CRM Connect

Connects your existing IT systems with your UC service. This helps you increase the level of customer service and simplify the daily lives of your employees.
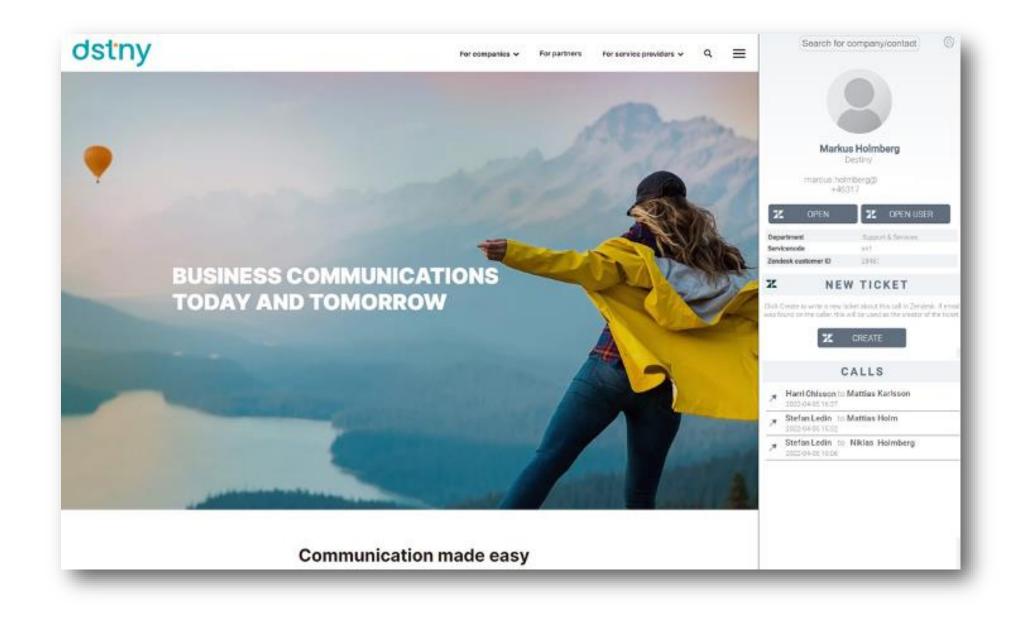
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WHY CRM CONNECT?

- CRM Connect enables the customer to connect their CRM system to their Dstny Cloud PBX and display customer information on incoming and outgoing calls.

- By enabling this, the user receives relevant CRM information at the right time, enabling them to improve the customer experience and simply their everyday lives.

WHAT IS CRM CONNECT?

- CRM Connect is server-side and support the most used ERP's and CRM's in the market. The information is then rendered in a Chrome plug-in (*and will later be available in our mobile apps and in ConnectMe*).

- CRM Connect also enables the service provider to easily create custom CRM connectors to tailor to specific customer and niche market needs.

- With CRM Connect, one can also create custom buttons (such as opening customer cards, creating new tickets) and embed web-content directly in the CRM Connect interface.

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Draft end-customers messaging

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Keep better track of incoming calls

By integrating your **corporate telephony** with your **CRM systems**, you can help your customers in a seamless way. An integration between your CRM system and **Dstny's cloud PBX** allows you to increase the level of service while simplifying the work your employees do.

Simply put, everything works better when systems work together.

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Collect everything in one place

Simpler and more effective customer management creates more satisfied customers and employees. All too often we make costly investments in new systems without utilizing their full potential. CRM Connect enables that you can give your customers better service and avoid any duplication of work as you have everything collected in a single place.

IMMEDIATE IDENTIFICATION WITH CRM CONNECT

CRM Connect ensures that the customer information from your CRM-system is automatically displayed in the web browser when a customer calls; or when you call a customer. This makes it simple to give customers a great experience and it is quick to for example open a new support ticket or enter sales-related information.

SIMPLIFY YOUR WORK

We currently work with companies in several different sectors that have realised the positive effect of integrating their support system with their telephony. The results include increased sales, better customer care and more satisfied employees.

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Customise your solution

We have created a service that can be tailored to your company. We can update and add to the standard version with the boxes and buttons you need to cover your specific needs. In addition, it is possible to create new integrations with CRM systems, that are not in our portfolio today. If the system has available APIs, an integration can be created. You can also contact us with requests for a CRM that you want to see integrated. CRM Connect can become a service that covers your specific needs.

SOME BASIC FUNCTIONS FOR CRM CONNECT

- Customer- and person search
- Notification of calls
- Number retrieval
- Embedded web-content
- Customized buttons linked to CRM system events

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