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Sugar ShoreTel Integration Application Spec Sheet



Have you ever wanted to make a phone call directly from your SugarCRM desktop application?



Imagine the possibilities of being able to track phone calls and then automatically schedule follow-ups, all from within Sugar. While Sugar is incredibly versatile,

it just got brilliantly simple via The Faye Business Systems Group SugarCRM ShoreTel Integration Application. ShoreTel makes business communication solutions for the IP age. By providing phone systems with unified communications, ShoreTel's award-winning, all-in-one IP phone systems can now be integrated with SugarCRM.

The FayeBSG SugarCRM ShoreTel Integration Application is designed to simply and easily allow you to manage the functionality of your ShoreTel phone system entirely within the SugarCRM desktop application. This integration conveniently features an easy to use and highly customizable web interface for the administrator to make user configuration changes.



Outgoing Calls

- Initiate Click to Dial Functions with the click of a mouse
- Automatically launch a Log Call screen after the Click to Dial screen to easily record the results of the call
- Easily identify and track the outgoing call recipient as a contact, account or lead in Sugar
- Smoothly schedule a reminder or follow-up call to touch base with the contact or lead in the future

Key Features and Benefits



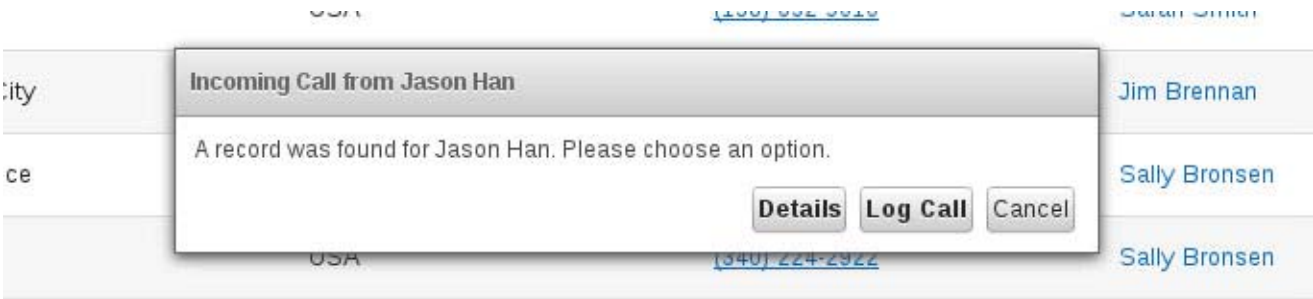
In-coming Calls

- Receive a pop-up message from within Sugar alerting you to an in-coming call
- Pop-up messages remain active while working in other programs or windows
- Automatically launch a Log Call screen to easily record the results of the in-coming call
- Easily add the in-coming call details as a contact, account or lead in Sugar
- Effortlessly schedule a reminder or follow-up call to touch base with the contact or lead in the future



Every single call you make or receive can be documented, categorized and shared by any user. The FayeBSG SugarCRM ShoreTel Integration Application launches the Calls module actions and enables users to automate their usage in Sugar.

We've designed this integration to be powerful in that it streamlines the entire Call to CRM process, but is still easy to install, easy to configure, and easy to use. Purchase of the FayeBSG SugarCRM ShoreTel Integration Application includes all integration software, a detailed installation and operating guide, and phone and email support. Your Integration Application is kept up to date with all updates and upgrades as they occur within Sugar and ShoreTel. Additionally, our SugarCRM ShoreTel Integration Application subscription includes future updates and upgrades as we make our integration more powerful over time.



Incoming Call from Jason Han

Subject: *

Start Date & Time: * 01/15/2014 06 : 30 pm

Duration: * 0 15 (hours/minutes)

Assigned to: Administrator

Description:

Status: * Inbound Held

Related to: Contact Jason Han

Reminders: Popup 30 minutes prior Email all invitees

Teams: * Global Primary

Save Cancel Full Form



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Faye Business Systems Group is an award winning technology consulting and software company that helps growing companies become more profitable by working with them to implement creative, innovative, and effective financial and business systems. Products currently include Sugar-CRM, Sage 100 ERP, Intacct, Acumatica, and a variety of award winning custom software solutions. Services include project management, software implementations, consulting, software development, training, and support. FayeBSG helps companies of all sizes run more efficiently, effectively, and profitably.

ALSO AVAILABLE FROM FayeBSG:

SugarCRM Constant Contact Integration
SugarCRM QuickBooks Integration
SugarCRM Sage 100 ERP Integration
SugarCRM Authorize.net Integration
SugarCRM Intacct Integration
SugarCRM JIRA Integration

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COMPATIBILITIES: This software is currently compatible with: SugarCRM v6.0 and above.

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