



# Who's Calling

## Who's Calling – better control and more options

We link together your existing CRM solution with our switchboard. The integration helps you to raise your level of service and simplifies your everyday work.

### Collect everything in one place

Simpler and more effective customer management does not just produce more completed tickets but also more satisfied customers and employees. All too often we make costly investments in new systems without utilizing their full potential. Who's Calling guarantees that you can give your customers better service and avoid any duplication of work as you have everything collected in a single place.

### Immediate identification with Who's Calling

Who's Calling ensures that the customer card in your CRM-system is automatically displayed when a customer calls. This makes it simple to give customers a satisfactory reception and it is quick to make a start on dealing with the ticket. It is also possible to change the setting so that a customer card in the business system or case management system is displayed instead.

### Simplify your work

Soluno BC currently works with companies in several different sectors that have realised the positive effect of integrating their support system with their telephony. The

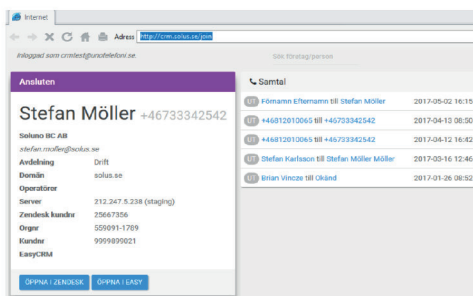
results include increased sales, better customer care and more satisfied employees. One example of successful integrations are those that have been implemented among brokers. With integrated brokering programs, the customers have achieved positive and measurable efficiencies.

### Customized solution

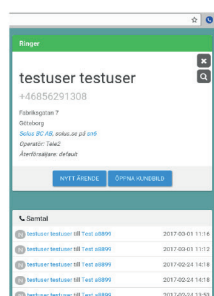
Our solution is available in several variants. You choose yourself which of them suits you best. Supplements are available for the Firefox and Chrome web browsers which provide simple and flexible integration. Increasing numbers of CRM systems also have specialised integrations which function in a similar way. And if you need integration with a new system, we can help you with that.

### Some basic functions for Who's Calling:

- Notification of calls
- Shared notes
- Number retrieval
- Call history
- Customer- and person search



Lime



Chrome



Zendesk

