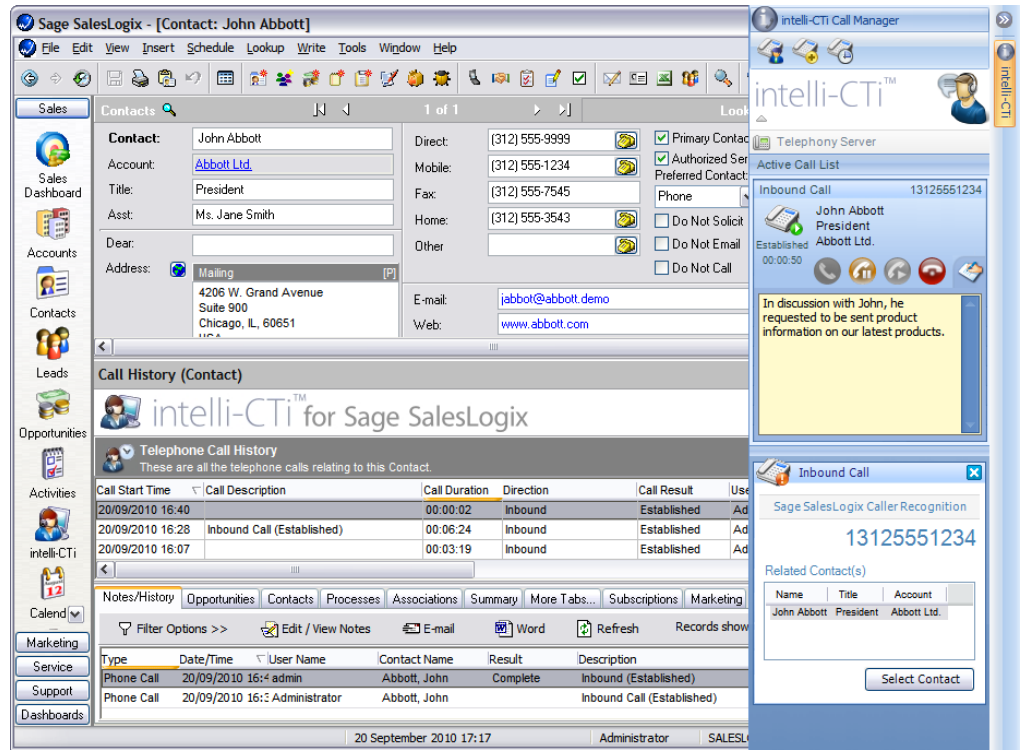
- Streamlined telephony activity within your business
- Improved customer relationships, service levels and customer satisfaction
- Increased telephone call efficiency and throughput
- Personalized telephone interaction—identifying callers automatically
- Increased user productivity
- Enhanced capture of critical business information related to call activities
- Reduced development costs with ease of deployment and implementation
- Quick and easy configuration for different groups of users
- Flexible deployment capabilities across multiple sites

# Key Features

- Telephone system independent
- Seamless integration into Sage SalesLogix
- New desktop integration with dynamic active sidebar display\*
- On-screen call display (soft-phone) with full call handling capability
- Multiple call support\*†
- Incoming caller recognition (screen-pop) displaying customer information from Sage SalesLogix
- Outbound dialing support
- In-call note capture capability
- Recording of call history within Sage SalesLogix
- Rapid Implementation
- Flexible and extendable framework solution
- Citrix/Terminal Server compatibility\*
- Multi-site CRM deployment with multi-telephone system support

\* new features

† phone-system dependent



intelli-CTi for Sage SalesLogix significantly enhances your investment in CRM by connecting you even closer to your customers:

- Delivering great customer service by the instant retrieval of Account and Contact information in Sage SalesLogix when a telephone call is received.
- Automating the dialing of Sage SalesLogix Accounts, Contacts and Leads relating to sales opportunities, support tickets and customer service calls.
- Automatically associating telephone calls to marketing campaigns to enable accurate and effective measurement of telephony related campaigns.
- Increasing productivity by improving the speed and accuracy of outbound calling with one-click dialing from within Sage SalesLogix.
- Capturing and managing unlimited telephone numbers for Accounts and Contacts in Sage SalesLogix.
- Automatic recording of telephone call statistics together with associated customer data to enable valuable analysis and business intelligence.
- Automatic recording of telephone call information within Sage SalesLogix for audit tracking, performance analysis and complete CRM call history management.
- Seamless connectivity to your telephone system through intelli-CTi's support for standard telephony interfaces (TAPI, TSAPI, CSTA, MiTAI, OAI), including Voice Over IP (VOIP).

Content subject to change

intelli-CTi™ is a trademark of QGate Software Limited  
All Rights Reserved

© 2010 Copyright QGate Software Limited

QGate Software  
2843 E Grand River Ave #212  
East Lansing MI 48823-6722

Tel: +1 (517) 853-1214  
Email: info@QGateSoftware.com  
www.QGateSoftware.com

