Extraordinary Enhancements for Microsoft Dynamics 365

Engineered by QGate

intelli-CTi™ for Microsoft Dynamics 365

CONNECT MICROSOFT DYNAMICS 365 WITH YOUR TELEPHONE SYSTEM

Drive customer satisfaction and user efficiency by integrating Microsoft Dynamics 365 with your phone system

Whether building solutions for sales, support desks, customer service teams or call centers, intelli-CTi will increase the productivity and efficiency of your operation while enhancing customer satisfaction. Integrating your Microsoft Dynamics 365 / CRM and your phone system with intelli-CTi allows your business to:

• Streamline telephony activity within your business, both inbound and outbound
• Improve service levels, customer satisfaction and overall customer relationships
• Personalize telephone interaction, identifying callers and immediately accessing relevant information
• Increase business productivity, by reducing the time per call
• Contribute to data accuracy by updating your CRM system automatically, while on the call and with the post-call wrap-up
• Zero development costs - easy to install, easy to use
• Flexibly deploy across multiple sites and scale as you need

intelli-CTi supports Unified Service Desk (USD) for Microsoft Dynamics 365/CRM

Compatibility: 60 + telephone systems, including Skype for Business.
Licensing: Perpetual Licence or Monthly Subscription - named and concurrent users available on subscription option
Free trial: fully supported trial with no commitment, available at **www.intelliCTi.com**
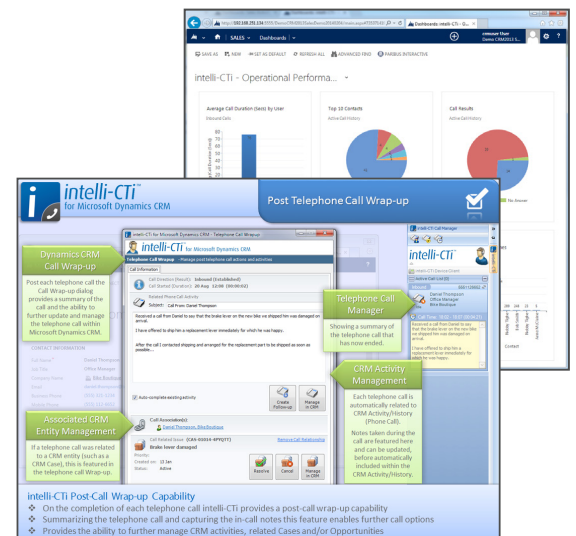
intelli-CTi™ for Microsoft Dynamics 365 contributes to profitability, lead conversion and customer retention

Reduce time per call: less clicks and immediate access to all the relevant information mean less time spent on each call, and therefore increase agents' productivity, with teams doing more work in the same amount of time. intelli-CTi also makes it easier for agents to input information in the system, continuously adding value to existing data.

Improve customer experience: providing agents with the relevant information reduces repetitive calls and questions, avoiding time wasting and negative reactions from your customers. Overall it shows that your teams know their customers and care about them, improving their experience and increasing both the conversion and the retention rates.

*All subscription based solutions require internet connection

Paribus Discovery™ for Microsoft Dynamics 365

IDENTIFYING AND SOLVING DUPLICATE DATA IN MICROSOFT DYNAMICS 365
Paribus Discovery is the CURE for the duplicate data plaguing your CRM system

Paribus Discovery for Microsoft Dynamics 365/CRM is the software solution that intelligently identifies the duplicate records in your CRM system, and merges them effortlessly. This solution is powered by the Paribus Matching Engine.

• Easy 10 minutes set-up, with no programming required
• Fuzzy matching with configurable sensitivity and rules to find and safely merge all real duplicates, not just the exact matches
• Merge multiple duplicates and consolidate information in one master record within the CRM system
• Dedupe Accounts, Contacts and Leads

Compatibility: Microsoft Dynamics 365/Microsoft Dynamics CRM (2011 and above). Can also be used on any database for identifying duplicates.
Licensing: flexible pricing with Buy and Rent options, and unlimited data volume / number of duplicates
Free Trial: shows you how many duplicates you have and allows you to dedupe a portion of the data. Available at **www.paribuscloud.com**

Paribus Interactive™ for Microsoft Dynamics 365

EMPOWERING EVERY USER TO SUCCESSFULLY SEARCH & LOOKUP THE DATA THEY NEED AND PREVENT DUPLICATES
Paribus Interactive is both a PREVENTION tool for duplicate data and a PRODUCTIVITY boost for CRM users

Paribus Interactive empowers all CRM users to find the data they need to perform their daily work. Their tasks become faster and their adoption of CRM increases as a result of a better user experience. Below are some use cases of Paribus Interactive, highlighting how the enhanced Search & Lookup capabilities increase efficiency and prevent entering duplicates. This solution is powered by the Paribus Matching Engine.

• Creating/qualifying a Lead, confirming if the person or company is new to the system, or already registered under a slightly different name
• Creating an Account or Contact, also ensuring it is a new record, and showing all possible matches should they exist
• Creating a Case, populating the form with the related Accounts or Contacts with one click
• Simply finding any Account, Contact or Lead, even with limited information input from the user, or misspelt names

Compatibility: Microsoft Dynamics 365 / Microsoft Dynamics CRM (2013 and above)
Licensing: monthly subscription*
Free Trial: available at **www.paribuscloud.com**

*All subscription based solutions require internet connection

WHAT IS THE PARIBUS MATCHING ENGINE?
QGate's Paribus solutions are powered by a Fuzzy Matching Engine that finds duplicates / existing data across Accounts, Contacts and Leads even when the records are not an exact match. Here are some examples of what the Paribus Matching Engine will find, whether you are going about your daily CRM work (Paribus Interactive) or actively deduping the system (Paribus Discovery):

Phonetic likeness
Photo Center and Photo Centre; Sheryl and Cheryl

Different word sequencing
University of Birmingham and Birmingham University

Different word segmentation
QGate Software and Q-Gate Software

Synonyms/abbreviations and acronyms
William and Bill; Rob and Bob
IBM and International Business Machines

Gender analysis to avoid presenting false duplicates
Paul and Paula; Andie and Andy

QGate