



Product Datasheet

**inConcert Allegro Contact Center**

# **CRM Connectors**

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## inConcert + [SAP, Sugar, Salesforce] = Increased Profits

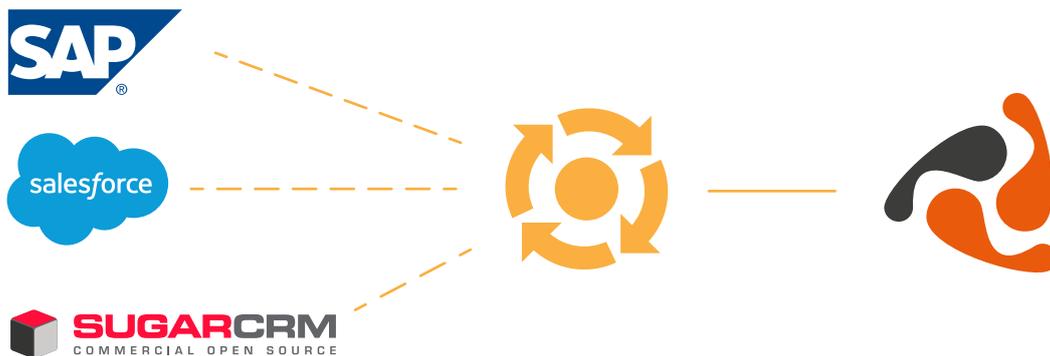
Empower agents to provide a better customer experience by unifying your communications functionality and data using SAP, Sugar or Salesforce from a single integrated screen.

## Overview

### Seamless integration.

Reduce attention times and improve call resolution by integrating CRM functions with your contact center in a single agent desktop application.

inConcert Allegro CRM Connectors for SAP, Sugar and Salesforce create an uninterrupted link between your contact center platform and your customer data. Thus, agents can use a single application that embeds inConcert Allegro Contact Center controls into your CRM application, assuring faster resolutions and a superior customer experience.



### Single Sign On.

Once logged into the CRM, the agent is automatically signed in with inConcert Allegro Contact Center and is ready to receive calls and process them directly. Agents can change their status directly on the CRM interface so performance reporting is more precise. Control over personnel is more efficient with supervision and monitoring in real time using inConcert Allegro Supervisor.

### Integrated management.

inConcert Allegro CRM Connectors let you access all management and telephone control functions directly from your SAP, Sugar or Salesforce CRM. Agents process calls and see CRM data simultaneously and automatically when the communication is established with the customer, without having to switch applications. Calls can also be transferred directly from the CRM to other users, while you maintain full knowledge of your operation's status as well as agents' status and availability.

# Key Features

Note: The implementation of some features may require professional services

- Make changes to agent status directly from the CRM.

- Consult calls.

- Search and management of wait queue.

- Unified agent login with the CRM (Single Sign On).

- Search and management of agent statuses.

- Free agent seating.

- Customer identification with incoming Caller Id.

- Main telephony functions:

- Outbound calls.

- Respond to call.

- Hang up.

- Reject call.

- Wrap-up.

- Hold- unHold.

- Send DTMF tones.

- Transfer calls in one or two steps.

- Conference calling.



[www.inConcertCC.com](http://www.inConcertCC.com)



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](http://www.inConcertCC.com)