



Seamlessly Integrate Your CRM with FreePBX & PBXact

The Customer Relationship Management (CRM) Link Module for FreePBX and PBXact integrates your phone system with your CRM software.

This allows you to push call history and caller information to your CRM, and when combined with Zulu UC Desktop Integration you can benefit from Click-to-Call from your CRM and Call-Popups into your CRM on inbound call.

“The CRM Link Module comes included with PBXact Appliances.”

Quick Facts

- » The Only Certified Customer Relationship Management Solution for FreePBX & PBXact
- » Supported CRMs Include: SugarCRM & SuiteCRM
- » Offers Call History, Call Recording & Voicemail
- » Combines with Zulu UC Desktop Integration to Provide Click-to-call & Call Popup on Inbound Calls



For more information on the CRM Link Module, visit: sangoma.com/crm

Supported CRMs



The CRM Link Module has a built-in API which allows other CRM applications integrate with the module.

Get All the Following Pushed into Your CRM Call History

Send all Call History from the PBX to the CRM. As each call is ended on the PBX and the CDR entries are written a copy of the call history will be sent to the CRM and viewable under the Call History module.

If a call matches the phone number of a Contact, Lead or Account the call history will be shown in those records.

Call Recording

If a call is recorded on the PBX a link to listen to the Call Recording will also be displayed in the Call History.

Optionally have all Call Recordings sent to the CRM for storage and ability to play the Call Recording from the CRM even after the Call Recording has been deleted from the PBX.

Voicemail

Option to enable having voicemails sent to the CRM for storage and linked to Call History with ability to listen to the voicemail in the call history.

Combine CRM Link Module with Zulu UC Click-to-call & Call Popup on Inbound Calls

With the purchase of the Zulu UC plugin you can click to call any phone number from within your CRM and have inbound calls do a URL lookup in the CRM to any phone number.

