

Overview

Staff efficiency is becoming increasingly important to businesses today, it is vital that the integration of multiple IT systems does not adversely affect users' productivity.

Nasstar has identified that many companies using CRM systems struggle to integrate these with their telephony provider of choice, therefore causing an administrative burden on their teams.

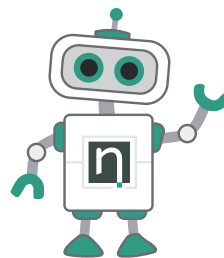
With this in mind, the Nasstar professional services team has developed an application which interacts between the CRM and phone system and acts as a 'virtual translator' between the two.



Your team can focus on winning business instead of data entry



Configurable across all major CRM and Telephony providers including...



Benefits

- Incoming calls search against your CRM contacts and display (via a pop-up) the contact(s) with a matching phone number, meaning staff have instant access to the information they need
- Includes intelligent phone number reformatting functionality to amend the phone numbers in your CRM to a standard format that can be matched to the incoming call
- Phone number reformatting is external to your CRM so the solution is available to all SAAS CRM applications
- On call hang up, the relevant phone call activity window will pop up to remind the user to log the call and make notes to improve the intellectual property within your shared CRM
- No additional hardware required
- Per device per month billing including ongoing Support and Maintenance