ReachUC Connector

Get the most out of your hosted business telephone system

Modern businesses are connected, and communications are unified. This means that if your telephony is a standalone system, you're not able to deliver the capabilities that your customers and employees expect. With ReachUC Connector, you can easily integrate with contact-oriented business systems and CRM applications and enable other functionality to increase collaboration and productivity. Best of all, ReachUC Connector is cost-effective and easy to install and maintain.

Key features

CRM integration:

› **More than 80 applications supported** on the standard list

› **Caller preview:** Search the integrated CRM for the caller's info when you make or receive a call, and "preview" the details in a "toast" pop-up

› **Address book:** Simultaneously search the contact directories of all integrated CRM applications and call or pop a contact from the results

› **Contact popping:** Allow users to "pop" a caller's records within the integrated CRM from a live call or directory

› **Add a contact:** New contacts can be added to the integrated CRM from multiple locations such as the live call preview window, call history, and missed calls pop-up

› **Activity logging:** Manually or automatically log a record of a call against a caller's contact record

› **Duplicate contact:** Add an existing contact's details from one integrated CRM to another

Additional features:

› **Microsoft Teams integration:** Show, add, or pop a CRM contact from Microsoft Teams calls; change preferred device; open Microsoft Teams chat from presence window; show colleague's photo from presence; and more (requires Teams license)

› **Call history:** Shows a list of an extension user's recent calls; users can make calls directly from the call history window

› **Click-to-dial:** Dialing from web browsers and integrated applications, including bespoke and clipboard dialing

› **Softphone:** Includes an embedded softphone, allowing the user to make a call directly from their computer

› **Presence:** A dockable window allowing a user to see extension status/availability of their co-workers, call co-workers, transfer calls or pick up co-worker calls, add contacts, start Microsoft Teams chats, and more

› **Busy lamp:** External LED color that enables everyone in the office to see if a colleague is available for a conversation, is busy on the phone, or does not want to be disturbed