

Integrate CRM with your cloud telephony to boost productivity

Improve your CRM solution using our hosted VoIP service as part of your Unified Communications (UC) strategy.

Our hosted business telephony connects desktops to mobile phones providing SMEs with a complete UC solution and strategy. Media 9's UC client software for cloud telephony can be integrated with hundreds of the most popular CRM systems including Sage, Salesforce, Zendesk and MS Dynamics.

Give your sales force and customer support teams the power of intuition with an office phone system that displays data before a call is answered. When the office telephone rings they'll be able to see exactly who is calling on their desktop using VoIP telephony.

The UC software provides call preview, screen pop, click-to-dial and contact searching features. Time is saved as all the relevant information is displayed and easy-to-find.

With data insights being immediately available productivity is increased using your VoIP phone. Everyone is always fully informed when they answer a call, be it your receptionist, customer service agent or sales team. Your employees can personalise their responses to individual callers.

Increased productivity and a personalised service are sure to boost your revenue with happy, well-served customers as well as satisfied, fully informed employees.

Our CRM solution is perfect for all inbound calls as it displays everything your team needs to know on their desktop (PC or Mac). All your employees have access to the same information wherever they are based.

Every type of communication is improved as you can design specific targeted sales campaigns using your UC customer data.

UC allows greater flexibility in the location of your employees, providing remote working opportunities and reducing the need for office space.

When the volume of your inbound calls grows so do we. Scalability is never an issue with our cloud telephony service as it can be resized to suit the needs of your business. UC enables you to remove barriers to growth, for example, it allows you to provide just-in-time communications as your business grows.

Your data needs are ever-changing, as are compliance standards and regulations. Our cloud telephony solution is compliant with industry regulations so you are never caught on the wrong side of a penalty or fine. This year saw the introduction of two separate regulations: Markets in Financial Instruments Directive (MiFID) II and General Data Protection Regulation (GDPR). We've been in the rapidly changing VoIP industry since 2002 and are trusted experts so we will ensure that you remain compliant. With our integrated CRM solution, you'll have all the information that you will ever need when the phone rings. Never be in the dark as to the identity of your caller using Media 9's VoIP phone system.

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Contact us for friendly advice or a quote