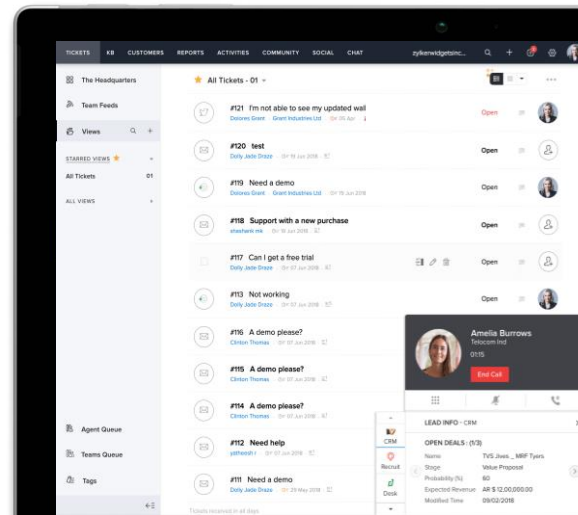




# Enable Calls through Zoho applications with IPT for Zoho



**IPT for Zoho** is a simple add-on to your IPT Hosted Phone Solution that allows for a fully integrated calling experience across over 40 Zoho applications from any device.

## What is IPT for Zoho?

IPT for Zoho from IP Telecom is a powerful way of integrating your phone system with the Zoho suite of applications allowing you to develop a 360-degree approach to your customer contacts and processes. Empower your teams' customer conversations through contextual calling, pop-ups and click to call options. Help drive increased productivity, reduce lead wastage, garner in-depth insight on relationships and foster an excellent experience for your customers with a fully integrated approach to calling.



## Why customers use IPT for Zoho

- Fully Integrate Telephony with over 40 Zoho Apps
- Click-to-call options from your Apps
- Call pop-ups to show who's calling
- Contextual Calling - know why an inbound call is calling before you answer
- Improved analytics to help you get the most from your team
- Cost efficient SaaS model

### Enhanced Agent and Customer Experience

- Add calling to a host of day-to-day applications to rapidly increase productivity
- Works across desktop and mobile to free your workforce
- Customer details open as the call comes in, so your team knows what the call context and the customer knows their call is being handled efficiently

**Get the best of both worlds**

### Simple Deployment

- Rapid simple deployment to your existing IPT Hosted Phone system with all the features you rely on
- No hardware or software to install
- Only need to enable the solution for users and groups that need it

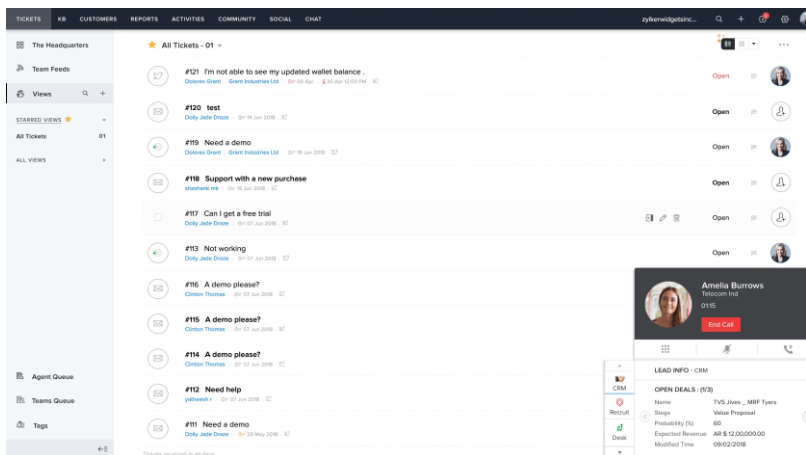
**Can be deployed in hours across all apps and devices**

### Remote working capable

- Links to all Zoho Apps no matter where you or your team are located
- Centralised, real-time sharing of call information via Zoho CRM
- Call information launched across multiple devices

**Low risk, non-disruptive, cost effective.**

# Integrate your voice calling across 40+ Zoho Applications to take customer communications to the next level

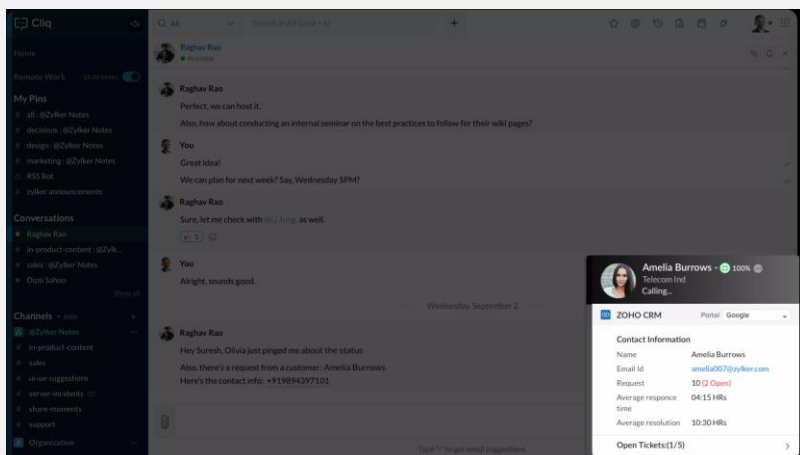


## Contextual Calling

Get an instant overview of your caller and their previous interactions with you and any of your Zoho suite – including prior calls, online forms, or meetings you may have had. IPT for Zoho automatically displays caller details and context as soon as the call comes in allowing you to pick up from the last conversation and progress.

## Pick up from any app

No need to launch the CRM or pad out the conversation finding the caller. IPT for Zoho automatically displays caller details whether you are in the middle of drafting an email or writing a document your caller details are to hand, allowing you to engage instantly with your caller



FILTER ACTIVITIES BY	CONTACT NAME	CALL TYPE	CALL START TIME	CALL DURATION	RELATED TO	ACTIVITY OWNER
<input type="checkbox"/> Touched Records	Vinai Krishnamand	Incoming Call	Apr 4, 2018 11:00 PM	20:00	MVK Warehouse management	Joane Lee
<input type="checkbox"/> Untouched Records	Vinai Krishnamand	Incoming Call	Mar 12, 2018 01:39 PM	0:00	MVK Automotive	Peter Gallarte
<input type="checkbox"/> Record Action	Vibhav Varakayala	Outgoing Call	Feb 19, 2018 11:30 PM	20:00	Borelini Tyres	Peter Gallarte
<input type="checkbox"/> Related Records Action	Vibhav Varakayala	Outgoing Call	Feb 13, 2018 12:00 AM	32:00	Borelini Tyres	Peter Gallarte
<input type="checkbox"/> Contact Name	Vibhav Varakayala	Outgoing Call	Feb 16, 2018 11:00 PM	44:00	Borelini Tyres	Peter Gallarte
<input type="checkbox"/> Call Type	Vibhav Varakayala	Incoming Call	Feb 15, 2018 10:00 PM	20:00	Borelini Tyres	Peter Gallarte
<input type="checkbox"/> Call Start Time	Vibhav Varakayala	Incoming Call	Feb 14, 2018 09:00 PM	20:00	Borelini Tyres	Joane Lee
<input type="checkbox"/> Call Duration	Sheila Jones	Missed Call	Feb 9, 2018 09:30 PM	-	Avaton Beatrice Chemicals	Joane Lee
<input type="checkbox"/> Related To	Sheila Jones	Missed Call	Feb 21, 2018 04:00 AM	-	Avaton Beatrice Chemicals	Peter Gallarte
<input type="checkbox"/> Activity Owner	Sheila Jones	Outgoing Call	Feb 20, 2018 02:00 AM	30:00	Avaton Beatrice Chemicals	Joane Lee
<input type="checkbox"/> Activity Type	Sheila Jones	Missed Call	Feb 15, 2018 11:30 PM	-	Avaton Beatrice Chemicals	Joane Lee
<input type="checkbox"/> Subject	Sheila Jones	Outgoing Call	Feb 15, 2018 11:30 PM	23:00	Avaton Beatrice Chemicals	Joane Lee

Total Count: 207

## Never miss opportunity

Business life dictates that we can't take a call 100% of the time. But with IPT for Zoho you can forget worrying about potential missed opportunities as if a call is missed or a voicemail is left, a new ticket is automatically created and logged allowing you to make the most when opportunity calls

*"We didn't just save money on our phone bills, we chose to work with a telecoms provider that put their customers first. The customer service and support from IP Telecom really sets them apart in their field. We wouldn't rely on anyone else to deliver our voice traffic".*

Sarah Nolan | Service Delivery Manager | Automatic Fire

# With IPT for Zoho you can deliver a voice solution that delivers true Unified Communications across your business applications

## IPT for Zoho brings your Zoho Apps to life



- **Voice enabled collaboration** is driving in excess of a 50% increase in collaborative work
- Increased collaboration allows for **more productive teams** and delivers **superior outcomes** for customer fulfilment
- Business goals around **customer engagement and experience** are more quickly achieved with fully integrated solutions
- Desk and softphones can be configured for **click to call** from Zoho applications

## Supercharge your Customer Experience



- Agents are empowered when caller information is available to the agent **from the moment the call is received**
- **Never miss an opportunity** or deadline when **follow-up** tasks are created as part of each call made or received
- Get instantaneous access to agent activities **with in-depth data to help process improvement** and agent tracking

## Simplified IT in the Cloud delivers flexibility



- **Increase working flexibility and efficiency** – even before the pandemic 72% of workers are forecast to working remotely by 2021
- Lower support costs and higher productivity **in your pre-existing apps**
- **International Reach:** if your business is international calling between offices and colleagues is classed as internal calls and are thus free
- Cloud Service: Operates as **a pure Cloud Based Service**, meaning no hardware or software overhead for the customer when combined with the IPT Hosted Phone System

## Bring Integrated Calling to 40+ Zoho Apps

### The quickest and easiest way to enable Calling in Zoho

#### Why not give it a try?

- Redefine how your current voice platform is used
- IPT for Zoho can be evaluated without disruption
- Evaluate the service free for 30 days for up to 25 users
- Discover the **boost your team** workers get from a new way of collaborating

## Provide enhanced collaborative tools for your teams to deliver a true productivity boost for your projects

- **Leverage existing applications** and add voice calling to create a **360-degree customer engagement experience**
- **Streamline** the number of tools your users need to use, **reducing cost, administration and training.**
- Take advantage of the latest enhanced communications to save costs and **increase the level of service** your users enjoy and enhance your customer's experience throughout your communications

## Why IP Telecom?

We're passionate about Unified Communications. Since 2010 we've been working with our customers to reimagine the world of business communications and collaboration; we consistently drive progress, innovation and creativity at a rapid pace helping business stay ahead of the curve when it comes to taking advantage of the latest technology, so business can be done more efficiently and effectively. 100% Irish owned and operated we've been deploying integrated solutions across thousands of Irish business and have an unmatched level of expertise and experience in delivering leading edge solutions for business.