

# Call Connector Datasheet

## Introduction

SugarCRM Connector for Cisco IP Telephony provides Cisco IP Telephony users with additional rich features in communication with their customers, leads and contacts. Our solution brings scaled down CRM view on your IP Phone screens, while automating most of your daily tasks when it comes to phone communications. Your calls and notes are captured automatically and put in the business context so that all important information is there, right when you need it.



## SugarCRM Connector for Cisco IP Telephony

Would you like to have the following features on your Cisco IP Phone?

- Caller ID of your contacts with full CRM details
- Fast and easy search of your contacts
- All your calls (incoming & outgoing) automatically stored in your CRM
- Click2Call feature from your SugarCRM
- Plus the detailed screen pops, with SugarCRM data on your computer.

If so, we have the right solution for you.

### SOLUTION

SugarCRM Connector for Cisco IP Telephony integrates to the Cisco Unified Communications Manager, and upon receiving the Call, triggers appropriate actions on SugarCRM. Call details from CUCM are logged into SugarCRM, and connected to appropriate Account, Contact, Lead, etc.

### Description

Features supported by Call Connector:

#### CRM CALLER ID

When an incoming call arrives to your Cisco IP Phone, you will be able to see the data about the Caller which are stored in your CRM, such as: Name, Company, Address, etc. Furthermore, the display layout can be customized to show exactly the data that is important to you. You get immediate overview of the Caller which better prepares you for the conversation.



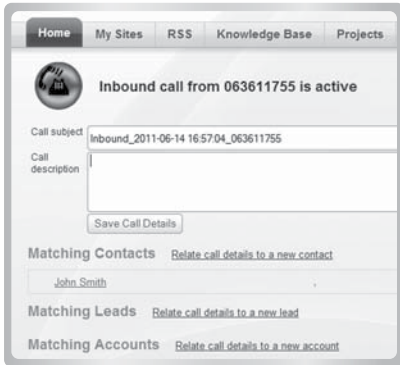
Caller ID

#### KEY CONNECTOR BENEFITS:

- CRM CALLER ID
- SCREEN-POPS
- ADVANCED CONTACT SEARCH
- CLICK2CALL
- CALL CAPTURE

#### SCREEN-POPS

When logged onto SugarCRM, on every incoming call, web browser will automatically launch new SugarCRM page with all matching CRM records of the Caller. CRM users are allowed to keep notes during or after the call and with one click, "attach" new notes to proper records or even create a new note on the fly.



Screen Pops

## ADVANCED CONTACTS SEARCH

With Call Connector, you will get Search access to your SugarCRM Contacts, right on your IP phone. This means that once you enter new Contacts into SugarCRM, you will have them available on your IP phone.

Also, you can have access to any contact, which anyone from your company entered into SugarCRM. This results in faster and centralized Contact management, without even using your computer.



Contact Search

## CLICK2CALL

Connector supports direct Click2Call from SugarCRM GUI. By clicking on the phone number, a call is instantly made and SugarCRM Screen-pop is initiated. You can then add notes, during or after the call.

Office Phone:	<a href="tel:+0123456789">+0123456789</a>
Mobile:	<a href="tel:+9876543210">+9876543210</a>
Home:	<a href="tel:+5678901234">+5678901234</a>

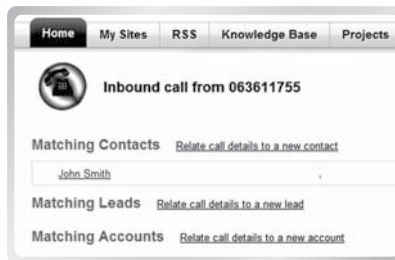
Click2Call

With this feature possibility for typing in the wrong number is eliminated.

## CALL CAPTURE

Call Connector automatically captures call start and end time while allowing users to enter notes during and after the call.

This feature gives useful information about the quality of calls and provides insight into all calls to specific Contacts, Leads or Accounts.



Call Capture

## SYSTEM REQUIREMENTS

SugarCRM v5.1 and up. All editions.  
Cisco Unified Communications Manager v5.0 and up.  
Operating system: Linux or Windows.  
HW requirements vary with number of users. For exact configuration, please consult PSTech.

## INSTALLATION

One Connector instance works with one SugarCRM instance. For multiple SugarCRM instances, multiple Call Connector installations are necessary.

## LICENSING

Licensing for SugarCRM Connector for Cisco IP Telephony is charged per user for 1 year subscription. After the subscription expires, the license has to be renewed to extend the Call Connector usage.

## PRICING

SugarCRM Connector for Cisco IP Telephony Pricing is as follows:

No. of users	Price/user/year
1-50	\$99.00
51-200	\$89.10
201-	\$79.20

Note: Minimum order is 5 licenses.

