

Get access to all relevant information as soon as the customer calls, and give them a customer experience beyond the usual.

Simplifying
business.

AMESTO

Phone Integration

Provide perfect service on inbound calls and optimize your internal routines

Integrate your telephone system with SuperOffice Sales & Marketing and SuperOffice Service and let the Phone Integration app lead you directly to the right contact card when the phone rings.

The Phone Integration app runs on your PC and connects your phone system with SuperOffice for a smooth and efficient handling of all your calls.

Do you want to compete on customer service?

With Phone Integration for SuperOffice, you can see who is calling, even before you pick up the phone, and you can get the full overview of any outstanding issues or anything else that is important in the relationship with the specific customer.

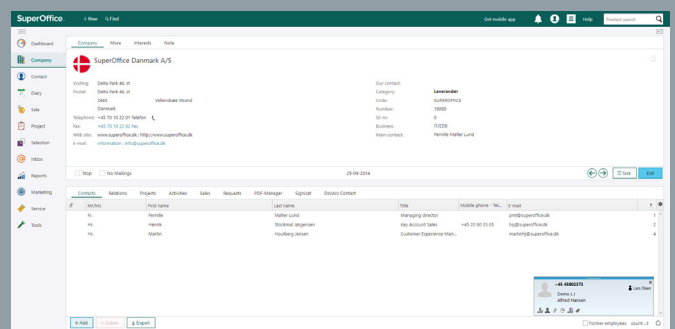
Start a SuperOffice task with one click.

Based on the small pop-up that tells you who is calling, you can e.g. start a SuperOffice activity, open a support case or go to the customer's customer card.

Phone Integration optimizes the daily routines in SuperOffice and reduces the chances of errors.

Connecting SuperOffice with the phone means:

- You are well prepared when the customer calls enabling you to improve customer service
- You will instantly have an overview of all previous activities on this particular customer
- You save time. On your own behalf as well as the customer's
- You are able to work more efficiently



Requirements

The Phone Integration app supports SuperOffice Windows, Web and Online and connects more than 100 phone systems and service providers to SuperOffice. Ask us to learn if your system is supported.

Phone Integration



Incoming calls

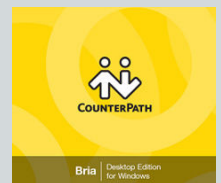
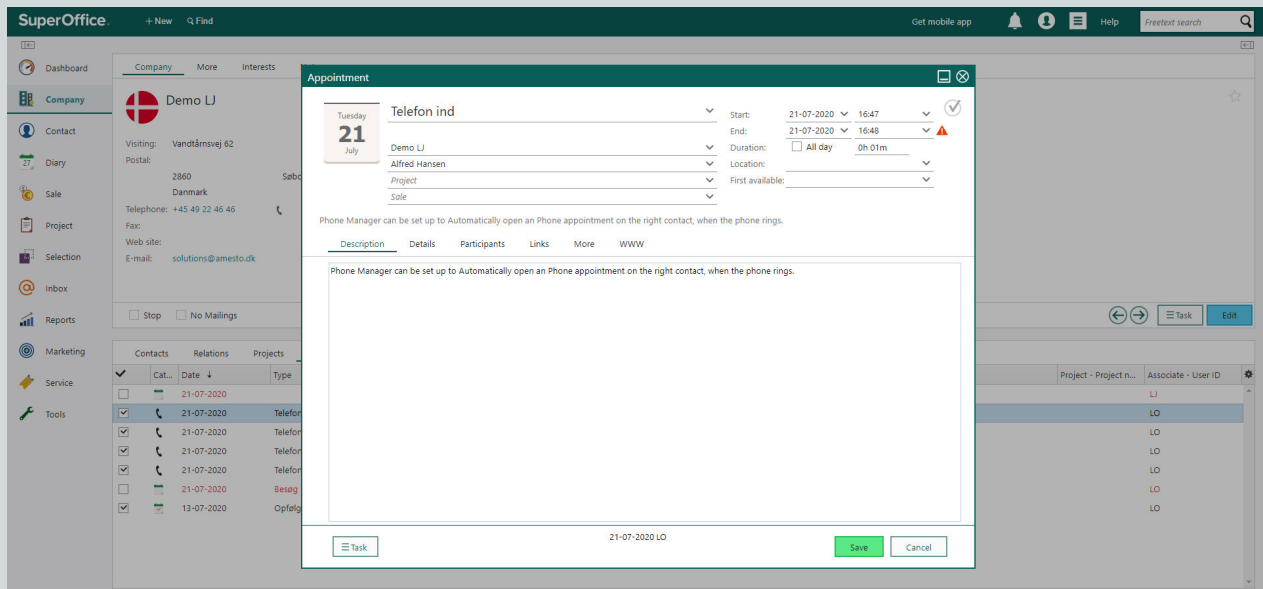
Incoming calls are matched against your SuperOffice database.

- Any number registered under the company and person in SuperOffice will give you access to the full customer overview.
- Auto create new phone activity
- Record your calls and register the duration of calls as an activity in SuperOffice for a fully updated customer activity card
- Jump to Service to see caller's open requests and start new request instantly

Outgoing calls

Phone Integration enables you to call your customers directly from SuperOffice

- Just click the number and the call will be initiated automatically.
- The call will be registered and logged under the right customer card on your screen
- Click to call from a Company Card, Contact Card and a Phone activity
- Record your calls and register the duration of calls as an activity in SuperOffice for a fully updated customer activity card



Amesto Solutions - Simplifying Business

Amesto Solutions is the largest Visma and SuperOffice partner in the Nordic. We have delivered more than 2,500 logistics solutions based on Visma Business over the last 30 years. In addition, we have implemented CRM with over 1,000 customers throughout the Nordic region. Our great strength lies in the integration of the various systems.

At Amesto Solutions you will meet experienced business consultants with specific knowledge on how to optimize the processes and create maximum value for your company.