

GMPhone / ACTPhone for ShoreTel



The combination of Goldmine or ACT! CRM systems with the ShoreTel VoIP system have never been more powerful. Gain productivity increases and decrease your total cost of ownership for both your CRM and your state-of-the-art phone system through this simple and inexpensive add-on.

PlanIT Solutions has been developing custom applications for the ShoreTel VoIP phone system for 5 years.

Now, with the GMPhone & ACTPhone product lines, companies using the popular Goldmine or ACT! CRM suites can enjoy added productivity gains within both the ShoreTel system and their CRM products.

Features

Screen Pops on Incoming Calls

GMPhone & ACTPhone provide the option to pop up the customer records within ACT! or Goldmine based on the callerID of the incoming call. Provide enhanced customer service by knowing who is calling and seeing their records before you talk to them.

Dial Directly from the Application

Improve productivity by dialing directly from your current Goldmine or ACT! record. Use the ShoreTel system to it's full potential.

Create History Records on Incoming or Outbound Calls

Increase your visibility into your accounts. Easily track who called you or whom you called and when. Add notes to the calls and you have a whole new world of information at your hands.



Ease of Use

Easy to Configure

In less than 60 seconds you can be up and running with GMPhone or ACTPhone and with easy to understand checkbox options you can get the most out of your system.

See Your History Instantly

Use your CRM to it's full potential and have a depth of view that was previously impossible

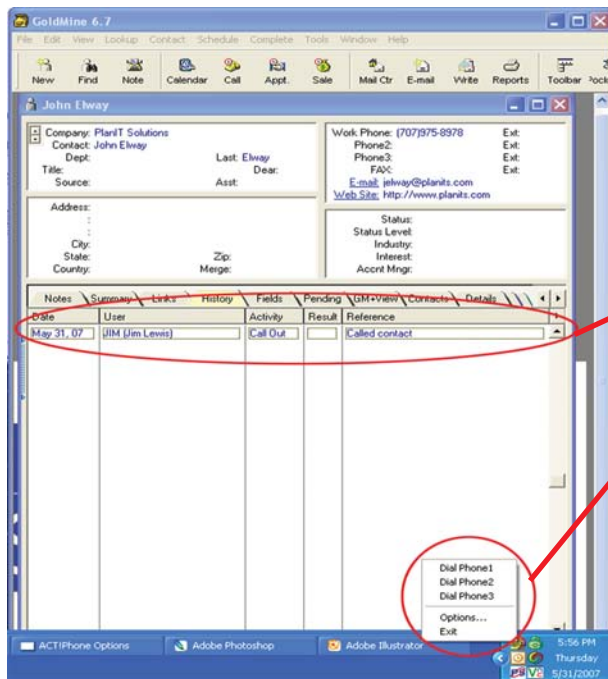
Easily Dial any of Your Contacts

Improve productivity by not spending time fumbling with the dialing of the phone. Now a click of your mouse dials any of your contacts phone numbers.

System Requirements

This software is supported on all versions of Goldmine CRM as well as ACT! CRM up to ACT! 2004.

For ACT! 2005 and above, use our ACTPhone v.3



About PlanIT Solutions

PlanIT Solutions has been developing custom applications for the ShoreTel VoIP system for 5 years. From small web service applications to complex feature rich add-ons, our custom applications are used in ShoreTel customers of all sizes.

If you're looking for additional ways that the ShoreTel system can help your business or are seeking to tie your system to your critical Line-of-Business application for productivity and customer service gains, look no further than PlanIT Solutions.

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