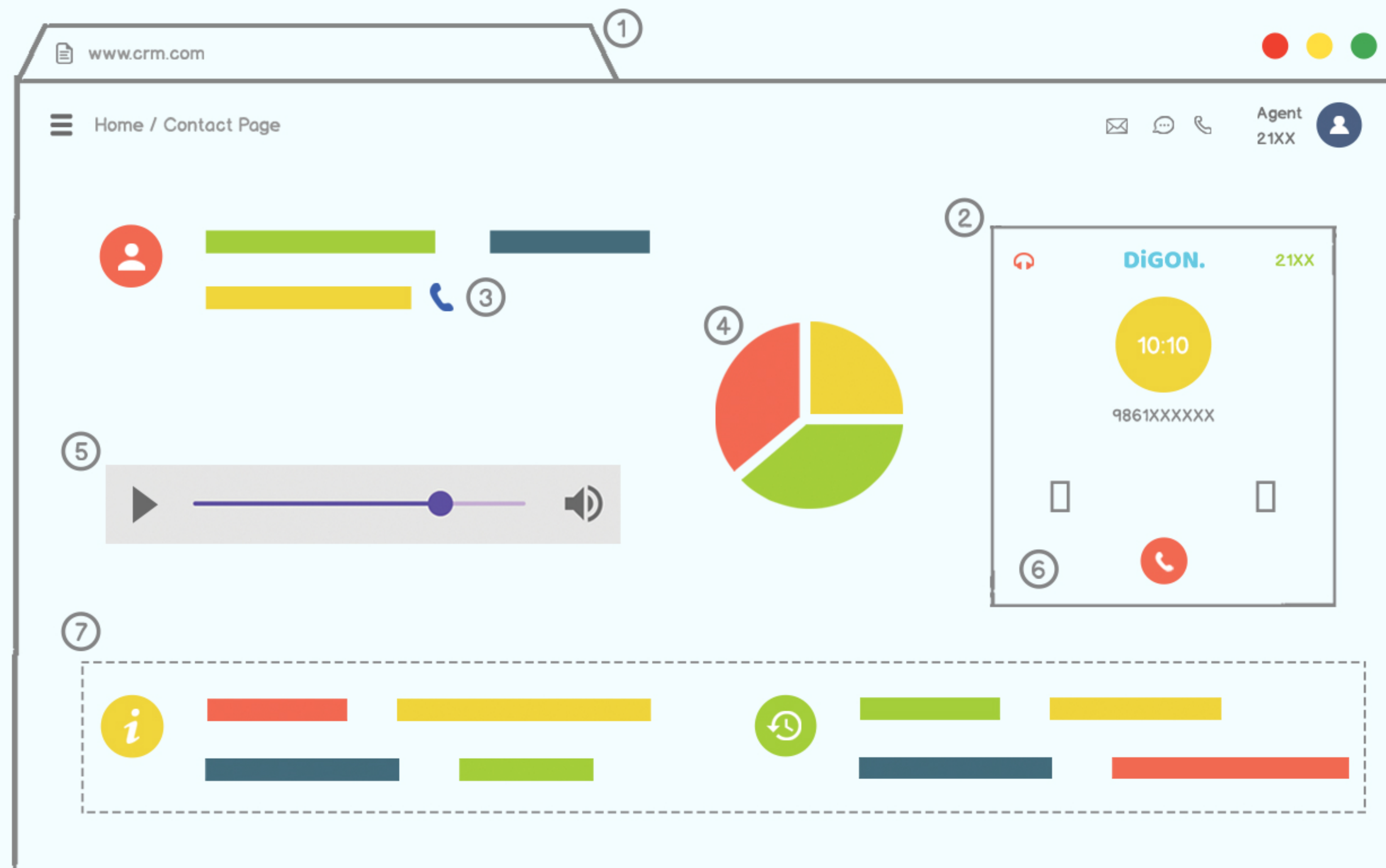


## About DiGON



VIS Networks presents DiGON, the ultimate CRM connector that provides a swift and seamless integration between the telephone system and CRM software. The solution allows for real-time interoperability, making customer interactions more efficient and streamlined.

DiGON empowers customer experience center agents to handle the customer information and interaction through a single application interface, which boosts agent productivity and ultimately leads to better customer satisfaction.

## How DiGON works



- 1 DiGON can be embedded into the thick client (windows), thin client (browsers), and mobile app interface of your CRM. This facilitates a unified experience for agents, allowing them to conduct all their activities through a single application interface.
- 2 DiGON is equipped to handle multimedia channel interactions, including Email, Chat/IM, and Social interactions.
- 3 Agents can initiate an outbound call directly by clicking on the call icon from the CRM window. This eliminates the need for manual copy and paste or re-typing of phone numbers into separate applications.
- 4 DiGON can facilitate the transfer of the pertinent CTI/CDR information back to the CRM, thereby enabling the CRM to present statistics based on both customer and multimedia data.
- 5 DiGON provides advanced features such as the transfer of recording file links to CRM, which enables the CRM to provide a recording player within its interface.
- 6 Agents can perform comprehensive telephony call controls, including Hold, Transfer, Conference, and Hang-up through the use of an embedded tool. This enhances their ability to manage customer data on the CRM page.
- 7 DiGON provides an improved CRM experience by automatically loading relevant customer data and interaction history, upon the receipt of a new incoming call, empowering agents to quickly respond to customer inquiries.

With DiGON's availability in both  cloud-based and  on-premises models, you have the power to choose the deployment option that works best for your organization.





## Why use DiGON

- Elevate the customer experience by providing agents with on-time access to essential data allowing for effective responses.
- Facilitate the retrieval of customer data and interaction history, ensuring a personal and informed approach to every interaction.
- The system offers access to call data & call recording links during in-call or post-call usage.
- Maximize agent productivity by minimizing the need to toggle between multiple applications, freeing up time for a more focused approach.

## Features of DiGON



### Agent State Management

- Agent Login, Logout & Single Sign On
- Agent Ready, Break, and Wrap Up with reason codes
- Agent State Statistics
- Extension State Information



### Call Control Functionality

- Accept and Reject Inbound Call
- Make Manual /Auto Outbound Call
- Hold & Retrieve, Transfer, Consult and Conference Call



### Outbound Dialer Support

- Preview, Predictive, and Progressive modes



### CRM Tagging

- Click to Call, Popup Caller Info
- Task Creation, Update Business Data
- Push Call Details, Disposition to CRM
- Media File URL to CRM



### Call Data Availability

- Call Data (Caller ID, DID, Agent ID, and Extension Number)
- IVR Data (Traversal and Selection Data)
- Third-Party Data Integration



### Additional Features

- Call History and Contact Directory
- Buddy List with Presence Info
- Scheduled Call Backs and Missed Call Management

## Which connectors are available



VIS Professional Service offers custom development of connectors for other CTI and CRM Platforms as well.

Experience seamless and frictionless customer interaction today with DiGON. Contact us today.

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