



Electrical Manufacturer

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Situation

One group of users required improved handling of their customers. Another group of users wanted to integrate to Active Directory for quicker internal lookups and dialing. And another group of users needed improved communication to their customer database with integration to SAP.

Spotlight Software

interAct 3.0 & aWare 3.0

Integration

MS-Outlook contacts, Active Directory LDAP, MS-Office Communication Server

Solution

By integrating interAct 3.0 with multiple databases, overall performance is improved:

- MS Outlook for personal and customer contacts
- MS Office Communication Server for presence
- Active Directory for internal click-to-dial
- SAP for customer contact data

With the integration of aWare, they are now able to record and capture calls in an on demand mode and auto save those call records in CRM.

Return on Investment

- Employee Productivity increased with improved internal communications (AD integration).
- Employee Productivity with IP Phone presence available on interAct client... improved on 7 digit internal dial.
- Improved user experience with dial from anywhere, call control and phone book features.
- Improved customer experience with SAP integration – call center knows who's calling.
- Quality Management policy in place with aWare call recording.



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