

Fact Sheet

Quovim C3 Microsoft Dynamics Connector For Genesys PureConnect Optimize Agent Productivity, Enhance the Customer Experience



Essential Contact Center Features & Interaction Management with Microsoft Dynamics

Optimize and streamline your agent desktop by leveraging Genesys PureConnect Interaction Desktop/Interaction Connect features right from your CRM window! The Quovim C3 Microsoft Dynamics Connector add-on allows agents to manage critical daily functions from one application, adding time-savings and increased functionalities to their desktop. What's more, it's one of the only add-ons fully integrated with Interaction Dialer.

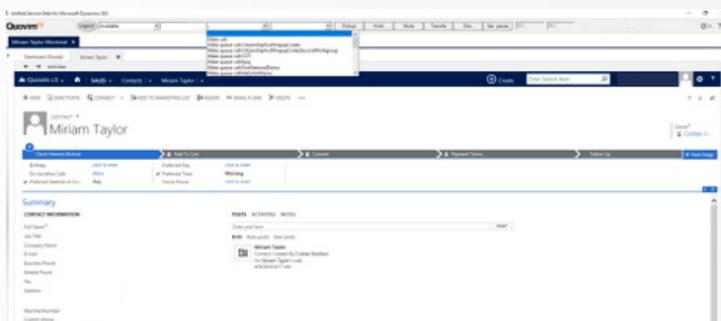
Gone are the days of flipping multiple screens to respond to a call or close an interaction. Our integrated connector allows your agents to navigate within your CRM while handling your customer interactions.

Interaction Management Toolbar for CRM

The Quovim C3 Dynamics Connector relies on the Microsoft USD (Unified Service Desk) software to display its toolbar within Microsoft CRM. This toolbar groups the most frequently used features from Interaction Desktop or Interaction Connect together in ONE SCREEN, eliminating the necessity of having additional open windows.

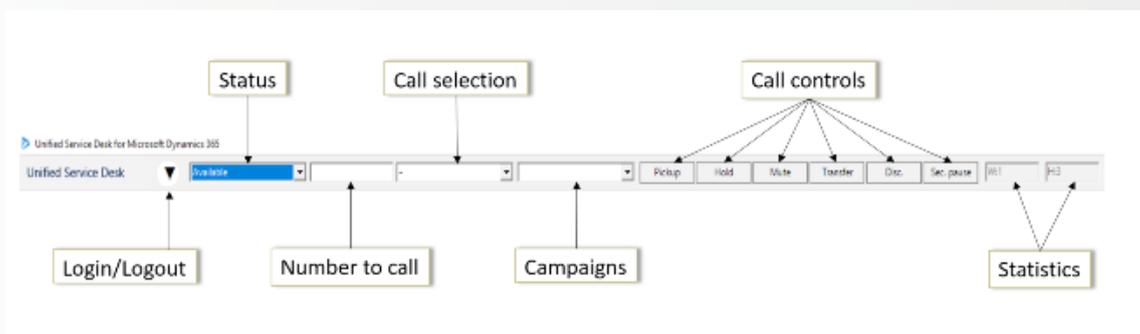
Some of the key features include:

- Pickup
- Hold
- Mute
- Transfer
- Disconnect
- Secure Pause
- Make a Personal Call
- Make a Queue Call
- Assign Wrap-up Code
- Agent memo
- Basic Workgroup Statistics
- Phone Number Detection in CRM



The selected contact is displayed in the Quovim C3 Microsoft Dynamics Connector.

The Quovim C3 Dynamics Connector can also accommodate multiple or individual CRM matches, per CRM record.



Give your agents an enhanced workspace so they remain focused on delivering EXCEPTIONAL CUSTOMER EXPERIENCES



About Quovim C3

Complete business, consulting and best-in-class contact center software solutions that optimize client interactions.

Quovim C3 provides Cross-Channel & Unified Communications solutions to organizations looking to optimize their contact center operations.

With numerous PureConnect implementations, Quovim C3 is a trusted Genesys contact center partner that delivers exceptional customer experiences.

More than Contact Center Software and Expert Consulting, Quovim C3 is about enriching the Customer Experience.

QUOVIM C3

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CRM stands for Customer Relationship Management, but what good is it, if it isn't integrated to your contact center operations?

The Quovim C3 Microsoft Dynamics Connector allows agents to manage critical daily functions from one application, adding time-savings and increased functionalities to their desktop. Agents connect directly with Interaction Dialer campaigns, seamlessly benefiting from all functionalities.

Let's see how it works using Dialer as an example:

An agent working on one or more campaigns will receive calls from Interaction Dialer. On call receipt, the Microsoft Dynamics Connector will send this information to Microsoft Unified Service Desk creating an agent control center for all interactions.

Many of these features are applicable to Inbound Campaigns, as well:

- Control all interactions from one location – initiate interactions, conference calls, on hold, etc.
- Instant access to company contact and personalized contact lists
- Wrap-up code management
- Click-to-Call capabilities means interactions start with a single click
- Manage numerous and simultaneous interactions, all at once
- Client's dossier is automatically displayed upon start of call
- Inbound and outbound Campaign Management through Interaction Dialer

Optimize your agent desktop. Quickly access critical features from one application!

Find out how Quovim C3 can transform your customer interactions by seamlessly integrating Microsoft Dynamics to PureConnect.