KIX

PRO ADD-ON FEATURE
TELEPHONINTEGRATION (CTI)

DIRECTLY INTEGRATE YOUR TELEPHONE SYSTEM IN KIX PRO

By integrating your telephone system using CTI (Computer Telephony Integration), your agents will quickly and clearly be able to identify who is calling the Service hotline. What's more, by simply clicking on the telephone number your agent can call the customer directly from KIX Pro (version 17) when processing the ticket.

In the CTI Manager interface, authorized employees can then see which tickets relate to which telephone calls, and whether any callers hung up because they were waiting too long on the hotline.

Overview of all registered calls including ticket link in CTI Management.

THE BENEFITS TO YOU

› When accepting a call to the Service hotline, the customer's details are shown directly so that you can greet each customer personally.
› The feature enables your agents to quickly call a customer directly from within the service case.
› You obtain a clear overview of all calls to the service hotline, including filter options.
› You can easily analyze the phone calls that were held.

In a nutshell: The add-on feature saves you time and makes it easier to communicate with customers.

FEATURES

› The add-on feature has a built-in function for handling inbound and outbound calls.
› The customer's details are automatically shown in the ticket form for inbound calls.
› Agents have the option to call customers directly when processing a ticket.
› The feature provides an overview of all recorded calls, including a link to the ticket.

HOW COULD IT BE USED?

Your employees accept numerous calls every day. Most of the contacts have already been saved in your customer database. Based on their telephone number, the caller is automatically assigned in the screen for creating tickets, which enables the Service employee to greet the caller personally. As a result, it takes less time to create tickets and assign them correctly.