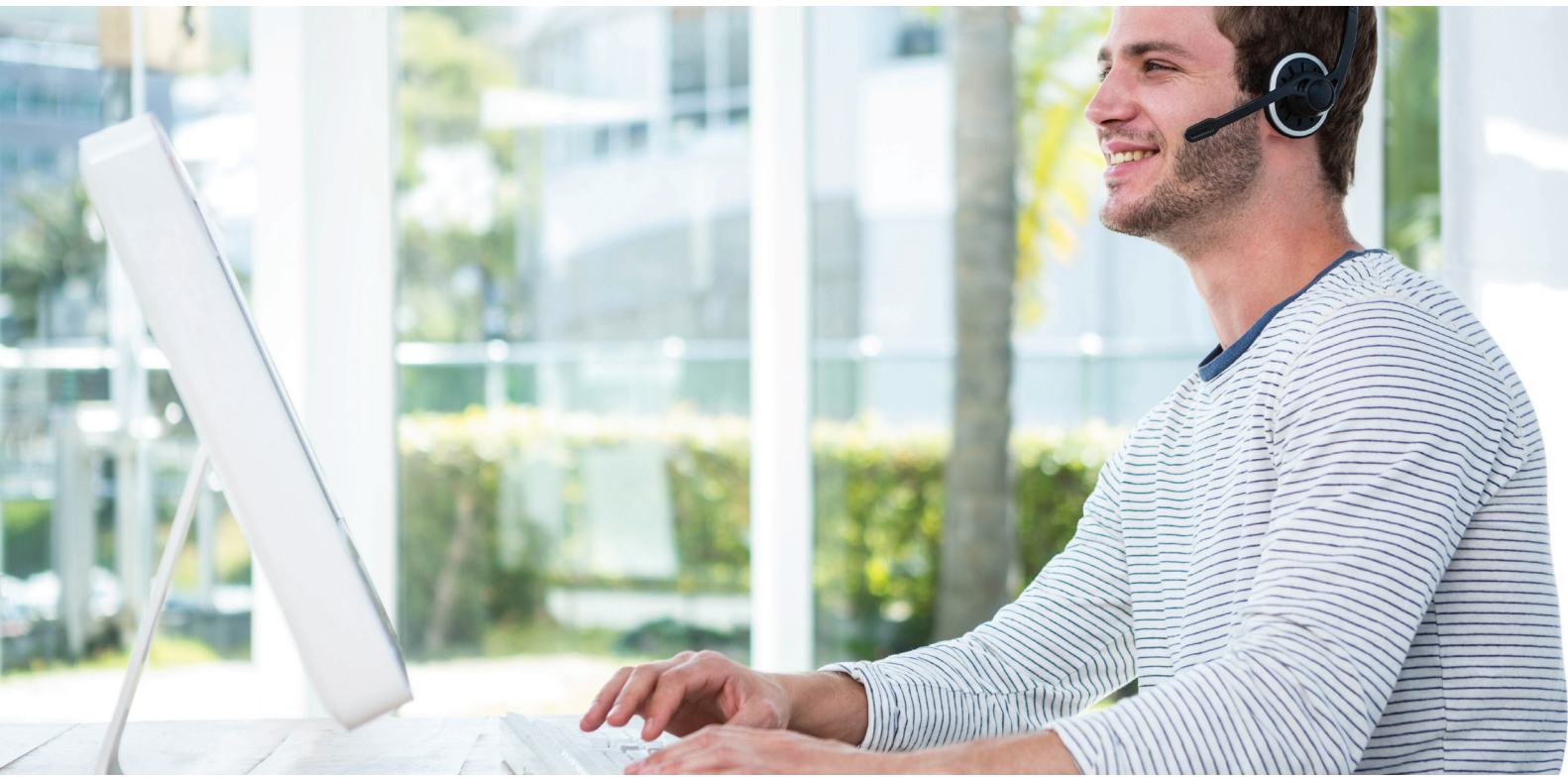


MiCloud Office: CRM Integrations

Grow revenue and enhance customer interactions, provide a framework for sales, service and support best practices, and offer high-level, actionable analytics.



Integrate Seamlessly

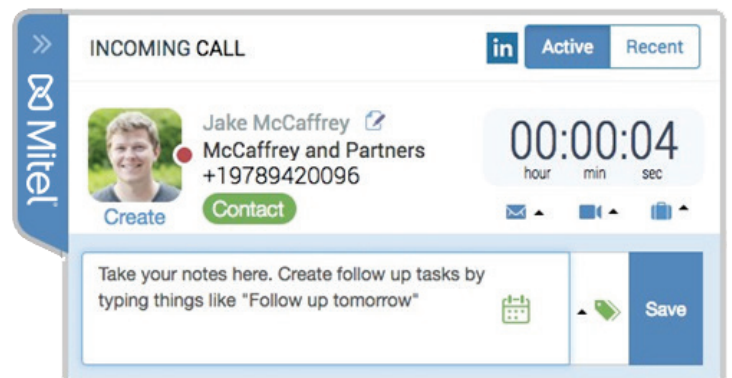
Connect MiCloud Office with your CRM system in a matter of minutes, and capture every interaction, increase productivity, reduce response time and build better relationships.

Capture Call Data Automatically

Improve data integrity by capturing every inbound and outbound call automatically in your CRM and relating it to the appropriate record.

Increase Productivity

Eliminate time spent manually dialing numbers and reduce time spent identifying callers with features that increase sales and support velocity.



MiCloud Office: CRM Integration Options

Select from three integration options to maximize your sales and support speed and efficiency.

Basic



Key CRM Integration Features:

- Click to dial in CRM and on all browser pages
- Log calls automatically to CRM
- See caller information on inbound/outbound calls in CRM and browser tabs
- Show activity history in screen pop
- Search existing contacts on no match
- Add new number to existing contacts
- Support queued calls
- Provide reporting through CRM
- Use @mention syntax to CC colleagues on notes fields

Professional



All Features included in Basic as well as:

- Integrate email templates
- View external analytics dashboard
- Support gamification
- Configure dashboard email reports for managers and users

Premium



All Features included in Professional as well as:

- Relate calls to opportunities/cases
- Create new opportunities/cases
- Support up to 3 custom CRM objects
- Add a custom field to popup
- Track DIDs to calculate marketing ROI
- Support call dispositions
- Support team-based analytics

MiCloud Office Supported CRMs



AdvoLogix™



Close.io

propertybase
REAL ESTATE CRM



TargetRecruit



apto Rethink

ORACLE
SALES CLOUD



SUGARCRM
COMMERCIAL OPEN SOURCE

Infusionsoft.



zendesk

jobscience