

EASY INTEGRATION WITH:



- Deploy fast with minimal customization leveraging prepackaged, out-of-the-box connectors.
- Click to Dial from contact lists and customer records that contain phone numbers.
- Automatic Call Logging of inbound and outbound calls stores call history within the client record, including call duration and missed calls.
- Call Annotation allows a user to enter personal notes during a call and store the notes in the record along with call detail such as time and date.
- Call Duration automatically captures conversation time for inbound and outbound calls, rounds it to the nearest minute, and stores the information in the customer record.
- Desktop Notification Service delivers a PC tray toast pop-up that presents incoming and outgoing calls the user makes or receives from associated devices.
 - Displays caller name and company information retrieved from the CRM database
 - Offers click to open for CRM records related to Caller ID, such as a contact record, opportunities/orders list, or a notes/activity record containing information from previous calls with the customer.
 - Enables remote phone answer or redirect to alternative number directly from the PC.
 - Provides call handling options including: answer incoming call, release call before or after answering, initiate call, place call on hold, retrieve held call, transfer call to another contact or telephone number, view call history and list of missed calls.
- Presence-enabled Contacts List lets users create a list of frequently used contacts for quick dialing or call transfer. Telephony presence can be added where available.
- Missed calls icon in PC system tray indicates missed calls.
 - Click icon to display missed calls within the activity view of CRM or short list.
 - Return calls using click to call.
- Choice of device for inbound and outbound call handling with in the CRM application.

Techmode GO Advanced User Required for all features listed above.