



CRM integration

CRM contacts are displayed in Arrow Voice Cloud, allowing users to quickly search for a contact, call and view contact details directly from Arrow Voice Cloud. If enabled, application will automatically push call information to the CRM system, including caller id, call recording, call status, etc.

Inbound call pop ups have lots of different options. Users can select to display CRM contact details, open custom URL with all the call details, silently send http requests, choose events of interest (call answered, finished, started), etc.

Features

- Display CRM contacts
- Inbound Calls popup
- Outbound Calls popup
- Logging
- Web page pop up on Call started
- Web page pop up on Call answered

