

# 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. 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 such as CRM applications and billing systems ensure that data is transferred effectively, eliminating the need for customers to provide their information at multiple touchpoints. This allows your agents to focus on delivering best-in-class customer service.

SmartCTI provides your agents the tools

## SmartCTI FEATURES

### SCREEN SYNCHRONIZATION

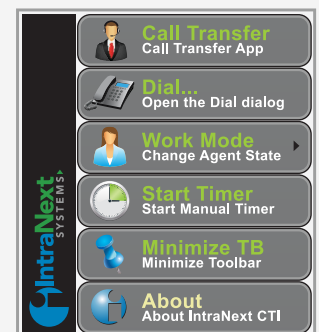
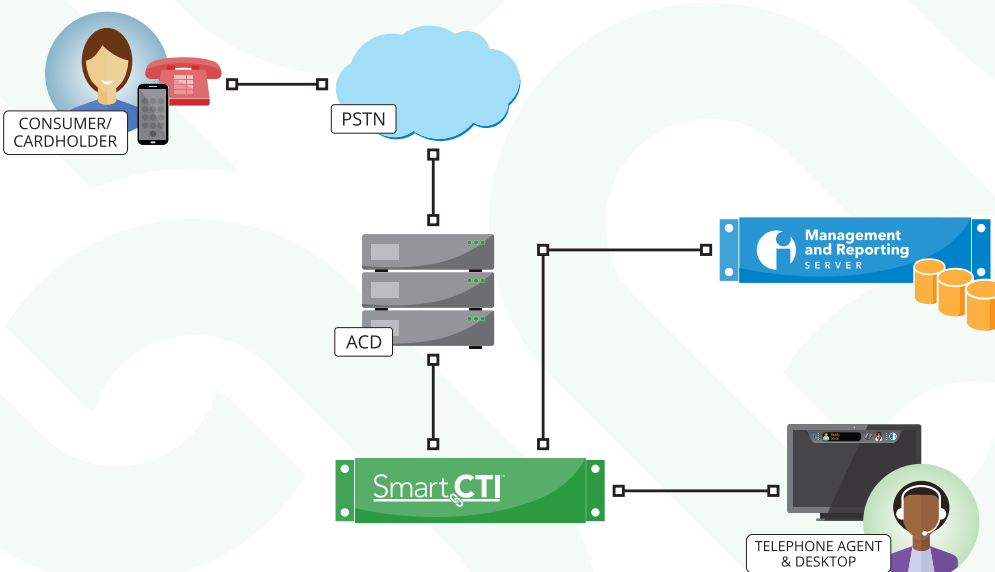
Caller verification, account history, and IVR inputs are “popped” on an agent's screen giving the agent essential caller information.

### CLICK-TO-CALL

Click-to-call eliminates potential misdials, provides call-logging analytics, and increases agent productivity.

### SOFTPHONE

With a small desktop footprint, and simple and intuitive user interface, our softphone provides agents with necessary call control features to deliver best-in-class customer service.



# 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 productivity tools and/or solutions for the secure handling of sensitive data in agent-assisted transactions, IntraNext has you covered.



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