



ESI CommConnect™

CRM & Email Contact Integrations

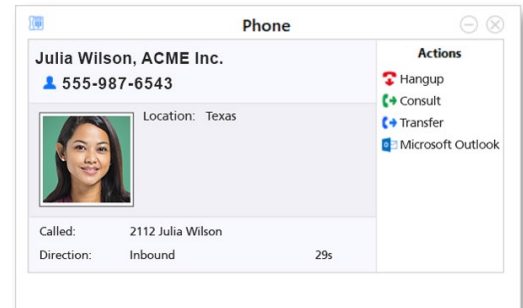
ESI CommConnect™ provides integrations between ESI eCloud PBX™ systems and many of today's most popular CRM applications. Offering a range of standard and advanced integrations, ESI CommConnect™ places your customers information at your fingertips, helping you deliver an enhanced customer experience.

ESI CommConnect™ will:

- Improve interactions with your customers, providing a higher quality and more professional experience.
- Increase the productivity and collaboration of the users on your ESI eCloud PBX™ system.
- Reduce the time and costs involved with handling large call volumes.

Caller Preview (Pictured, top right)

For both inbound and outbound calls, if the number matches data that exists within the CRM directory, the caller's summary details are displayed on the screen.



Contact Pops

If the contact exists in the CRM, the full details can be quickly "popped" onto the screen when that contact is calling.

Click-to-Call

Users can click directly on phone numbers found in CRMs, websites, forms and documents to initiate an outbound call quickly and accurately.

Address Book

This features a robust search tool that makes it easy to find a contact within any integrated CRM.

Activity Logging*

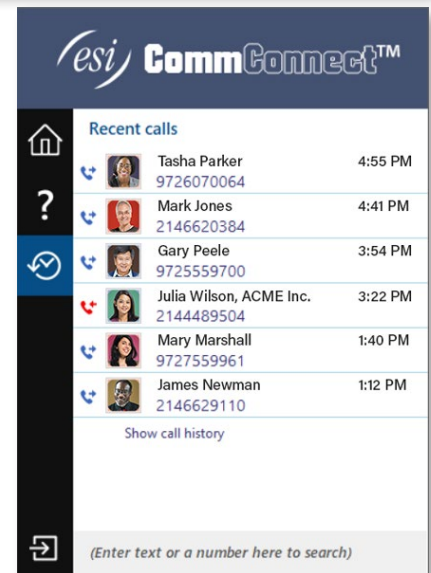
Log activities for all calls made and received within the CRM.

Note Taking*

Quickly and easily add call notes for future reference.

Call History (Pictured, lower right)

Whether integrated with a CRM or not, this feature provides a list of inbound, outbound and missed calls.



100+ Integrations, including:

- Google Contacts
- Microsoft Outlook

} Available with all integration levels.

- ACT!/ACT! Cloud
- AgileCRM
- Amicus Attorney
- Clio
- ConnectWise
- GoldMine

- eAgent
- HubSpot
- Inuit Quickbooks
- Kayako
- LDAP
- Lotus/IBM Notes
- Microsoft Access
- Microsoft Dynamics 365
- NetSuite
- Odoo
- OpenERP

- Oracle
- RightNow
- Sage CRM
- Salesforce
- SharePoint
- Sugar CRM
- vTiger
- WebCRM
- Zendesk
- Zoho CRM
- and more!

* Currently available on a limited number of business applications.