

# linkthat CUBE CTI

Increase the value of your CRM installation with LinkThat CUBE - by optimizing the control of communication on all contact channels. Our CTI solution with AI redefines customer service.

## CTI middleware for CRM systems

As voice data integration software, the CUBE links the telephony systems of the leading vendors (such as Microsoft, CISCO, Mitel, Avaya, Alcatel, Five9 ...) with the largest CRM systems: Salesforce, SAP, MS & more.

At the same time, the CUBE is equipped with many other features, such as real-time speech recognition. For international companies with large customer service units or centralized service hotlines, these advantages are particularly interesting.



## All data on all channels in view

Customer satisfaction is determined in the first few seconds of a conversation. This is where the CUBE comes in - by providing employees with relevant data immediately.

Thanks to customer recognition and the automatically displayed contact history, including CRM data, all employees in the service center can optimally address all concerns and no longer have to perform manual searches during calls.

In addition to customer data, agents always have presence status and queue information at their fingertips and benefit from the ability to perform screen and case transfers when transferring calls to colleagues.

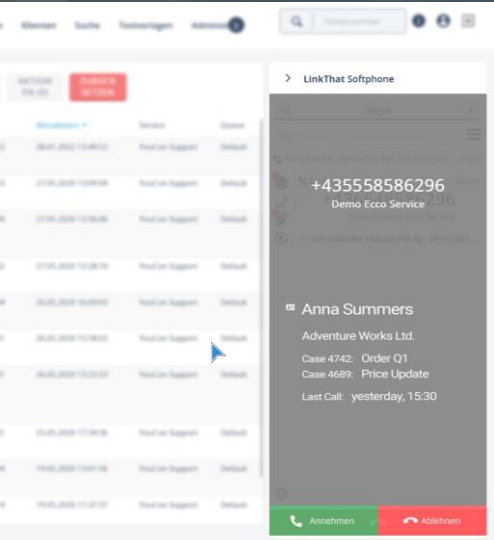


## Operating world-wide

The LinkThat CUBE has been in use on all continents for over 10 years and is known for its flexibility in all industries.

Our customers appreciate the fact that we always have a quick solution ready for daily challenges. The CUBE is the core that allows us and our partners this adaptability.

# linkthat CUBE: AI & Omnichannel



## Softphone with CRM, AI & CCtr features

The LinkThat softphone is the central control unit and a universal interface to telephony, CRM and data systems. It presents all relevant information to service & sales agents – at the right time in one place. The CUBE's features include:

- Customer recognition directly in the CRM system
- AI capabilities such as real-time keyword spotting & sentiment analysis: Check out LinkThat ECCO for detailed information
- Control over all telephony functions incl. status & queues
- Forwarding calls to colleagues with dynamic attachments: CRM data, text notes, open cases, accounts, etc.

## Data integration across all channels

In addition to telephony, the CUBE also supports all other contact channels such as e-mail, fax, chat and social media. This allows all service employees to respond flexibly to the increasingly dynamic demands of your customers and business partners.



## The #1 Frustration for Customer Service Agents:

Switching between multiple systems to get the information they need.\*

With the CUBE, all contact channels are synchronized with each other. This saves time, money and nerves. With our teams of experts for CTI, VoIP and Artificial Intelligence, you will always have the best partners at your side!

\* Source: Harvard Business Review Analytic Services, 2022

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