Tenfold

Tenfold CRM Integration ofrers features for customers who utilize several different Customer Relationship Management (CRM) or Business Application. When deployed, Tenfold will integrate Evolve IP to the customer's CRM or Business Application.

https://www.tenfold.com/integrations

Features

Tenfold integration offers features for both inbound and outbound unified communications.

- Click 2 Call from any phone number within the CRM and also any other phone numbers displayed on webpages in the Chrome browser
- Incoming screen-pop with caller ID lookup in the CRM
- *Automated Call logging* in the CRM with time, date, duration, and call direction info
- Call log window to capture subject of call, notes, and populate call tags – saving from call log window writes into SF
- Easy pop-up button for navigation over to various modules in the CRM: Leads, Accounts, Contacts, etc. These vary slightly based on each different CRM.
- Display activity history from the CRM in the screen pop, such as: Calls, Emails, and Future Tasks
- Ability to add new number to an existing contact from call log window when caller ID number is unrecognized
- Easy task creation from the screen pop using natural language, such as: 'follow up next week'
- Send call wrap up emails using the tagging feature @person.

- Tenfold analytics dashboard
- Create new opportunities, cases, and tickets
- Relate calls to opportunities, cases, and tickets
- Call dispositions
- Email template integration
- Gamification of call activity

Benefits
The benefits of the CRM Integration target the most widely deployed cloud-based CRM applications (Salesforce, MS Dynamics, Zendesk, etc).

- Save end-user time without having to look-up contact and account information or waste time navigating to the CRM manually
- Deployment as a browser add-in form the Chrome App store for fast and easy deployment
- No hardware or applications to host on a virtual server
- Enhancements & Updates to the application can be pushed remotely with no customer admin involvement via Chrome browser web app deployment