InGenius servicenow

Integrate your existing phone system into ServiceNow

Key Features

Click-to-Dial
Dial automatically when any phone field is clicked.

Screen Pop
Quickly show caller information before a call is connected.

Automated Call Logging
Rapidly add call notes with configurable log templates and wrap-up codes.

CRM Screen Transfer
Easily share information and related objects with transferred calls.

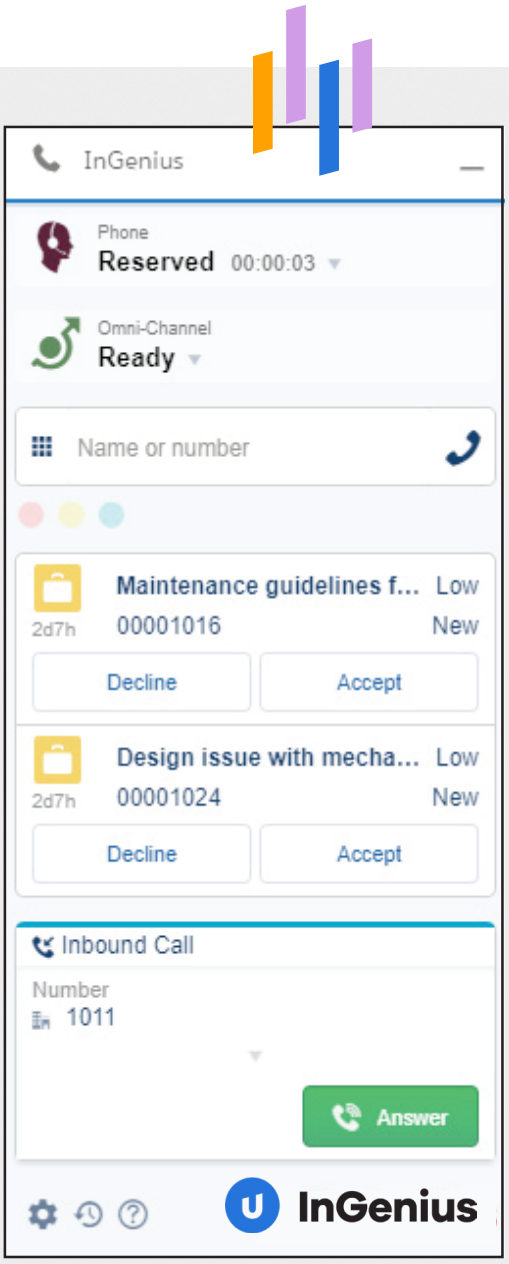
Click-to-Create a Case
Create a new case and relate it to a caller automatically.

Intelligent Dialing
Connect successfully no matter what area or format phone numbers are in.

Workflow Support
Flexible enough to adapt to unique and complex workflows

Omnichannel Service and Sales
Enable blended agents with automated presence sync and a single UI.

Simple Administration Within Your CRM
Use and manage InGenius from within your CRM.



NOW CERTIFIED

InGenius is a certified app on the ServiceNow Store.

Supported Products

- ServiceNowCSM
- ServiceNowHR Service Delivery
- ServiceNowITSM

Supported Phone Systems

- Avaya
- Cisco
- Genesys

InGenius easily adapts to the unique CRM and telephony workflow requirements of different organizations.

InGenius

Enterprise Proven

Choose a solution with the stability and scalability used by Fortune 500 companies. InGenius needs no desktop install, centralizes user management and simultaneously integrates with multiple phone systems. Your project is guaranteed with a no-risk trial.

Flexible

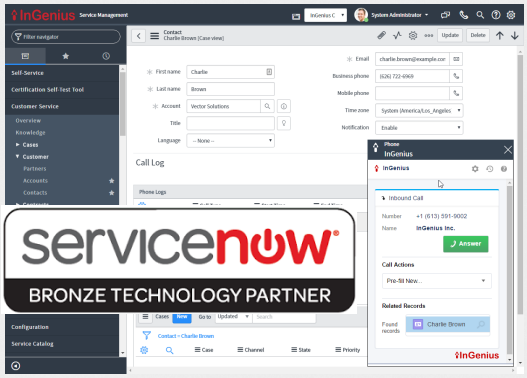
Decide how you want computer telephony integration to work for your contact center. Use advanced configuration capabilities with your existing call queues, routing, IVR and workflows to easily fulfill your unique requirements.

Secure

Keep your information secure with infrastructure designed to protect to the highest standards. With Upland InGenius, all data stays within your firewall and no access is needed by the computer telephony integration server.

Experienced

Access unmatched expertise on connecting telephony and CRMs. Upland InGenius is focused solely on computer telephony integration and has a team of experts dedicated to innovating next generation CTI within a fully-owned technology stack.



InGenius Innovates with ServiceNow

InGenius is a certified application on the ServiceNow Store.
As a Bronze Technology Partner of ServiceNow, InGenius has a commitment to continuous innovation with ServiceNow and works closely with the ServiceNow roadmap.

World-class contact centers choose InGenius to drive agent productivity

"The ability to configure their product via the systems administration interface as well as the ability to customize CTI-driven workflows into ServiceNow is top notch. I highly recommend this product to others."

Dan Blacker, Principal, Booz Allen Hamilton

Booz | Allen | Hamilton

For more information on Upland InGenius,

visit uplandsoftware.com/ingenius

Upland Software helps organizations just like yours increase agent productivity and earn happier customers with a seamless connection between your Avaya business phone system and your CRM. Equip your service, sales, and ITSM teams with the tools they need to drive customer satisfaction today!

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