Elevate Unified Communications and Contact Center Integrations: Outstanding alone, even better together.

Further enhance employee productivity and customer engagement with additional communication functionality built into your everyday business applications, available for free when you subscribe to both Elevate and Contact Center Pro or Elite. Get extended click-to-dial capabilities, more intelligent screen pops, greater context in customer record lookups, contextual call low and routing, and more.

ELEVATE + CONTACT CENTER INTEGRATIONS: BETTER TOGETHER

INTEGRATION	ELEVATE	CONTACT CENTER	ELEVATE + CONTACT CENTER
Salesforce	• Click-to-dial from embedded Lightning app • Screen pop with caller details • Quickly and easily take call notes and log them to the customer record • Quickly pull up case status based on caller ID • See open cases within seconds	• Tracked outbound calling via CCA • Record-specific screen pops with options for additional context • Capture audio recordings and automatically store them in the account record • Access case status, or build self-serve call flows for customers with speak-back • Sort and prioritize incoming inquiries based on case status • Create leads from IVR flow	• Click-to-dial with outbound calling, tracked for CC reporting • Record-specific screens pop with caller details and configurable additional context • Take notes and/or automatically capture recordings which are automatically logged to the account record • Manually or automatically call up cases, and allow customers to self-serve with speak-back capability • Rapidly get into context of open cases, and/or automatically prioritize inquiries before they arrive, based on case status, billing, etc., lead auto-creation from IVR

INTEGRATION	ELEVATE	CONTACT CENTER	ELEVATE + CONTACT CENTER
Zendesk	• Click-to-dial from within Zendesk • Screen pop with caller details • Quickly pull up ticket status based on caller ID • See open tickets; create new support tickets for customers	• Tracked outbound calling via CCA • Screen pop with options for additional context • Capture recordings and automatically store them in the account record • Access ticket status manually, or build self-serve call flows for customers with ticket creation • Sort and prioritize incoming inquiries based on ticket status	• Click-to-dial with outbound calling, tracked for CC reporting • Screen pop with caller details and configurable additional context • Take notes and/or automatically capture audio / screen recordings which are automatically logged to the account record • Manually or automatically call up tickets, and allow customers to self-service / create tickets from IVR • Create new support tickets for customers, and/or automatically sort inquiries before they arrive, based on existing status
Microsoft Dynamics 365	• Click-to-call from within Dynamics • Screen pop with details and customer record • Create new contacts and leads with a single click • Easily take notes and capture call details in Dynamics during active call	• Tracked outbound calling via CCA • Screen pop with options for additional context • Capture audio recordings and store them in the account record	• Click-to-call with outbound calling, tracked for CC reporting • Screen pop with caller details and configurable additional context • Create new contacts and leads with a single click; quickly store notes in the customer account record; automatically store recordings in the account record
Zoho	• Click-to-call from within Zoho • Screen pop with details and customer record • Create new contacts and leads with a single click • Easily take notes and capture call details in Zoho during active call	• Tracked outbound calling via CCA • Screen pop with options for additional context • Capture audio recordings and store them in the account record	• Click-to-call with outbound calling, tracked for CC reporting • Screen pop with caller details and configurable additional context • Create new contacts and leads with a single click; quickly store notes in the customer account record; automatically store recordings in the account record

INTEGRATION	ELEVATE	CONTACT CENTER	ELEVATE + CONTACT CENTER
ServiceNow	• Click-to-dial from within ServiceNow • Screen pop with caller details • Quickly pull up ticket status based on caller ID • See open tickets; create new support tickets for customers	• Tracked outbound calling via CCA • Screen pop with options for additional context	• Click-to-dial with outbound calling, tracked for CC reporting • Screen pop with caller details and configurable additional context • Take notes and/or automatically capture audio recordings • See existing and create new support tickets for customers
NetSuite	• Click-to-call from within NetSuite • Screen pop with details and customer record • Create new contacts and leads with a single click • Easily take notes and capture call details in NetSuite during active call	• Integration features and functionality in Contact Center Pro / Elite and Elevate do not currently change upon subscription to both products	• Click-to-call • Screen pop with caller details and customer record • Create new contacts and leads with a single click • Quickly store notes and capture call details in the customer account record
SugarCRM	• Click-to-call from within SugarCRM • Screen pop with details and customer record • Create new contacts and leads with a single click • Easily take notes and capture call details in SugarCRM	• Integration features and functionality in Contact Center Pro / Elite and Elevate do not currently change upon subscription to both products	• Click-to-call with outbound calling, tracked for CC reporting • Screen pop with caller details and configurable additional context • Create new contacts and leads with a single click; quickly store notes in the customer account record; automatically store recordings in the account record

Must have active Elevate license, Contact Center (Pro or Elite) license, and third-party integration license to use these integrations.