THE iMIS PHONE INTEGRATION YOU'VE BEEN WAITING FOR

Connect for Phone delivers the phone integration the iMIS community has been wanting for years. When someone calls one of your team, the incoming number is matched against phone numbers in your iMIS system as well as matching against company records. Simply click on the name of the caller and the call will be logged against their record. If you want to then, once the call is over, a full transcript of the call can be attached to the call log so that you have a full, permanent, record of the conversation.

But what about calling your members? Your contact's key phone numbers are grouped together and clicking one of them will start a phone call. Just as with incoming calls, a log of the call is created. If that's not enough, any missed or unanswered calls are also recorded allowing you to analyse your members' customer service experience.

There are times when you need your team to work through a list of members and call them about a particular topic. Connect for Phone helps by allowing you to create outbound call lists with buttons to automatically call you member. The call is then tracked in iMIS so you know who was contacted when and by whom.

The ROI of your call costs can now be measured by including call activities within your member engagement scoring.

Talk to Connect Systems Global today for more information and details on pricing.