

Help teams put more into every customer call.

Fact sheet

Virtual Communications Express CRM Client



CRM Client integrates with many CRM database applications to give users an enhanced customer contact tool.

The interface seamlessly identifies callers and pulls up their account history so users can be prepared and ready to provide better customer service. Calls can be simply moved between team members for easy collaboration. And to help streamline outbound call making, CRM client lets users make calls directly from their CRM applications.

It's all designed to help users keep their focus on their customers instead of trying to manage multiple voice, Internet and desktop applications.

Key features:

Call control

Users can dial, answer, transfer, consult and complete calls from the interface without ever needing to return to their handset.

Caller preview

If the caller is located in any directories integrated into the system, CRM Client automatically displays their details on screen.

Contact popping

Quickly 'pop up' account history and details of any contact located in any directory integrated into the system.

Address book

New callers' details can be easily recorded in the user's personal directory. Both the enterprise and personal directories can be searched and dialed from the results.

Recent and history lists

Users can quickly view a list of the most recent calls that they have made or received, or a fuller history list of inbound and outbound calls. Any telephone number in these lists can be re-dialed with a simple click.

Real-time presence

For better co-ordination and collaboration between teams, users can check the busy status of their colleagues' extensions and transfer calls.

CRM Client helps bridge the gap between a business' customers and its systems.

PC Client supported operating systems:

- Microsoft Windows® 7 Professional
- Microsoft Windows 8 (desktop mode)
- Microsoft Windows 10
- 32 bit and 64 bit versions

Web dialing supported browsers:

- Microsoft Internet Explorer® (PC) 11.0*
- Google Chrome (PC) 47.0
- Mozilla Firefox (PC) 38.5 and 43.0

System and software version requirements:

- GHz Pentium-class processor
- 2GB Memory
- 1GB free hard drive space
- SVGA display
- Keyboard and mouse
- Network adapter connected to a TCP/IP network

CRM Client links users' handsets to their CRM database application, to help:

- Provide a better customer experience by streamlining inbound calls and making call transferring seamless.
- Increase productivity by accelerating contact locating, call making and receiving, and collaboration among team members.
- Control costs by helping to shorten call times and drive a reduction in the number of calls required to service customers.

Virtual Communications Express CRM Client standard integration works with:

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|-------------------|-------------------------------|--------------------------|
| • Act! | • Microsoft® Access® | • Sage CRM |
| • Address Book | • Microsoft Dynamics™ CRM | • Salesforce |
| • ConnectWise | • Microsoft Dynamics NAV | • SalesLogix (Infor CRM) |
| • EGroupware | • Microsoft Outlook® | • SugarCRM |
| • GoldMine | • Oracle NetSuite | • SuperOffice CRM |
| • Google Contacts | • ODBC | • vtiger |
| • IBM Lotus Notes | • Sage 50 Accounting | • XING |
| • LDAP | • Sage 50 Complete Accounting | • Zoho CRM |
| • Maximizer | | |

Get started today.

To find out more about how the Virtual Communications Express CRM Client can help businesses streamline their customer service and improve team collaboration, contact the Account Manager.