

Increase the value of your CRM installation with the LinkThat Cube - by realizing an ideal way of control over your customer communications on all channels. Our CTI solution redefines your customer relationships.

## CTI Middleware For CRM

The LinkThat Cube is an innovative software solution for integrating voice and data. It connects each conventional telephone system from market-leading vendors (including Avaya, Cisco, Microsoft, Unify and Alcatel) to your existing CRM/ERP system.

This renders the Cube especially interesting for internationally operating companies with large-scaled customer support units or ones with centralized service hotlines.



93 % of all customers expect a history including all their service interactions.

72 % demand immediate access to their account for service agents.\*

Customer satisfaction is defined in the first seconds of a conversation. That is where the LinkThat Cube comes in - it provides relevant information when it is needed.

## Benefits For Everyone

The LinkThat Cube was designed to make customer relations on all communication channels more efficient. Providing the correct information at the correct moment to your employees will speed up your service processes. Your employees and customers benefit, while you save money.

### Customer identification, pop-up screens

Customer information and a complete contact history are delivered automatically to the service agent when a call is being answered - searching through a pool of data is no longer necessary.

### Multi-channel functionality

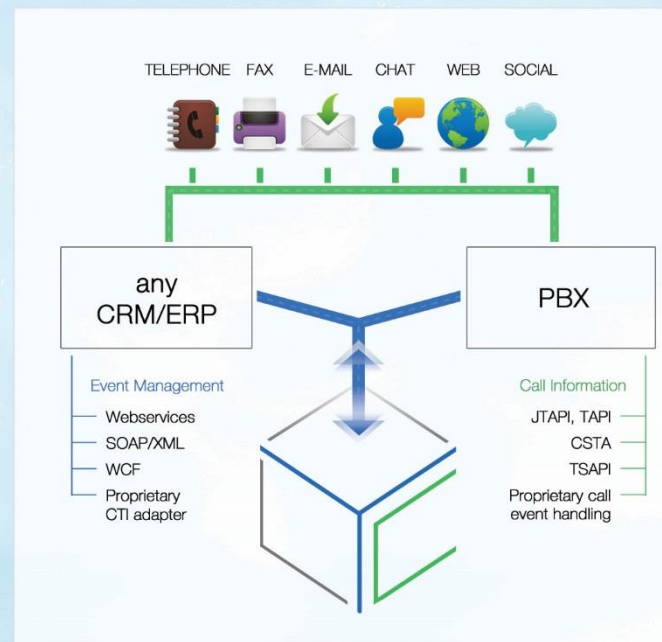
Besides telephony the LinkThat Cube also integrates all other contact channels such as email, fax, chat and social media requests.

### Integration in CRM, presence information

Your employees benefit from a 360° customer view right inside the CRM interface. Their presence state is synchronized automatically.

### Action item routing

By supporting intelligent routing rules we realize ideal solutions for controlling your customer communication.



## Contact

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