



# Seamless integration between your CRM and Aspect platforms



## Features At A Glance

Provides pre-packaged integration between Aspect contact centers and leading CRMs

Enables full CTI functionality in CRM agent desktop including softphone controls, caller ID and screen pop

Automatically logs call information and interaction times

Allows agents to effectively place, receive, and transfer interactions with full, real-time access to customer data in CRM

Agent "not ready" and "logout" reason codes

Allows for outbound dial campaigns including progressive, predictive and preview

## Why AMC?

### Unparalleled Experience

Contact center experts since 1995, dedicated to integration and communication and CRM platforms.

### Solutions to Simplify Complex Solutions

Whether cloud or premise, our solutions adapt for organizations of all sizes and varying integration points.

### Commitment

Our demonstration to maintain the highest level of certifications and partnerships proves to customers that their investment(s) in us will meet business needs now and in the future.



www.amctechnology.com

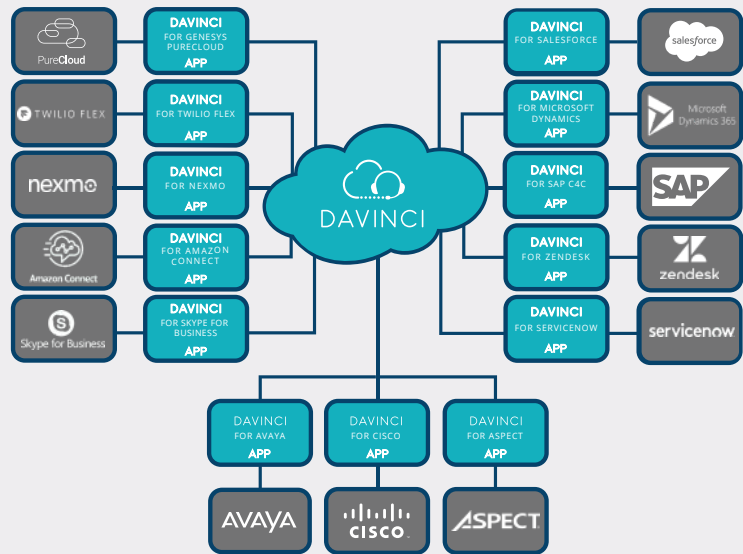
contact@amctechnology.com

804.419.8600 | 800.390.4866

AMC Technology's DaVinci App for Aspect contact centers provides pre-packaged integration with leading business applications such as Salesforce, Microsoft Dynamics, SAP, Oracle Siebel and Oracle Service Cloud. Businesses can improve call management by enabling full telephony functionality for their CRM desktops by using AMC's DaVinci App to add contextual call controls, caller identification and automatic screen population.

As an Aspect Technology Alliance Partner, AMC provides solutions for Aspect Unified IP that deliver native, server-level integration. Used every day by thousands of agents around the globe, AMC solutions help innovative organizations work more effectively and deliver higher levels of customer service.

## Easily connect your contact center for premise, cloud & hybrid environments



## Key Benefits

- ✓ **Improved Customer Experience** Increases customer satisfaction
- ✓ **Enterprise Wide Solution** For 5-5,000+ agents
- ✓ **Flexibility** Certified, robust platform for handling customer interactions
- ✓ **Efficient Solution** Saves agents time with accurate, real-time call data
- ✓ **Simple Install & Easy Upgrades** Adaptable, seamless integration
- ✓ **Mitigates Risk** Certified solutions are kept up to date and proven