

# Enable Calls through Zoho applications with **IPT for Zoho**

**IPT for Zoho** is a simple add-on to your IPT Hosted Phone Solution that allows for a fully integrated calling experience across over 40 Zoho applications from any device.

## What is IPT for Zoho?

IPT for Zoho from IP Telecom is a powerful way of integrating your phone system with the Zoho suite of applications allowing you to develop a 360 360-degree approach to your customer contact and processes. Empower your teams' customer conversations through contextual calling, pop pop-ups and click to call options.

Help drive increased productivity, reduce lead wastage, garner in in-depth insight on relationships and foster an excellent experience for your customers with a fully integrated approach to calling.

### Why customers use IPT for Zoho?

- ✓ Fully Integrate Telephony with over 40 Zoho Apps
- ✓ Click-to-call options from your Apps
- ✓ Call pop pop-ups to show who's calling
- ✓ Contextual Calling -know why an inbound call is calling before you answer
- ✓ Improved analytics to help you get the most from your team
- ✓ Cost efficient SaaS model



We didn't just save money on our phone bills, we chose to work with a telecoms provider that put their customers first.

The customer service and support from IP Telecom really sets them apart in their field.

We wouldn't rely on anyone else to deliver our voice traffic.

**Sarah Nolan**  
Service Delivery Manager | Automatic Fire



### Enhanced Agent and Customer Experience

Works across desktop and mobile to free your workforce. You can add calling to a host of day to day applications to rapidly increase productivity.

Customer details open as the call comes in, so your team knows what the call context and the customer knows their call is being handled efficiently and get the best of both worlds.



### Simple Deployment

Rapid simple deployment to your existing IPT Hosted Phone system with all the features you rely on.

There is no hardware or software to install. All you need to do is enable the solution for users and groups that need it.

Can be deployed in hours across all apps and devices.



### Remote working capable

Links to all Zoho Applications no matter where you or your team are located

Centralised, real time sharing of call information via Zoho.

Call information launched across multiple devices. Low risk, non disruptive, cost effective.



# Integrate your voice calling across 40+ Zoho Applications to take customer communications to the next level



## Contextual Calling

Get an instant overview of your caller and their previous interactions with you and any of your Zoho suite including prior calls, online forms, or meetings you may have had.

IPT for Zoho automatically displays caller details and context as soon as the call comes in allowing you to pick up from the last conversation and progress.

## Never miss opportunity

Business life dictates that we can't take a call 100% of the time.

But with IPT for Zoho you can forget worrying about potential missed opportunities as if a call is missed or a voicemail is left, a new ticket is automatically created and logged allowing you to make the most when opportunity calls

## Pick up from any app

No need to launch the CRM or pad out the conversation finding the caller.

IPT for Zoho automatically displays caller details whether you are in the middle of drafting an email or writing a document your caller details are to hand, allowing you to engage instantly with your caller.



Redefine how your current voice platform is used



IPT for Zoho can be evaluated without disruption



Discover the boost your team workers get from a new way of collaborating



Evaluate the service free for 30 days for up to 25 users

 IPT for Zoho

# With **IPT for Zoho** you can deliver a voice solution that delivers true Unified Communications across your business applications

## **IPT for Zoho brings your Zoho Apps to life**

Voice enabled collaboration is driving in excess of a 50% increase in collaborative work.

Increased collaboration allows for more productive teams and delivers superior outcomes for customer fulfilment.

Business goals around customer engagement and experience are more quickly achieved with fully integrated solutions.

Desk and softphones can be configured for click to call from Zoho applications.

## **Supercharge your Customer Experience**

Agents are empowered when caller information is available to the agent from the moment the call is received.

Never miss an opportunity or deadline when follow-up tasks are created as part of each call made or received.

Get instantaneous access to agent activities with in-depth data to help process improvement and agent tracking.

## **Simplified IT in the Cloud delivers flexibility**

Increase working flexibility and efficiency, integrate your office line functionality with your desktop or mobile device enabling true working from anywhere.

Lower support costs and higher productivity in your pre-existing apps.

**International Reach:** if your business is international calling between offices and colleagues is classed as internal calls and are thus free

**Cloud Service:** Operates as a pure Cloud Based Service, meaning no hardware or software overhead for the customer when combined with the IPT Hosted Phone System.

 IPT for Zoho

# Boost productivity and **supercharge** customer experience

Provide **enhanced collaborative tools** for your teams to deliver a true productivity boost for your projects.

Take advantage of the latest enhanced communications to save costs and increase the level of service your users enjoy and enhance your customer's experience throughout your communications

Leverage existing applications and add voice calling to create a 360 degree customer engagement experience and streamline the number of tools your users need to use, reducing cost, administration and training.

At IP Telecom, we're passionate about communications, working with customers to reimagine the way their business functions and create genuine collaboration. We drive progress, innovation, and creativity to help businesses stay ahead of the curve and leverage the latest technology for greater efficiency and effectiveness.

## Talk to us Today

Book your free consultation  
Call us now on **01 687 7777**

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