

Enhanced Integrations



A suite of packaged services that greatly enhances your UCx service and make you more productive with customizable voice solutions that connect to the tools and software you already use.

CRM Integration



- Integration with 300+ common business apps, CRM systems and industry applications such as Salesforce, Skype, Slack, Zendesk and Quickbooks
- Custom development available
- Click-to-dial directly from your integrated application, or from any other web page
- When placing or receiving call, caller details instantly “pop” on screen if the caller is in your database
- Concurrently search up to four integrated CRMs

Call Reporting Basic



- Helps you provide “next level” customer service with improved insights
- Real-time call analytics for greater insight into call ops
- Historical call records (by hour/day/week)
- Unreturned lost calls, active call list, extension and BLF list with presence
- Assign order values to see potential revenue implications of call handling
- Wallboard data display plus mobile app

Call Reporting Advanced



- For traditional call centers or hunt groups functioning like call centers
- Provides cost-effective way to manage small centers and help businesses grow
- All the features of Call Reporting Basic and more
- Hunt Group Reporting
- ACD agent list and BLF, ACD/DND activity log, calls by account code
- ACD elements in Wallboard plus mobile app

Auto Industry Call Tracking



- Integration into automotive CRM systems and call tracking
- Includes DealerSocket, CDK, VinSolutions and more
- Tracks and logs 100% of calls with no action required of employees
- Can store call recordings with each call log for easy reference
- Streamlines systems and reduces costs

Single Sign-On with Active Directory



- Provides end users with the ability to login to UCx via their Active Directory credentials
- Maintains password sync between customers AD password and UCx platform
- Seamless user experience
- Simplified support for customer IT team

Security



- For customers within regulated industries, such as healthcare and banking, or those who work with sensitive personal data
- Secure encryption and storage of calls, voicemail, and faxes
- Encrypted voice calls via sRTP
- Remain compliant with regulatory agencies
- Removes storage burden from IT staff