broadvoice +

INTRODUCING BROADVOICE'S CLICK-TO-CALL AND SCREEN POP INTEGRATION WITH ZOHO

We believe in making meaningful connections easy to achieve through our proprietary UCaaS and CCaaS platforms. Integrating our services with existing workflows should be seamless, which is why we're introducing our new integration that combines **Broadvoice's telephony functions with the capabilities of Zoho**.

Businesses can save time by making calls part of the **Zoho business process**, allowing teams to directly communicate with existing and prospective customers and make and receive calls from the Zoho software. Agents can also log calls and create dispositions, so there are records of previous conversations with customers and clients.



FEATURES AND BENEFITS

CLICK-TO-CALL

Initiate calls with a simple click — no more manual dialing or interrupted workflows.

SCREEN POP

Inbound caller information is automatically displayed and linked to the customer/contact account in Zoho.

CALL DISPOSITION

Create call notes/dispositions after a call

and have them automatically attach to the customer/contact account in Zoho.

DIRECT INTEGRATION

Provide a seamless and efficient communications solution for all processes, including sales and customer support.

IMPROVED EFFICIENCY

Eliminate the need for manual dialing and searching for customer information.

ENHANCE THE CUSTOMER EXPERIENCE

Provide a faster, more streamlined customer **experience** with click-to-call and screen pops.

MEASURE PERFORMANCE

Use call analytics in Zoho to measure sales team performance.



PhoneBridge

Zoho CRM

- Allow to log your calls inside Zoho
- To view user details to map them against their phone number/extension To View the information associated with the caller/callee

oho user:	Zoho User 💿
Jser:	User08
Location:	Northridge
Phone number:	1 (555) 555-1234
SIP account:	user08@sipemailaddress.com
Enabled:	
	mel
	time to call.
it's	time to call.
it's Melinda Ande Ventura Capitalists	time to call. rson
it's Melinda Ande Ventura Capitalists Contact Owner	time to call. rrson Quinn Rivers
It's Melinda Ande Ventura Capitalists Contact Owner Email	time to call. rrson Quinn Rivers melinda.a@ventura.com

SEE THE POWER OF THE ZOHO/B-HIVE INTEGRATION IN ACTION BY SCHEDULING A DEMO



