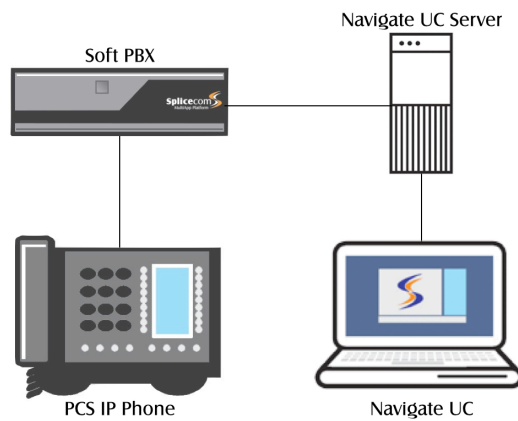# Navigate UC & Navigate CRM

Benefits

Navigate UC is a powerful app that unifies all the leading Personal Information Management (PIM) apps like Microsoft Outlook, Lotus Notes and Google Contacts with your SpliceCom IP PBX in an affordable manner to provide a myriad of business benefits.

Navigate CRM takes this one stage further by unifying the most popular Customer Response Management (CRM) systems with your SpliceCom IP PBX.

Navigate UC and Navigate CRM are the very essence of Unified Communications, delivering productivity gains for every employee in your business. For instance, the caller's data can be show on screen before the call is answered and numbers can be dialed directly from your desktop apps. Other powerful features such as the internal Address Book, individual Call History, company-wide Presence and integration to web services also helps to increase efficiency.
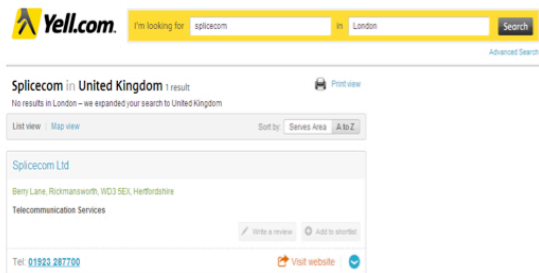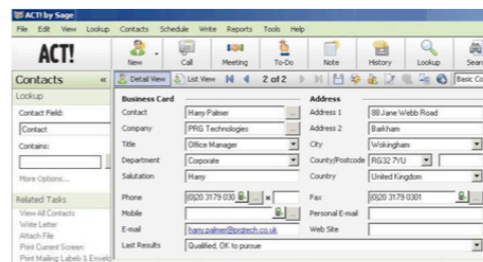
Connectivity

Navigate UC Server

Soft PBX

PCS IP Phone   Navigate UC

Key Features

Dialing

Navigate UC/Navigate CRM enriches the PIM/CRM apps with options to dial directly from their telephone fields, enables dialing from within web pages and adds 'clipboard dialing' functionality so copied numbers can be called with a single click.
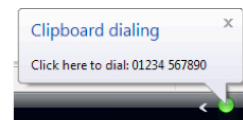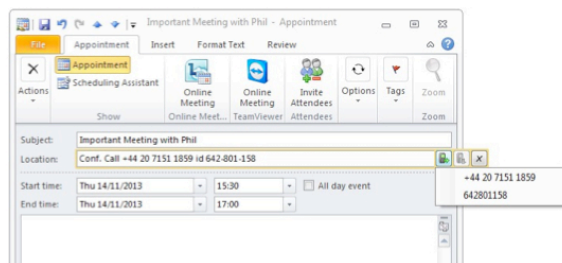

webpage dialing

in-application dialing

Click-to-Dial

focus dialing

clipboard dialing

Popping

Recognised callers' contact records can be opened with as little as one click so users can access the caller's details more quickly and concentrate on the caller rather than the software while doing so.

Preview Window

Users are shown recognised callers' names, as found in the CRM database, as well as their number and the call control functions. This helps users to decide exactly how to deal with the call and then act immediately.

Address Book

This powerful feature brings all the user's contact data sources together in one place so they can search them all simultaneously. Users can dial contacts or pop contact records from the search results within a single window.

Call History

Navigate UC/Navigate CRM can display a minimum of the 50 most recent calls, in and out, for each user. Dialing and popping are possible and if their Security Policy permits, users can even access the Call History of other users'/colleagues'.

Presence

Navigate UC/Navigate CRM allows users to see the real time status and availability of colleagues, then make instant and accurate decisions as to how and when is the best time to communicate with them.

Integrated Messaging (IM)

Navigate UC/Navigate CRM's integrated messaging offers an alternative method of communication with your colleagues. Users can send messages to one or several other users simultaneously from a single conversation window, using rich text and hyperlinks. There's also a message history to keep track of past conversations.

Unified Communications On Your Desktop
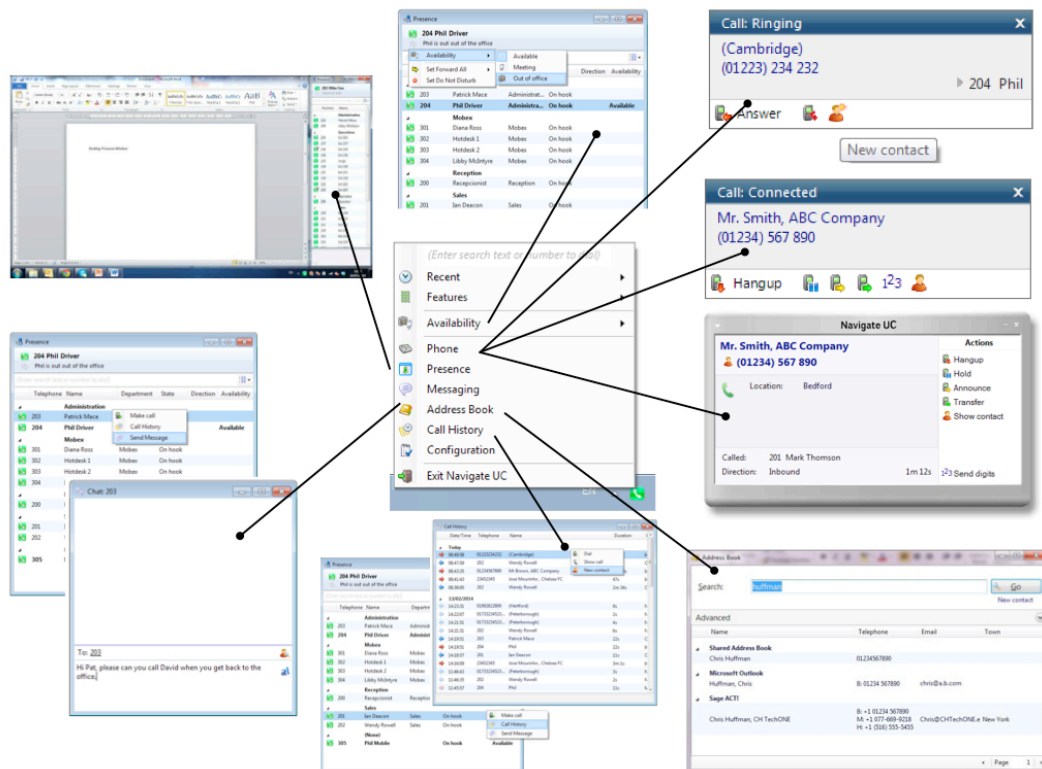
Navigate UC – Supported Apps

- Microsoft Outlook – 32bit
- Microsoft Outlook – 64bit
- Lotus Notes
- Google Contacts
- Google Places

Navigate CRM – Supported Apps

As listed under Navigate UC, plus;

- Act!
- Capita SIMS
- ConnectWise
- eGroupware
- Goldmine
- Maximizer
- Microsoft Access
- Microsoft Dynamics CRM
- Microsoft Dynamics NAV
- Netsuite
- Sage 50 Accounts
- Sages CRM
- Sage SalesLogix
- Salesforce
- Sugar CRM
- SuperOffice
- vTiger
- Zoho

- LDAP Databases
- ODBC Databases

Please note: This list is not exhaustive and is constantly being updated. Integration to many vertical market applications is also available. For more information, please contact your SpliceCom Approved system supplier/maintainer.

Value Added Features

Microsoft Exchange Calendar Integration
Allows Navigate UC/Navigate CRM users' availability and absence greeting to be updated directly from the Microsoft Exchange server.

Outlook integration allows a user's status to be updated when their PC is switched on and there is connectivity to the Navigate UC server.

Direct Exchange Calendar integration allows availability and absence greetings to be updated regardless of the status and connectivity of the user's PC. This is especially useful for the mobile and non-office based workforce./

Microsoft Active Directory Integration
Allows Navigate UC/Navigate CRM users' to be defined directly from Active Directory entries, providing rapid deployment of secured Navigate UC/CRM user accounts.

Navigate UC/CRM user accounts are auto-populated with department name, extension and external telephone numbers as defined in Active Directory.

Telephone numbers defined in Navigate UC/Navigate CRM can also be populated back to Active Directory.

First Party Client
Provides integration with a wide range of TAPI compliant apps – and a number of proprietary non-TAPI apps.

!st party client (DLL) is installed on the user's PC. Navigate UC/Navigate CRM is not required, but a connection to the Navigate UC server is.

Key Benefits

Increases Staff Productivity & Collaboration

- Ideal for businesses with high inbound and/or outbound call volumes

- Delivers easy Integration with CRM and other business critical apps

- Provides automatic contact searching and record "popping" with click-to-dial

- All staff can see colleagues' availability, chat with them using IM and set their own availability status.

Higher Customer Satisfaction Levels

- Reduced call response times

- Professional handling and transfer of calls

- Easily identify and return missed calls

Cost Savings

- Reduced call times and call charges

- Reduce the number of calls made so less trunks are required

Minimal Hardware Requirements

- Smaller systems – up to one PRI and under 50 users – can run on an existing shared server as a virtual service

- Eliminates the need to invest in additional hardware to support Navigate UC/Navigate CRM.

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SpliceCom
Britain's leading developer of telephone systems