

Agent Screen Pop

One of the common functions in a call center is to provide a "screen pop" to an agent that contains information about the incoming call. Customers typically house "customer" information in commercial or proprietary CRM application. To enhance the customer experience and agent efficiency, this "screen pop" can provide the agent key information about the customer, their status with the organization, and a history of their interactions or transactions.

Contact Center Custom Screen Pop

Evolve IP can provide custom screen pop with IVR solutions allowing customers to gather and cache caller information in an Evolve IP IVR and then pop the agent to a Evolve IP-hosted website, or a Customer-hosted website or a third-party CRM. Reach out to the Sales Engineering team for more information.

[Call Center Screen Pop](#)

Compatible third party plugins

Provide simple integration to the Evolved Office: HPBX or Call Center. Customers must purchase the appropriate plugin, depending on their CRM. If the customer's CRM is not listed in the [CRM Integration article](#), please contact [Evolve IP Product Development](#) for further direction on integration options and requirements.