

LIMELIGHT CRM INTEGRATION



The 3CLogic Limelight integration combines your CRM's powerful campaign management and support tools with our complete suite of inbound, outbound, and blended contact center solutions to give you greater sales and marketing flexibility in a changing and challenging world. Empower your reps to retain clients, convert leads, and enhance the overall customer experience with the ability to access any and all client records immediately from a single platform. It's the power of two solutions in one.

CRM INTEGRATION FEATURES

Single User Interface: Rather than forcing your reps to manage multiple systems and screens, 3CLogic's integration embeds Limelight within its solution and removes the hassle of working with disparate software. Reps can seamlessly login to both systems within one user interface, setting the stage for an enhanced workplace without the increased workload.

Click-to-Call: Contact any Limelight client directly from your CRM record with the simple click of a button, saving your reps valuable time between calls, removing dialing errors, and meeting your customers' needs sooner. With our integration, everything is at your reps fingertips.

Client Data Preview: In today's world in which expectations are high and patience short, the need for reps to be prepared has never been more important. With the 3CLogic - Limelight integration, client records will automatically be displayed prior to any incoming call or outbound campaign, allowing representatives to immediately view all relevant customer data to increase first call resolutions or improve every sales and marketing opportunity.

Status Sync: The 3CLogic and Limelight integration provides your reps with our unique status sync feature, automatically updating client information to reflect any changes made in either solution. Ensure your reps are always working with the most up-to-date client records, remove the need to update multiple systems, mitigate data entry errors, while allowing for more efficient use of your reps time.



HIGHLIGHTS

- ✔ Increase Customer Retention
- ✔ Improve Conversion Rates
- ✔ Enhance Customer Service Experience
- ✔ Increase Revenue