camrivox™
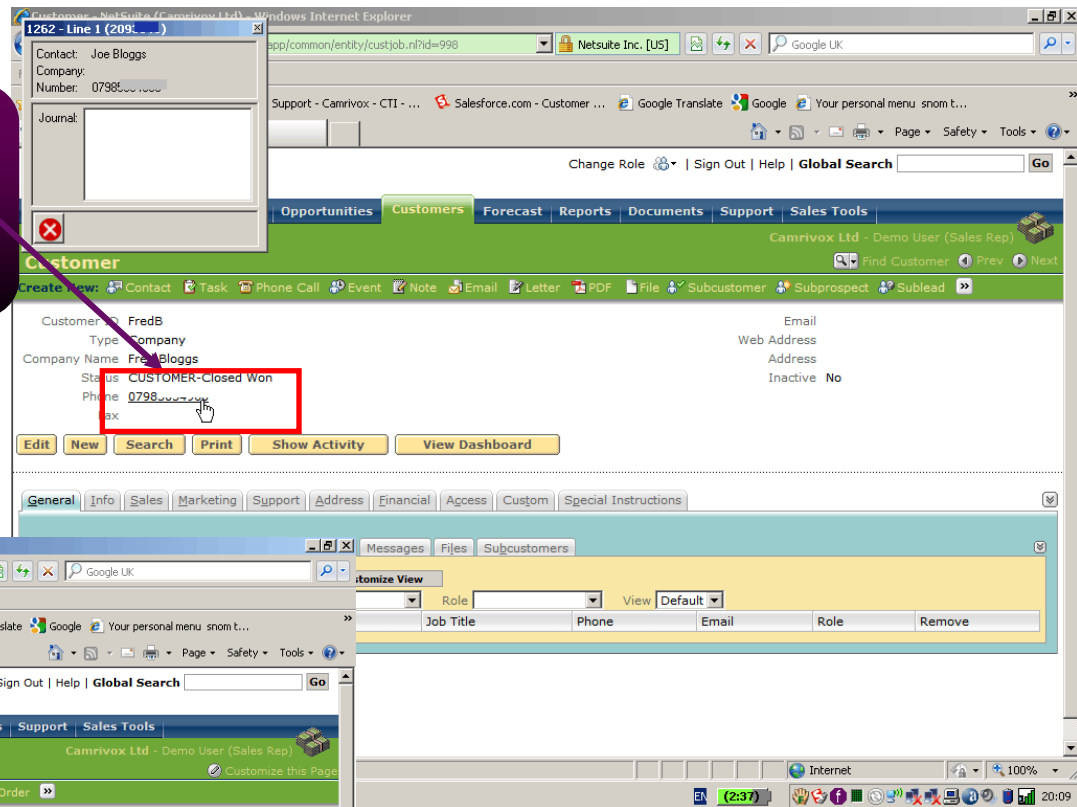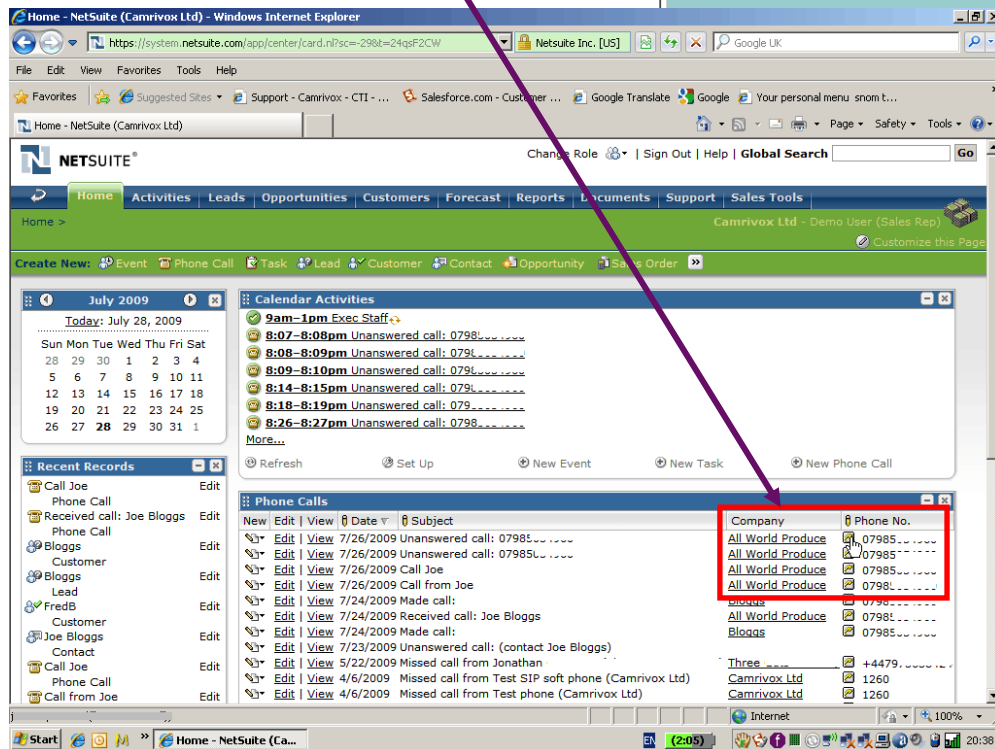
Flexor CTI for Netsuite

Flexor CTI fully integrates with Netsuite. The components appear in many parts of the screen.

From the **Flexor Applications and Devices** window you can configure record types to search and other user preferences.

A key feature is **click-to-dial** direct from the Contact detail, meaning you save time and avoid mis-dialing.

Click-to-dial is also available directly from Customer records.

Click-to-dial is also available directly from Lead records.

Once you have started a call, Flexor displays caller ID, number and contact name. You also have the option to **End Call** before it is answered.

If an incoming call is associated with multiple existing records, Flexor **offers a choice of contact to open**.

In the event of an incoming call, Flexor provides the option to **Answer** or **Reject** the call.

When the call is in progress Flexor opens a call log.

When the call is in progress, Flexor provides further options, allowing you to place the call **on Hold**, and **Transfer** the call to another user.

If you put a call on hold, Flexor makes it simple to **Retrieve From Hold**, whilst the Call Log remains open to make edits.

To **Transfer** a call is equally simple. Enter the destination number, after which you either **Initiate Transfer** or **Cancel Transfer**

To terminate the call, click on **End Call**

When the call has ended, the **Call Log** remains open to add or edit comments.

All calls made or received are recorded in **Activity History**.
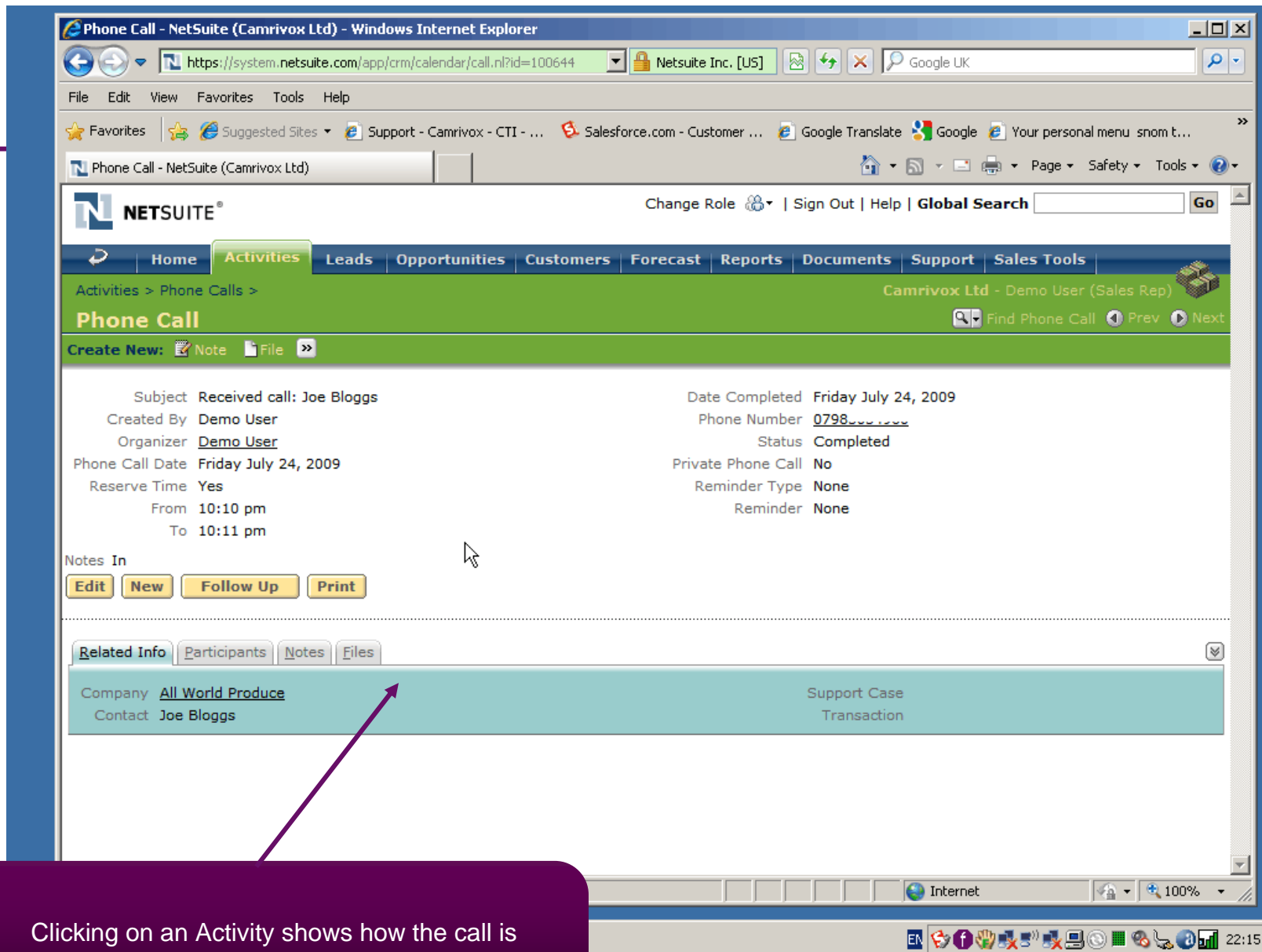
Clicking on an Activity shows how the call is **automatically captured** as a Call, with full details and notes.

All call activity is logged and available for Reporting.
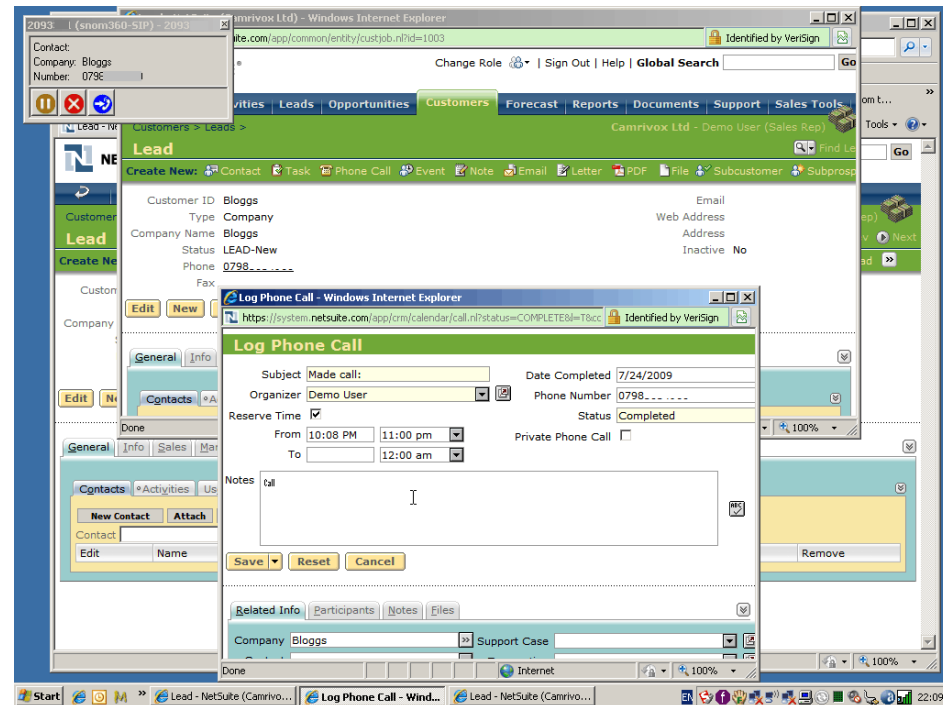
Reporting in your CRM application lets you create the call activity reports you want.

Summary

- **Flexor CTI for Netsuite not only delivers improved productivity through on-screen call control, but adds the vital ingredient necessary for total customer interaction, by capturing call details into customer records.**

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