

# Oracle CRM Integration MegaPath Connector

## Integrate MegaPath Hosted Voice with Oracle CRM

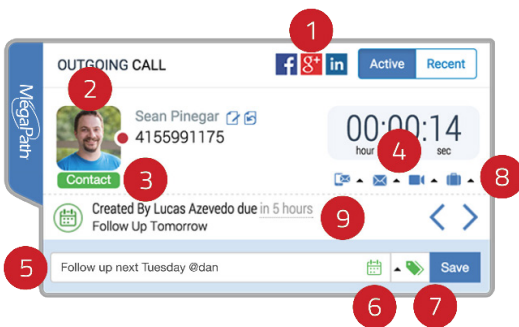
The MegaPath Connector is a simple plug-in that can seamlessly connect MegaPath Hosted Voice with Oracle CRM in a matter of minutes, allowing you to capture every customer and prospect interaction, increase productivity, reduce response time and build better relationships.

### Integration Features

Improve conversion rates and capture more value on marketing spend. The MegaPath Connector helps you measure and reduce response time to inbound leads through its native connection to Oracle. Integration features include:

- ▶ Native integration via Oracle REST API
- ▶ Click-to-dial on any page
- ▶ Caller info screen pop
- ▶ Log inbound/outbound calls automatically
- ▶ Easy note taking on any page in your browser
- ▶ Relate to opportunities, cases & custom objects

### Intuitive Interface



### Advanced Reporting

- ▶ Advanced analytics dashboard and reporting
- ▶ Company-wide, team-based and user analytics
- ▶ Real-time and historic data
- ▶ Total Calls/Talk-time
- ▶ Average talk time
- ▶ Connect rate by hour
- ▶ Lead response time
- ▶ Gamification/Leaderboards
- ▶ Embeddable reporting inside Oracle CRM

## The MegaPath Advantage

### Superior Reliability

Our voice network achieves 99.999% availability, providing customers with the highest level of reliability in the industry.

### Feature-Rich

MegaPath Hosted Voice comes standard with over 50 calling and mobility features that simplify call handling and increase productivity.

### Complete Service Portfolio

We offer a full range of business voice, internet, managed networks and security services, nationwide

1. Social Profile Integration
2. Contact Photo
3. Record Type
4. Send Email or Invite to Video Conference
5. Write Notes or CC Colleagues Using @ mentions
6. Automatically Create Follow Up Tasks
7. Log Call Dispositions / Update Fields
8. Log Calls Against Cases / Opportunities
9. Review Call Activities