intelli-CTi™
for Unified Service Desk
Engineered by QGate

Benefits

- Personalized telephone interaction, identifying callers automatically with great accuracy regardless of number format

- No development costs to implement

- Supports deployment across multiple sites and large scale implementations

- Reduced call handling time and increased call throughput

- Improved customer relationships, service levels, and customer satisfaction

- Flexible subscription licensing model allows a mix of concurrent and named users for optimized investment

- Seamless call control integration

- Enhanced user experience means happier employees

CONNECT MICROSOFT UNIFIED SERVICE DESK (USD) WITH YOUR TELEPHONE SYSTEM

intelli-CTi for Unified Service Desk (USD) is a ready to use integrated Computer Telephony Integration (CTI) solution optimized for USD, based on our proven intelli-CTi for Dynamics 365 technology. In keeping with the 'single pane of glass' approach of USD, intelli-CTi embeds call controls so that agents can identify callers, handle calls, and dial out without having to leave the application.


The intelli-CTi add-in embeds neatly into the USD toolbar for quick and easy access

"I would recommend QGate and intelli-CTi to anyone looking for an easy, flexible CTi solution that can work with telephone systems you have in place. The addition of this new hosted control into USD (and The USD Accelerator) helps us create highly capable agent desktops very rapidly." - Neil Parkhurst, Microsoft MVP - NP Dynamics Limited

Why would you need intelli-CTI for USD?

- You need your phone system to be connected to your USD environment
- You don't want to waste time and money coding your own CTI solution
- You don't want to spend your time supporting an unstable, bespoke CTI solution
- You want a low effort CTI solution that delivers high value
- You need your inbound callers to be quickly and accurately matched with your customer records
- Your agents need to be able to handle multiple calls simultaneously

intelli-CTi™ for Unified Service Desk
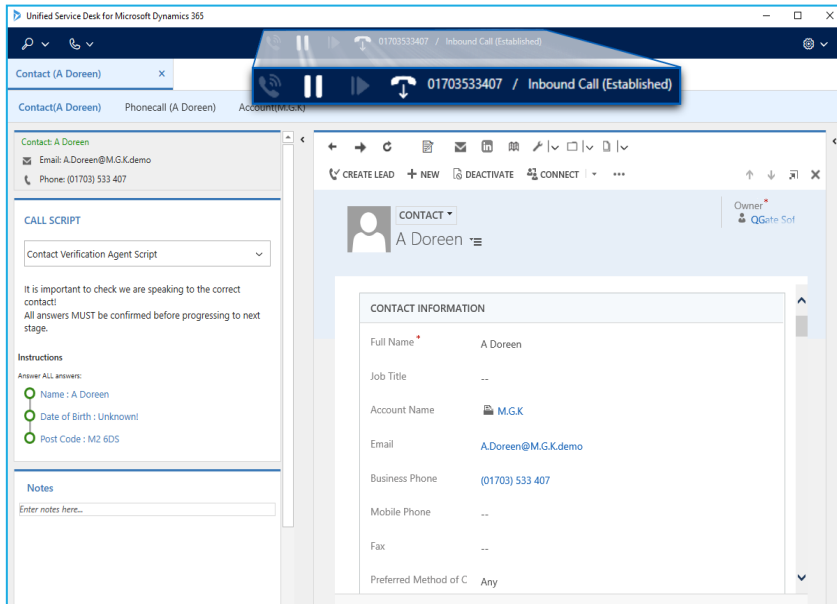
Pick up and make calls within USD and always have the appropriate customer information at hand
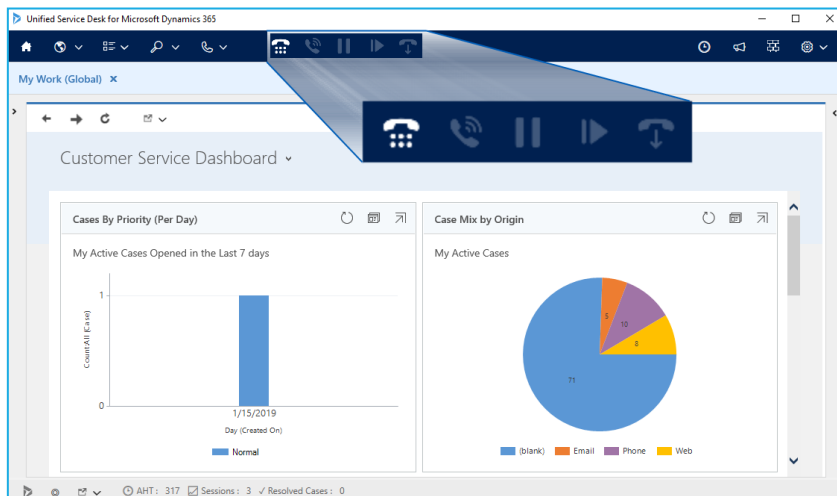
Log into your USD dashboard in the morning and have your call controls ready to go in the tool bar

Key features

- Powerful automatic telephone number recognition using QGate's Telephone Number System (TNS)

- Fully integrates with USD v4.0

- Supports Unified Client Interface (UCI)

- Multiple call support (holding)

- Incoming caller recognition screen-pop with customer information

- Click-to-Dial from Leads, Contacts, and Accounts

- Compatible with all major telephone systems and hosted telephony platforms

- intelli-CTi drivers available for 3rd party telephony integrations

- Configurable and customizable

- Intuitive controls

- Complements The USD Accelerator solution available from NP Dynamics Ltd

Free Trial

Request a fully supported free trial, with zero commitment, at:

www.intellicti.com

intelli-CTi™