inContact CRM Integrations
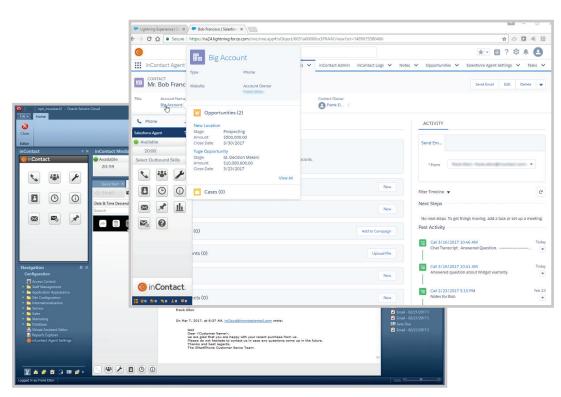
Empower your agents to personalize omnichannel customer service

inContact pre-built CRM integrations, such as the inContact Agent for Salesforce®, empower agents to personalize omnichannel customer service. They provide seamless, bidirectional integration between your CRM system and your contact center that increases agent efficiency and independence by delivering a real-time 360-degree view of the customer — all within a single, unified interface.

Personalize interactions with omnichannel context

Customers want agents to know who they are and what they want without giving long explanations. With inContact CRM Integrations, you'll give your agents a 360-degree view of the customer, including insights into previous interactions, regardless of channel.

- Synchronize customer data and history for each incoming interaction, regardless of channel.
- Streamline contact handling across channels.
- Give your agents insight into the customer journey with automated contact tracking.
- Tie back to call recordings; listen to the recording directly from within your CRM.
- Append comments, dispositioning information, and tags to customer records.

BENEFITS

- Increase customer retention and reduce churn with exceptional service.

- Reduce training time as agents will be using a familiar interface – their CRM environment.

- Deploy quickly with pre-built, fully tested integrations to popular CRM systems.

- Save contact handling time by eliminating or reducing manual data entry.

- Increase customer satisfaction by ensuring each contact is handled by the best qualified agent.

Seamlessly handle customer interactions from within your CRM interface including Salesforce and Oracle.

inContact.

Increase agent efficiency and independence

When agents have too many screens and applications to juggle on their desktop, customer service can suffer. Our agent interface seamlessly integrates into your CRM system to streamline omnichannel contact handling while reducing agent ramp-up and contact handling times.

- Integrate contact center controls seamlessly within Salesforce, Oracle and other popular CRM systems.
- Provide agents with a consolidated interface across all supported channels.
- Simplify multichannel interaction handling with consolidated controls.

Deploy and maintain with ease

Integrations can be difficult and costly to develop, deploy, and maintain. With inContact CRM Integrations, you can deploy an integrated solution in hours, download updates when you want, and deploy agents and functionality as needed.

- Deploy integrations quickly and seamlessly with inContact pre-built integrations to Salesforce and Oracle, and our partner ecosystem integrations for Zendesk, Microsoft Dynamics, and others.
- Eliminate custom development and support costs with our pre-built integrations.
- Get immediate access to newly developed functionality with each inContact release.

PRE-BUILT CRM INTEGRATIONS

- inContact Agent for Salesforce® Service Cloud and Sales Cloud – supports inbound/outbound voice, voicemail, email, chat, Text/SMS, social media, work item, and Salesforce cases.

- inContact Agent for Oracle® Service Cloud – supports inbound/outbound voice, voicemail, email, chat, Text/SMS, social media, and work item.

- Zendesk – supports inbound/outbound voice (including Personal Connection), chat, and work item. (inContact Ecosystem application)

- Microsoft Dynamics – supports screen-pop integration and includes click-to-dial. (inContact Ecosystem application)

Gain richer insights with consolidated reporting

It's cumbersome and error-prone when agents manually enter customer data into your CRM. inContact CRM Integrations combine your contact center and CRM information, which enhances both systems. By giving your agents access to customer interaction data within the CRM, they'll have advanced insight into the customer journey.

- Realize valuable insights into the customer journey with automated creation of CRM contacts.
- Ensure everything stays in sync by updating inContact interaction records with CRM information.
- Disposition and add tags to routed interactions from within the CRM interface.

Automate interaction handling

Experienced agents waste time and grow bored handling routine interactions, and routing complex interactions to newer agents may put them in difficult situations. Skills-based routing optimally delivers contacts to the best agents, and an integrated IVR automates the handling of mundane tasks to let agents concentrate on higher value interactions.

- Ensure each contact is routed to the best qualified and most appropriate agent.
- Leverage customer data to optimize interaction routing.
- Seamlessly deploy automated self-service fully integrated with your CRM.

About inContact

inContact makes it easy and affordable for organizations around the globe to create stand-out customer experiences while meeting key business metrics. inContact continuously innovates and is the only provider to offer a complete customer interaction platform in the cloud that is flexible, scalable and reliable for enterprise, small business, government and business process outsourcers. inContact is a part of NICE (Nasdaq: NICE), the worldwide leading provider of both cloud and on-premises enterprise software solutions.

For more information, visit: www.inContact.com