



C²CONNECT

for iPECS Cloud

Integrate with anything. **CONNECT** anywhere.

Increasing numbers of vital business services are delivered from the cloud – communication, calendars, CRMs, project management tools, billing, accounts and many more. It's no wonder – cloud is just more convenient in the age of hybrid work. But what if you could access all of this in one place, rather than spending your day flicking between different screens? That's what CONNECT for iPECS Cloud offers, all through a web browser. CONNECT brings all of your cloud productivity tools together into a single interface within iPECS Cloud. This means you can work smarter and faster from anywhere.



About Connect

More than a phone system

CONNECT is a communications platform like no other. It gives you all of the features you'd expect from a modern phone system including voice and video calls, instant messaging and call-handling capability.

Everything in one place

CONNECT also adds the ability to integrate with other cloud services. This means you can manage them within one interface, making every day more efficient.

Tailored to you

How do these integrations work? It's up to you! Bespoke software development is part of the service. We can automate tasks and save you time by linking CONNECT with any other cloud service you use, as long as it has an API.



Bespoke integrations

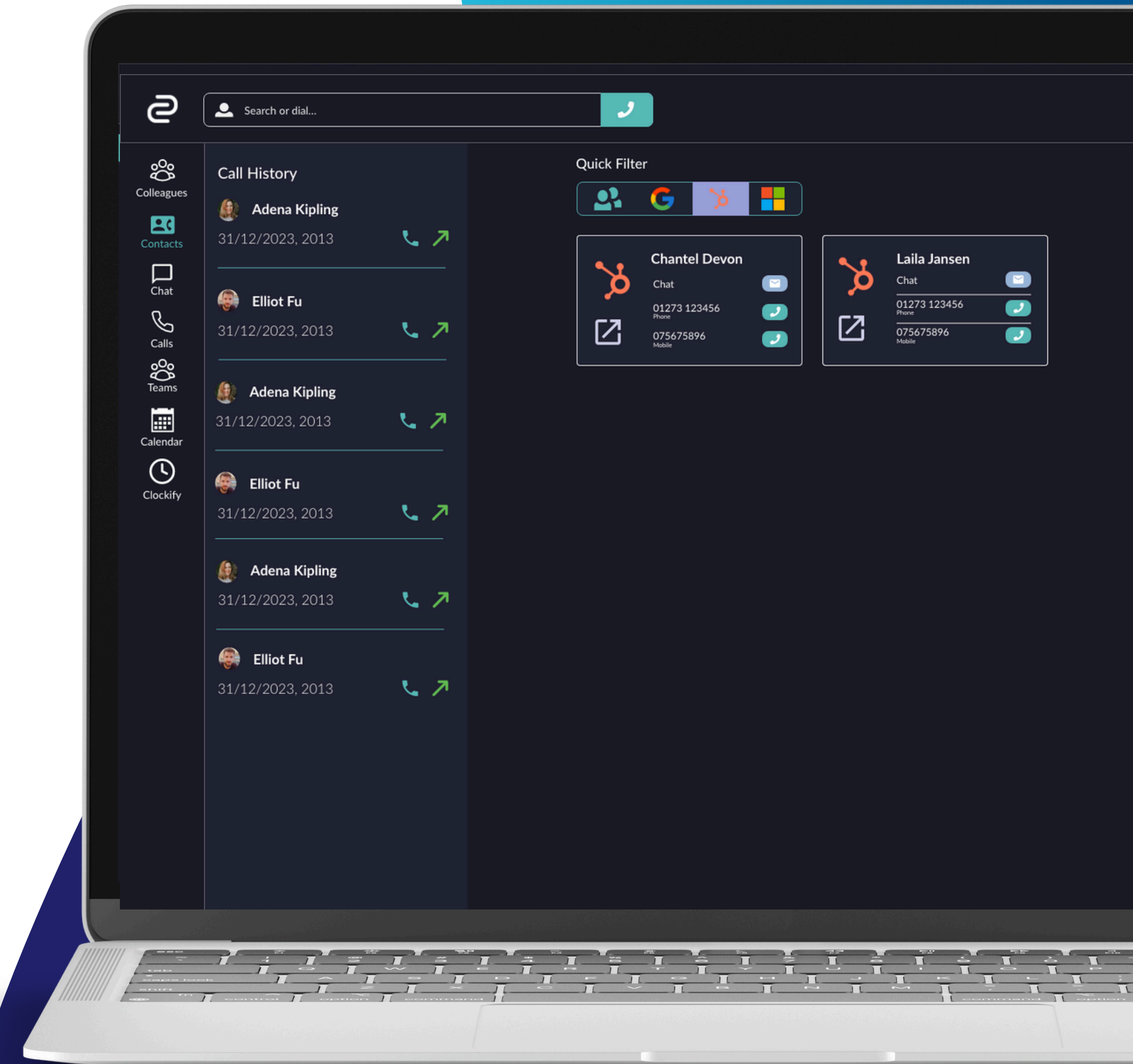
How often do you flick between different screens – from your calendar to CRM and back to your phone system? Good news: you don't have to anymore.

Technology, tailored to you

CONNECT is so much more than a phone system or communication platform. It's the hub that links all your critical business software in one place. Perhaps you want to automate call logging. Maybe manual dialling is slowing you down. Maybe you use a bespoke CRM that doesn't integrate with anything.

What can we do for you?

What software do you use every day?
What could you automate to save time?



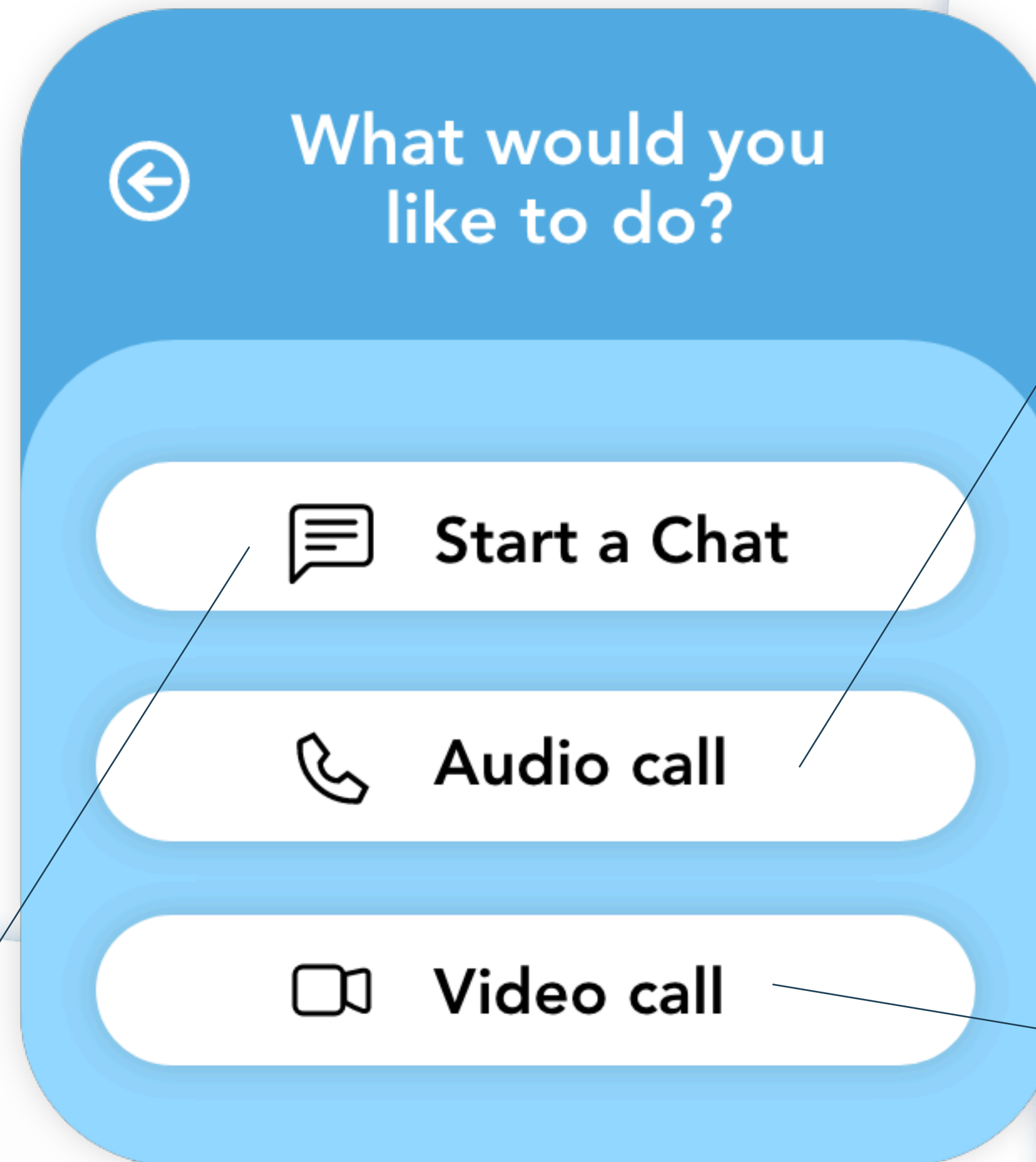
Introducing **ENGAGE**

for iPECS Cloud

ENGAGE is a webchat plugin that sits on your website, allowing customers to contact you with one click. You can enable voice calls, video calls and a webchat service that's automated by AI.

AI/Human WebChat

ENGAGE integrates with ChatGPT to automate chat responses in a natural tone, and can be sent to a single nominated chat user from your team.



Voice Call

In one click, customers can make a free voice call through their browser, connecting them to a person or team of your choosing.

Video Call

The video call feature for ENGAGE works the same as voice call, but with the added benefit of face to-face contact.

Enhancements

AI-powered chat

ENGAGE's webchat service is powered by AI. It reads all the content on your site, and uses it to answer questions in a natural, friendly and accurate way. This gives you 24/7 customer service automatically – and if a chat session needs the human touch, your team can take over at any point.

Better service, more enquiries

The goal of your website is to prompt inbound enquiries. ENGAGE makes it easier than ever for potential customers to contact you. So you're not just improving your service to them – you're also maximising your chances of converting browsers into customers.

ENGAGE
for iPECS Cloud



Click to Dial

Dial any number in one click

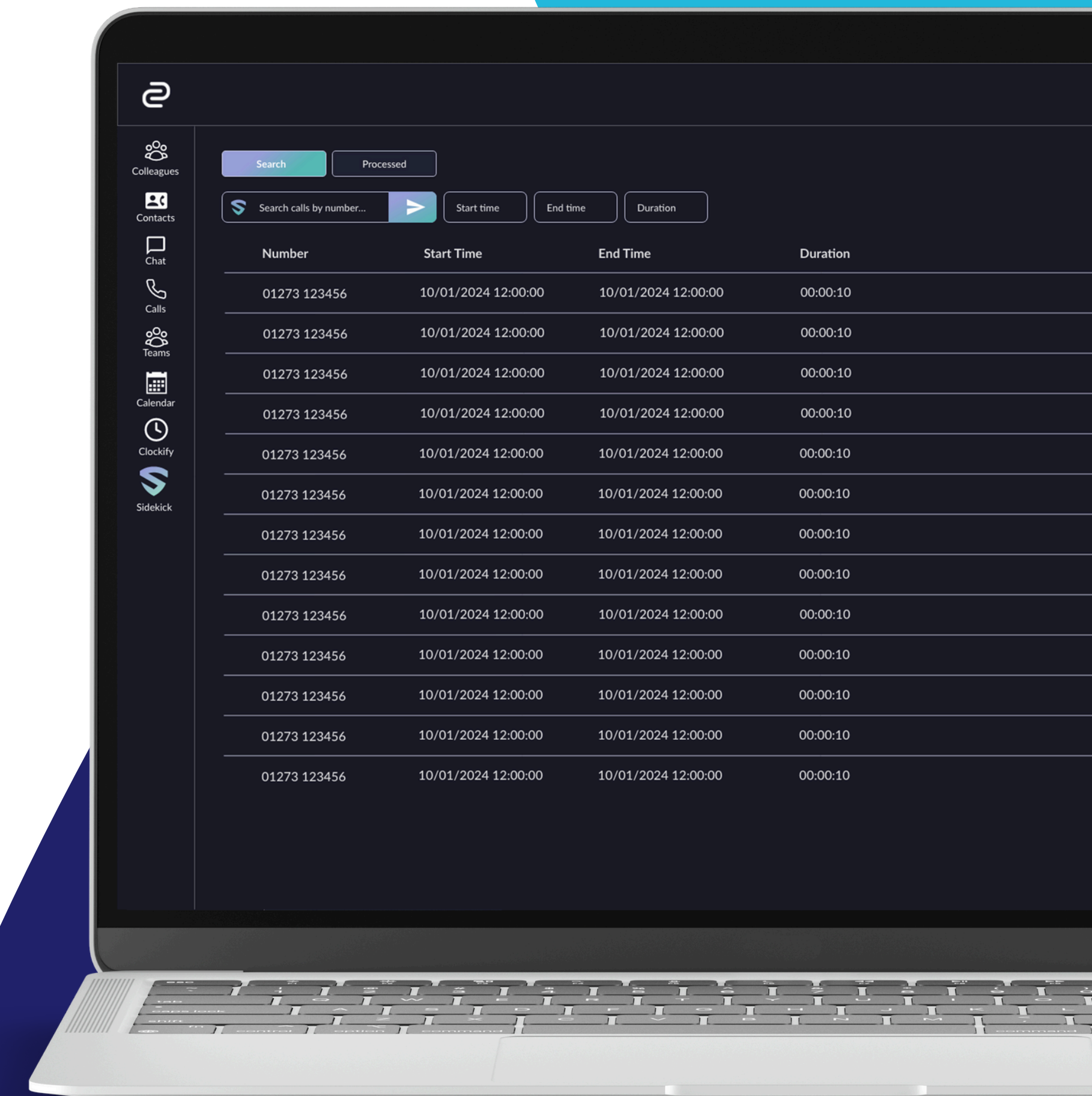
Want to save time, increase convenience and reduce manual error? Click to Dial is a simple way of achieving all three.

How it works

Click to Dial a browser extension that allows you to dial any number you see on a webpage in one click. It will recognise any number in a phone number format. Just one click will launch CONNECT and start a call.

Less time, more convenience

This saves you from manually typing numbers. Each time you use Click to Dial, you'll save time. Add that up across all the outbound calls you make, and the time savings make a real difference!



Out-of-the-box integrations



Microsoft and Google

CONNECT has Microsoft and Google integration built in – so whichever you use, you can instantly benefit from synchronising with CONNECT!

Calendar sync

View your colleagues' Outlook or Gmail calendar events within CONNECT, so you can instantly see who's available and when.

Contact sync and search

View and search your Outlook or Gmail contacts within CONNECT, and save time by calling in one click!

Screen popping

When your Outlook or Gmail contacts call in, CONNECT will display all their info on screen – so you know who's calling and can help more efficiently.

CRM

CONNECT comes with ready-made integrations with **HubSpot** and **Zoho**. Save time by bringing your customer database and communication system into one screen.



Don't see your CRM here? No problem! As long as your CRM has an API, we can develop custom integrations for you!

Contact sync and search

View and search all your CRM contacts within CONNECT.

Click to dial from your CRM

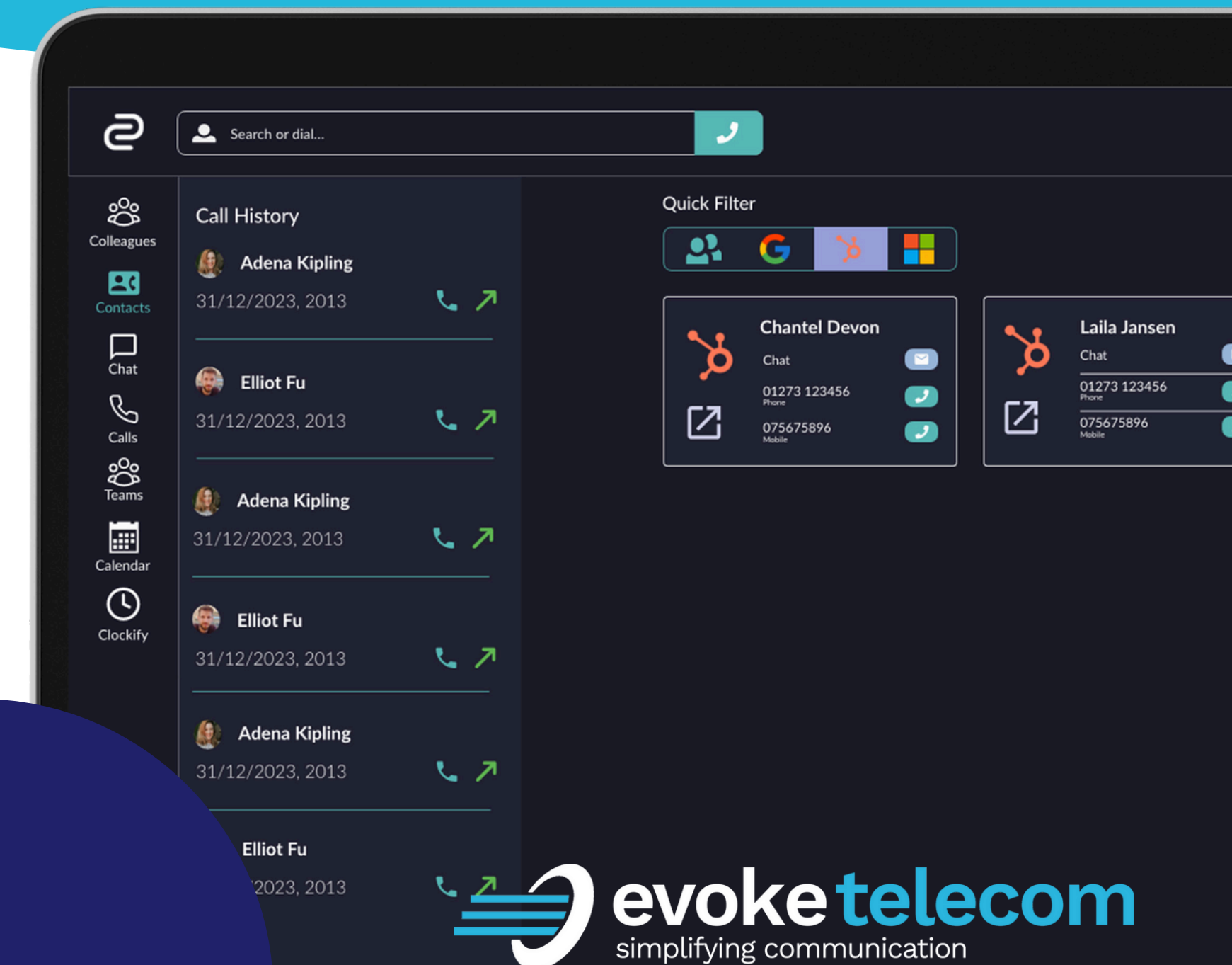
Call any contact within your CRM in just one click!

Screen popping

See who's calling before you answer, so you can handle calls faster.

Activity logging

Automate call logs against your contacts within your CRM.



Productivity Software

Project management

View Asana or ClickUp tasks in CONNECT, for a simple, convenient overview of your to-do lists and current projects.

Time management

Do you track time using Clockify? View and stop your timers within CONNECT for more efficient time management.

Process automation

CONNECT also integrates with Zapier – which allows you to automate workflow in all kinds of ways, to save time and avoid repetitive tasks.



How can Evoke Telecom transform your business?

What's the difference between **CONNECT** and other communication platforms? It's up to you! CONNECT can pretty much do whatever you need to speed up your work. You don't have to do repetitive manual tasks. You don't have to flick between different screens. You don't have to be slowed down by a bunch of cloud services that don't talk to each other. CONNECT is here to make every day more efficient. **So, what could we automate for you?**

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