

# SmartCTI™

## SMART. CONNECTED. SOFTWARE.

SmartCTI™ by IntraNext Systems is a Computer Telephony Integration (CTI) application that helps contact centers increase efficiencies and improve the level of service delivered to customers.

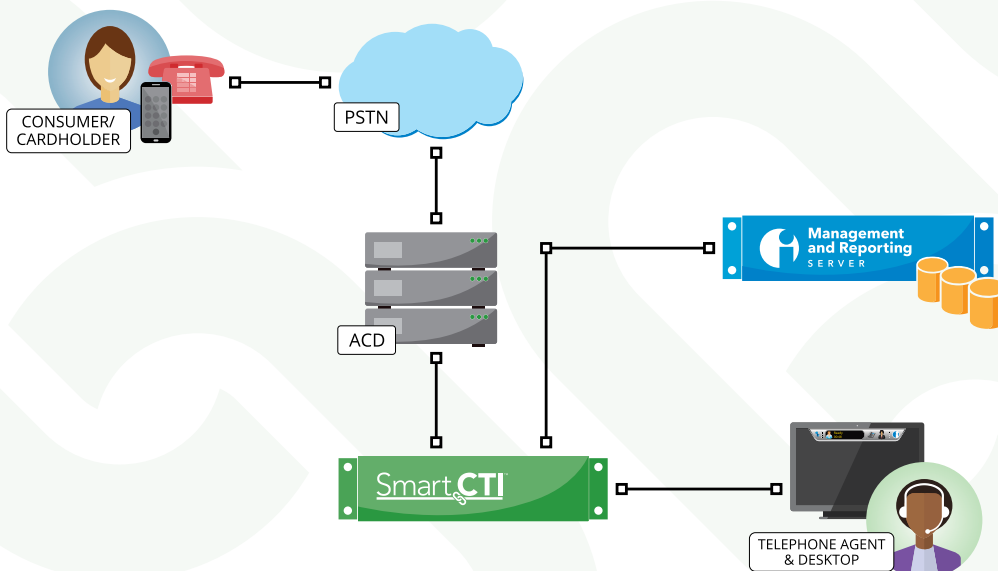
SmartCTI integrates with your existing contact center infrastructure to provide screen synchronization and softphone telephony controls. We bring together pre-call intelligence, call routing business rules, and customer information. This allows your agents to focus on delivering best-in-class customer service.

Complex workflow scenarios within multi-step customer interactions are efficiently

handled with real-time intelligence delivered to the agent's desktop during a call. Integrated systems ensure that data is transferred effectively, eliminating the need for customers to provide their information at multiple touchpoints.

Telephony integration is a core competency at IntraNext and SmartCTI provides the foundation for all of our contact center solutions. Our highly customizable desktop client can be integrated with CRM applications and billing systems.

SmartCTI provides your agents the tools they need, when they need them.



### SmartCTI FEATURES

- High availability
- Scalable
- Real-time access to event data
- Enhanced reporting data
- Retain existing systems
- **SOFTPHONE**
- Small desktop footprint
- Call control features
- Simple and intuitive user interface
- **SCREEN POP**
- Caller verification notifications
- Reduces call handling times
- IVR history awareness

# ABOUT INTRANEXT SYSTEMS

IntraNext Systems is an industry leader in contact center software development and integration capabilities for both legacy and VoIP telephony environments.

Our Event Intelligence® Platform includes secure payment handling products for PCI DSS initiatives, and Computer Telephony Integration (CTI) solutions that deliver real-time call intelligence to an agent's desktop. Our solutions can be integrated with existing telephony platforms, IVR's, Customer Relationship Management (CRM) products, quality recording and

monitoring solutions, billing systems, and payment processors. Our solutions are premise-based allowing contact centers to protect and maintain their current environment investment and take advantage of the latest technology solutions.

IntraNext believes in the least disruptive approach to solution implementation. IntraNext has an onsite facility with state-of-the-art equipment allowing IntraNext's developers to mimic production environments of leading call

center systems and test solutions prior to implementation without having to disrupt our clients' environment or daily business routines.

In addition to developing best-in-class software solutions, IntraNext has worked tirelessly to earn our reputation as "true partners" with every client. Our post-sales support commitment sets us apart from our competitors. Excellence in customer service and responsiveness to client needs transcends all that we do.

## THE EVENT INTELLIGENCE® PLATFORM

### SMART. SECURE. SOFTWARE.

Our Event Intelligence® Platform provides contact centers with software tools needed to deliver an optimal and secure customer experience. Whether you are looking for agent efficiency tools and/or solutions for the secure handling of sensitive data in agent-assisted transactions, IntraNext has you covered.



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