



SimplicityLink

SimplicityLink is a Computer Telephony Integration (CTI) product that allows a standard level of integration with a wide range of popular CRM systems designed to help you get the most out of your Simplicity hosted business telephone system.

SimplicityLink allows end users to work more collaboratively and collectively, getting information about callers quickly and efficiently. SimplicityLink is not only cost effective but is also easy to install and maintain.

Improves Client Experience

Ability to greet and access latest client activity immediately

Client record with full history linked to phone system

Efficient client interaction delivered



Eases User Management

Seamless system integration between CRMs and Simplicity platform

Less time spent toggling between systems

Initiate calls and manage client relationships through Simplicity application

Paperless client records



Costs

\$2 - \$5/user/month: Basic and Enhanced

ICB Pricing - customized integration based on scope of work



Additional Features

Diverse integration options meet user needs and functionality

Key features include: click-to-dial, screen popping, address book, call history, and analytics

Enhanced features available for other applications on a professional service basis

