



Product Datasheet

inConcert Allegro Contact Center

CTI

Telephone and Data Integration



Increase agents' productivity integrating communications and information.

inConcert Allegro CTI integrates business applications with your contact center so agents work more efficiently and productively.

Overview

Full integration with your business applications.

inConcert Allegro CTI delivers seamless integration between your contact center platform and customer data stored in applications such as CRM, collections, reservations and help desk, so you can take better advantage of cross-selling and upselling opportunities. Synchronize inbound calls with relevant customer information on a single screen, paving the way for agents to perform faster call resolutions and provide better customer experience.

Application Programming Interface.

Any business application can be easily integrated with inConcert using inConcert Allegro API for CTI, to:

- Manage dialer campaign contacts (creation, elimination and modification of contacts).
- Controls call actions (transfer, wrap up, hang up, etc.).
- Manage contact history data.
- Schedule calls.
- Add referred contacts.
- Set disposition codes.
- Start and stop call recording.
- Configure automatic wrap up.

Integration with leading CRMs.

inConcert Allegro CTI provides plug-and-play connectivity with Salesforce, Sugar and SAP CRM, allowing a single sign-on and immediate work start up without the need for integration development or services.

Scripting.

If you don't have a front-end application for processing your customer interactions, inConcert Web App Designer lets you easily develop your own, as well as forms and scripts that are automatically integrated with inConcert Allegro Contact Center.

IVR + CTI.

Few things are more frustrating to customers than when they provide the IVR with information that then has to be repeated to an agent. inConcert Allegro CTI automatically delivers information captured by the IVR, as well as the options selected by the customer, to the agent, for a better customer experience and shorter service times.

Key Features

Note: The implementation of some features may require professional services

■ SDK for integration with:

- Web Services.
- Java.
- .net.
- COM ActiveX.

■ Integration with third-party applications (API, DDE, DLL, URL).

■ Integration with applications developed with inConcert Web App Designer

■ Integration with inConcert Allegro IVR for transferring data and routing navigation.

■ Plug-and-play connectors for Salesforce, Sugar and SAP CRM.

■ Call Center functionalities embedded in proprietary API applications:

- Make outbound calls.
- Answer call.
- Hang up.
- Transfer and recover call on hold.
- Send DTMF tones.
- Call transfer in one or two steps.
- Conference calling.



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inConcert delivers full-IP, premise-based and hosted, cross-industry, all-included contact-center solutions, which help organizations to increase productivity, decrease operational costs, and earn customer loyalty. Each solution is customized using our proprietary contact-center software, specialized systems integration technology and professional services.

For more information, please visit www.inConcertCC.com