Harness the power of seamless customer interactions

CRM Integration

Cloud Unified Communications
With Customer Relationship Management Integration

Customer experience – the total customer interaction with your company – is a primary combat zone for competitors in a service economy. Businesses like yours want ways to make their interactions with customers faster and frictionless. Our Cloud UC-CRM integrations do both.

Fast & Frictionless

CLICK-TO-DIAL | CALLER RECOGNITION | SCREEN POPS

Click to Answer

Contact Record "Screen Pop"

Integrate cloud UC with more than 50 leading CRM platforms:

ConnectWise, Freshdesk, Office 365, Salesforce, SugarCRM, Zendesk, Zoho CRM & More!

Download a simple client to user desktops. A setup wizard does the rest.

Enjoy the benefits of cloud delivery:

➕ Predictable subscription pricing
➕ No upfront costs for hardware or software
➕ No extra cost for upgrades
➕ Scalability as your company grows

CRM Integration

Speed Customer Interactions

Save Time & Reduce Errors with Click-to-Dial

Add Click-to-Dial, or Highlight-to-Dial, functionality to any web page or program by downloading a simple client to user desktops that integrates with cloud UC. Dialing with a single click is quick, convenient and error-proof.

Personalize Service with Screen Pops via CRM Integration

Integrate cloud UC with your CRM application by downloading a simple client to user desktops. Users see callers' contact info and a "screen pop" with customer info from the CRM database, enabling personalized service as soon as the call connects.

Get Even More Benefits With Advanced Salesforce Integration

Go clientless with our secure integration between cloud UC and Salesforce. You'll get caller recognition, click-to-dial and automated call history associated with your customer accounts. Plus, you can customize call disposition codes to track outcomes.

Build Lasting Connections

INSTANTLY INTEGRATE CLOUD UC WITH MORE THAN 50 LEADING CRM PLATFORMS.*
GOT A CUSTOM CRM? WE CAN CONNECT TO THOSE TOO!

FOR MORE INFORMATION
www.cti-stl.com 636.537.7200

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