

Connect your Act! to your telephone and Skype

- Integrated telephony
- Click & call
- Contact display for incoming calls
- Call directly from your to-do list
- Call logs during phone conversations
- Customer contact optimization
- Efficient telephony
- For telephony & Skype



## Connect your Act! to your telephone and Skype

### **What advantages does the combination of Act! and DIAL|IT offer?**

The two systems work well together and help you save time and work effectively. You select directly on your screen, receive the most important information for incoming calls and can create detailed reports. DIAL|IT is even client-able: In case you work for multiple companies, you can recognize from the caller ID, for which of your clients the call is meant for.

### **Telephone integration - efficient and time saving**

As an add-on of the CRM-system Act! - the software for optimum customer management - DIAL|IT ensures time-saving and comfortable communication. DIAL|IT is the add-on for CRM-system optimized function expansion. Telephone integration as a synthesis of time optimization and customer oriented action: the perfect telephony system of single or small companies as well as middle class is introduced.

### **Telephony on an expert level**

Time consuming transference of telephone numbers is a thing of the past. Numbers are selected via mouse click so that calls planned by a third party can be handled from a to-do list without losses and in a timely fashion. Relevant information on call participants can be saved and consulted to optimize a conversation. The end of anonymity: thanks to well developed software and a TAPI-able telephone business partners are no longer unknown variants in your telephone workflow. Customer retention is based on personal address and so customer information (contact information, conversation notes and appointments can be consulted - the customer receives appreciating prominence.

### **Telephone integration as a basis for optimized communication**

The DIAL|IT advantages are clear. Thanks to vast information flow the worker is prepared for the conversation and queries are not necessary which makes quick and customer oriented work possible. Calls are automatically recognized and matching data sets are loaded and displayed on screen. For Act!'s customer management DIAL|IT offers an optimal communication basis - an attractive and trendsetting offer for start-ups, freelancers, small as well as middle class companies.



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