



interAct enables Unified Communications. Bringing together your telephone, network, business systems, and chat client to improve and unify the way you do business.

## Our Solution

There is nothing else like interAct. That is why it is so tricky to explain. It's a "multi-contact databank-o-matic", or a "tele-business unification tool", and so much more...

- powerful and simple user interface
- unified access to all you contacts
- quick & brilliant contact search
- secured presence and chat
- integrations with your CRM, Outlook, Active Directory and more



### 1 SIMPLE SOLUTION

- Integrate all your communications  
Phone, Network, Business Systems, Chat, Presence
- Cross-Platform Contact Search  
Outlook, AD, CRM, Custom dBS
- Pop CRM Contact on Incoming Call
- Auto insert activities to CRM

**1 DAY** implementation

Built for your Cisco Environment

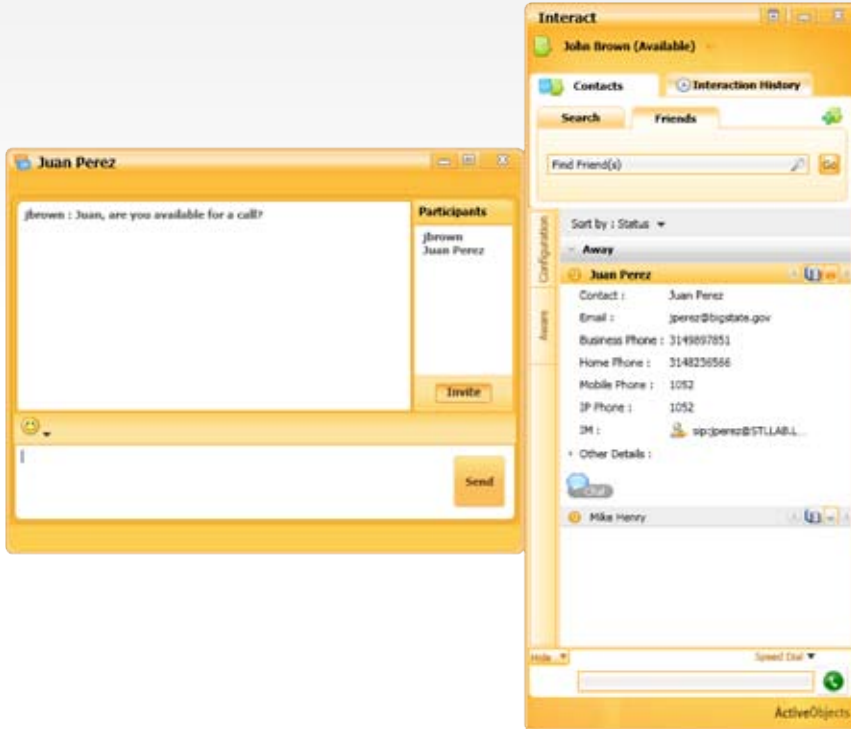
Certified by Cisco





interAct<sup>®</sup> provides you a feature-set which is unique, robust, and unmatched. Take a moment to review the offering and think about how your organization can evolve with a new focus on relationship management.

“a multi-contact databank o-matic”



interAct<sup>®</sup> is a unique product that can actually change the way you do business. Communication is the key to any relationship. With interAct, you bring together virtually every conduit of communication into an amazingly simple user interface.

## You can have...

Click-to-Communicate	Click-to-Dial, Click-to-eMail, Click-to-Chat; your business, customer, and personal contacts!
Multiple Integrations to many applications	interAct supports contact dialing from Outlook, Lotus, Active Directory, salesforce.com, Saleslogix, & NetSuite
Presence and Chat	See coworkers status, enterprise chat (internal only) or chat externally with customer contacts
CRM integration with multiple actions	Screen pops on ring in, ring out. Auto-populate data in CRM activities/tasks/cases
Phone Books	Searchable speed dial lists that can hold 1,000's of numbers. Click-to-Dial from Corporate, Group or User phone books
Call Recording	interAct can be integrated into ActiveObjects aWare call recording application. Simply click a button to capture a voice recording & insert the record in your CRM!
Call History	Missed, Received, Placed calls with ability to insert records (numbers) into applications like Outlook. Dial back numbers with the click of a mouse.
Control your Cisco IP Phone	Highlight numbers in Microsoft applications for Rapid Dial. Send inbound calls to pre-determined targets, or on the fly using Rapid Divert. Other call control functions include; answer, hold, resume, transfer, conference and even Smart Tag dialing.
External Integration	Reverse Look-ups, Surveys, Data-mining, Maps, and other web services are possible with interAct's external integration capabilities.
XML Contact Access	XML directory lookups of contacts on your Cisco IP Phone display (select CRM packages)

## You get...

A Cisco Certified app	You do not have to worry about whether or not interAct will work with your infrastructure. It will. It does. Made only for Cisco.
Access multiple applications in real-time	interAct allows your team to access vital customer data by integrating to many different systems and platforms
Improved Internal Communication	Integration to Active Directory for quick dial access, concatenated searching, & enterprise chat w/ presence, take inter-office communications to a new level.
360° View of your Customer	Client features like Customer Summary Data deliver a quick snapshot of relative data queried right from CRM.
Leverage Unified Communications	You've invested in an IP platform.. interAct is that application you were promised to unify your phones, email, & business systems.
Maximize CRM Investment platforms	interAct can deliver screen pops, auto-populate fields, deliver account and customer data. Finally, use CRM for the reasons you deployed it.
Productivity... really!	Click-to-Answer, Conference, Yahoo Maps, Rapid Divert, Rapid Dial, Click-to-Dial/Email/Chat, Chat invite, Phone Books, Speed Dials, Call History, Friends List... the list goes on & on!
interAct captures all your interactions	No matter how you're communicating w/ your customers, w/ integration to our aWare product, you can auto-insert voice recording, chat capture, & video recording links directly to your CRM system.
Out-of-the-box! Implemented in one day	Yes, you just read that! It really works... we can prove it. Deploying interAct is quick and easy. interAct is backed by Cisco certified engineers with experience implementing solutions all over the world.
Smart-Client Architecture	Updates and upgrades are done on the application server not the desktop. Thus, no need to install resource-intensive applications like TAPI/JTAPI on the client/user PC.