



broadvoice + 
Z O H O

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

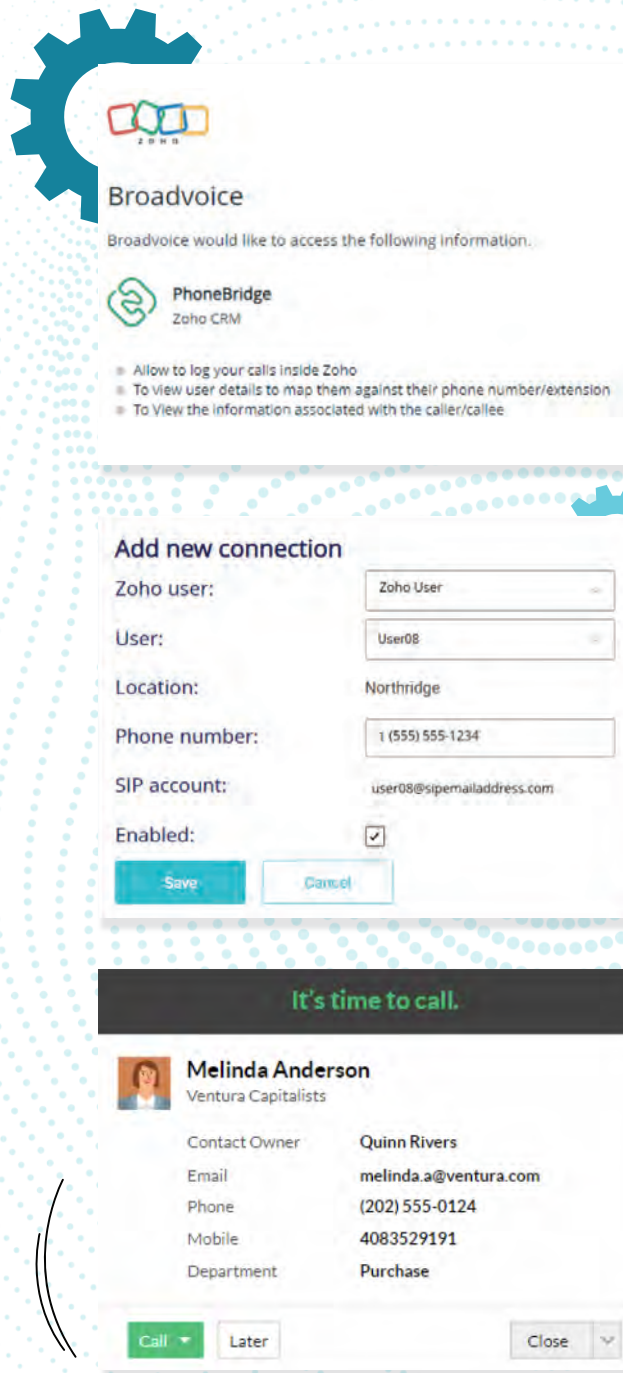
Eliminate the need for manual dialing and searching for customer information.

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**.



SEE THE POWER OF THE ZOHOB-HIVE INTEGRATION IN ACTION BY SCHEDULING A [DEMO](#)