

Flexible, smart and fully integrated with your day-to-day business

Nearly every company now operates with multiple, isolated communications and IT systems, including ERP and CRM. This results in an overly complex environment where tasks are duplicated, and time is wasted juggling multiple applications.

NCTI is the easy way to bring all systems together. It complements the functionality of Cloudya – NFON's Smart Cloud Communications Platform.

Loaded with features

- See all the customer information from CRM and ERP with every call
- Seamless data integration with a range of CRM, ERP and ticketing systems
- Have a holistic view of the customer in an easy to use single interface
- Monthly payment, scale up and down as required, pay for what you really need

Key Benefits

Boost your business



Integrated systems reduces overheads



Serve customers faster and more accurately having all data easily at hand.



Enrich customer communication through personalised and insightful interactions



Improved service will lead to more sales

Treat your teams



Quicker request resolution increases efficiency



No-more double keying of data or time wasted switching between applications.



Easy and effective internal communications creates a happier workforce



Simple and intuitive to use

NCTI

A CTI solution for every need



NCTI STANDARD

Simplify your business with one communication interface and one centralized view of the customer

- Control your desk phone from your workstation computer
- Resolve queries more quickly, as screen pop-up provides caller credentials such as name and company
- Enjoy greater data-read integration with multiple CRM tools and Apple contacts
- Improve flexibility by running client-based communication interface from your computer with no need for server infrastructure



NCTI PREMIUM

Promote a more meaningful customer service through personalized interactions

- Build deeper customer relationships by interacting on their terms
- Access chat features, common address, and call history
- Presence management linked to Outlook Calendar
- Extended TAPI Functionalities (inbound and outbound)
- Easy integration with 300+ CRM and ERP systems, additional possible on demand
- Extended CRM functionalities such as automatic and manual call activity logging



NCTI PRO

Drive business performance by making flexible interactions an integral part of your business DNA

- Full integration with applications including softphones, business processes, and any cloud-based database/platform
- Updates all connected databases through a core central system (MetaDirectory)
- Saves time in daily business through functional integration with CRM, ERP, or Office 365 business processes
- Enables real-time customer service through WebRTC for text, audio, and video chats
- Get full UC functionality with features you'll love for daily tasks - chat, screen share, and video



Keep your team happy and your customers happier