ESI CommConnect™

## Seamless CRM Integration for the ESI eCloud PBX™

ESI CommConnect™ enhances business communications by integrating ESI eCloud PBX™ systems with today's leading CRM applications. Designed to optimize efficiency and customer interactions, ESI CommConnect™ provides both standard and advanced integration features—placing essential customer information at your fingertips for a more streamlined and personalized experience. Available for both PC and Mac.

Key Benefits

- **Enhance Customer Engagement** - Deliver a professional and personalized experience with seamless access to customer data.
- **Boost Productivity & Collaboration** - Improve efficiency across teams by simplifying call handling within the ESI eCloud PBX™.
- **Reduce Operational Costs** - Minimize time spent managing high call volumes, optimizing workflow and reducing overhead.

Highlights

- **Caller Preview** *(Pictured, top right)* - For both inbound and outbound calls, if the caller's number matches a contact in the CRM, key details are automatically displayed on-screen for quick reference.
- **Contact Pops** - Instantly access full customer details when receiving a call from an existing CRM contact - or quickly add them as a new contact if they're not in your database
- **Device Ring Selection** - Stay connected from a desktop phone, mobile app, softphone - and select which (or all) to ring
- **Click-to-Call** - Initiate outbound calls effortlessly by clicking phone numbers within CRMs, websites, forms, and documents.
- **Address Book** - Find contacts easily with a robust search tool that integrates seamlessly with CRM directories.
- **Activity Logging*** - Automatically log call activities within your CRM for improved tracking and follow-up.
- **Note Taking*** - Quickly capture important call notes for future reference.
- **Call History** *(Pictured, lower right)* - Access a detailed list of inbound, outbound, and missed calls—whether integrated with a CRM or used independently. Call history also accessible via the ESI eConsole™ user dashboard.
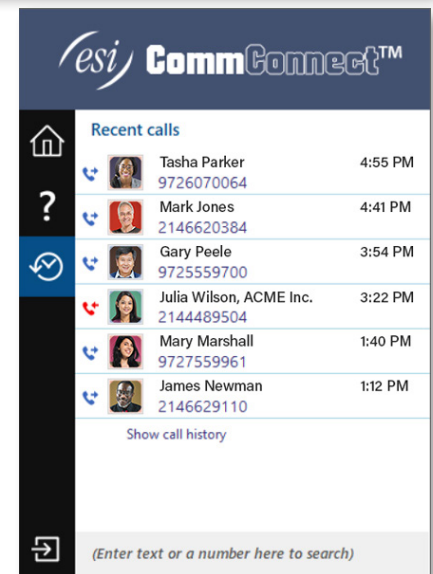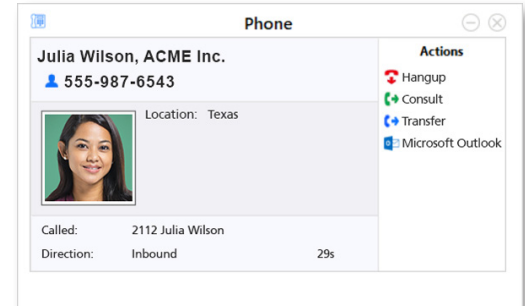
100+ integrations, including:

- **Google Contacts**
- **Microsoft Outlook**

> Available with all integration levels.

- ACT!/ACT! Cloud
- AgileCRM
- Amicus Attorney
- Bitrix24
- Clio
- ConnectWise
- GoldMine

- FreshDesk
- HubSpot
- Intuit Quickbooks
- Kayako
- LDAP
- Lotus/IBM Notes
- Microsoft Access

- Microsoft Dynamics 365
- Monday.com
- NetSuite
- OpenERP
- Oracle
- Recruit CRM
- Redtail
- RightNow

- Sage CRM
- Salesforce
- SharePoint
- Sugar CRM
- vTiger
- WebCRM
- Zendesk
- Zoho CRM
- and more!

* Currently available on a limited number of business applications. ** MAC versions available for most integrations.