

“Empower your team with Intelligent Answering”

CTFUSION

Interlink

Middleware

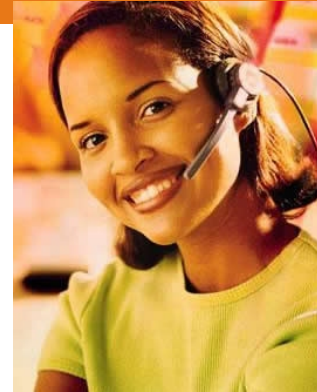
Interlink

Being prepared for customer calls by having vital information readily available is a key requirement for the efficiency of your customer service team. Gartner/Dataquest has established that a Computer Telephone Integration (CTI) link to your application will reduce the talk time for your agents. Reducing the time your team spends with your callers enables your organization to service more calls. CTFusion-Interlink will increase your team's efficiency.

CTFusion-Interlink is a Windows desktop application that integrates AltiWare IP-PBX solutions with your applications to deliver caller information and increase call handling efficiency.

Empower your team with intelligent answering based on the incoming Caller Line ID / customer Dialed Number/ Collected Digits by displaying context specific application information (screen pop-ups).

CTFusion-Interlink provides screen pop-ups from your Line of Business or Contact Center applications. These screen pop-ups are populated from your existing database from the caller information provided by the AltiWare IP-PBX solution.



CTFusion-Interlink can also deliver scripted greeting screen pop-ups for companies that operate with a central contact person answering calls for multiple companies. For example, executive suites and outsourced service centers.

CTFusion-Interlink is capable of integrating any customizable windows application, web application, developed with a data store, with your AltiWare IP-PBX solution. CTFusion-Interlink enables your supported applications to handle inbound notification and outbound call control.

In addition, built in support for
LexisNexis TimeMatters.
Plug-ins for MS-CRM 3.0
SalesForce.com/ Salesnet.com

**Empower your Contact Center Today
by “Screen Popping” your
Business Application!**

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