CONNECT for iPECS

Integrate with anything.
CONNECT anywhere.

Increasing numbers of vital business services are delivered from the cloud – CRMs, communication, calendars, 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 offers, all through a web browser.

CONNECT brings all of your cloud productivity tools together into a single interface within iPECS. 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.

About CONNECT

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?
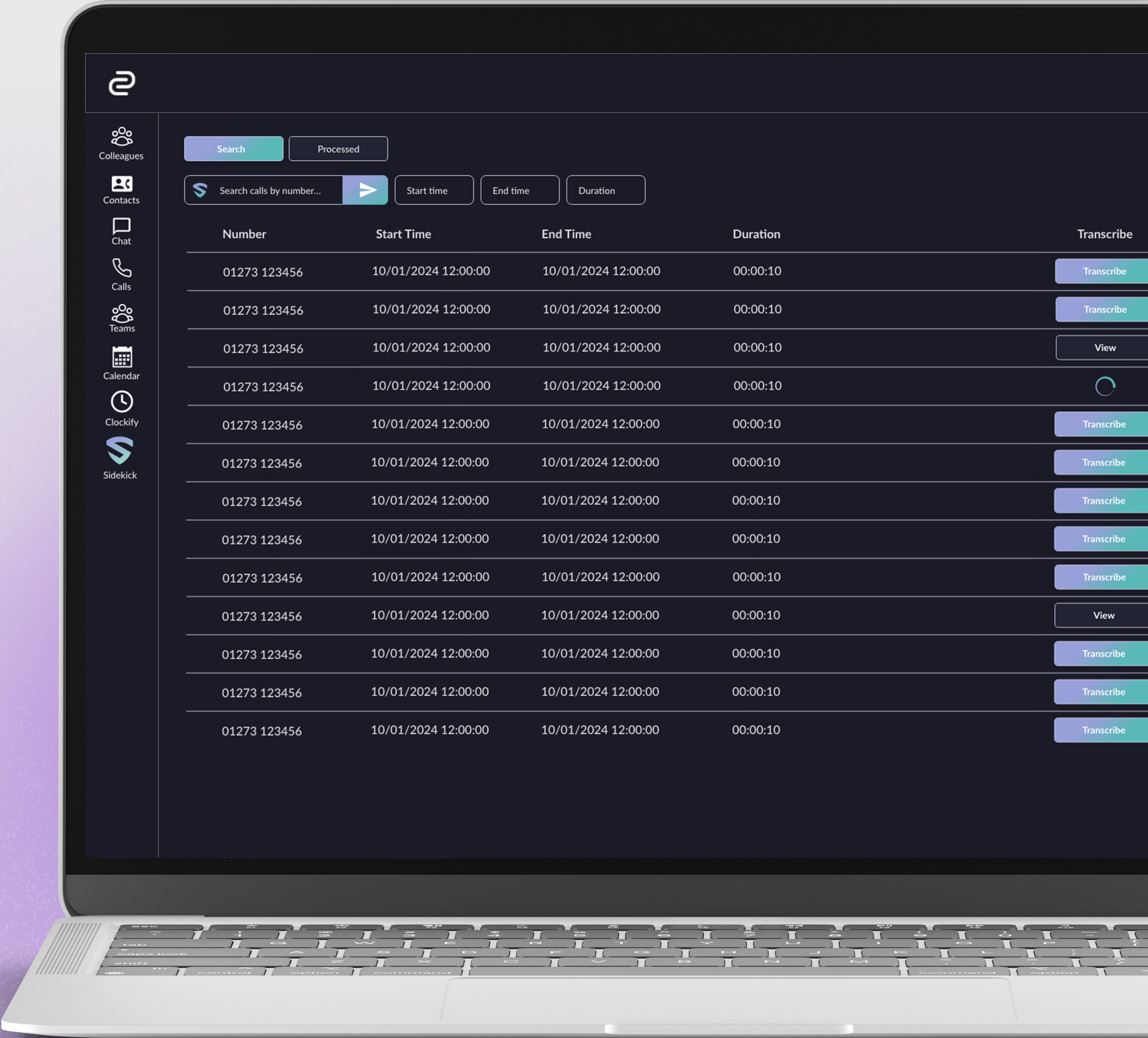
Click to Dial

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 is 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!

Ready-made integrations

CRM

Your CRM is your most important piece of business software. You probably manage every part of the customer journey there, from sales to service.

CONNECT has ready-made integrations with Dynamics, HubSpot, Salesforce, Zoho and more - enabling time-saving automations that make every day more efficient.

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.
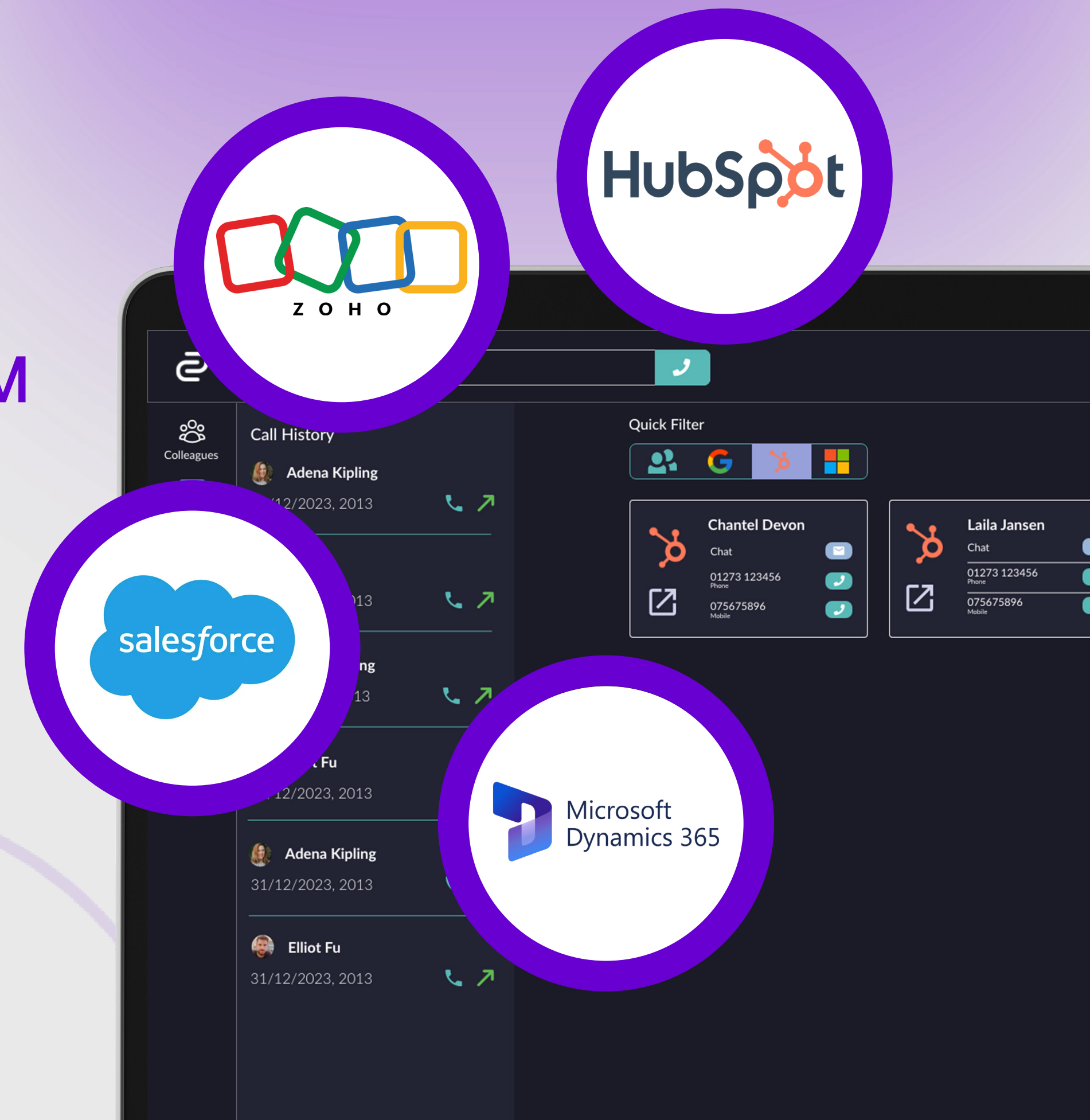
Ready-made integrations

Microsoft

Google

Microsoft and Google

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

Contact sync and search

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

Calendar sync

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

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.

Ready-made integrations

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.
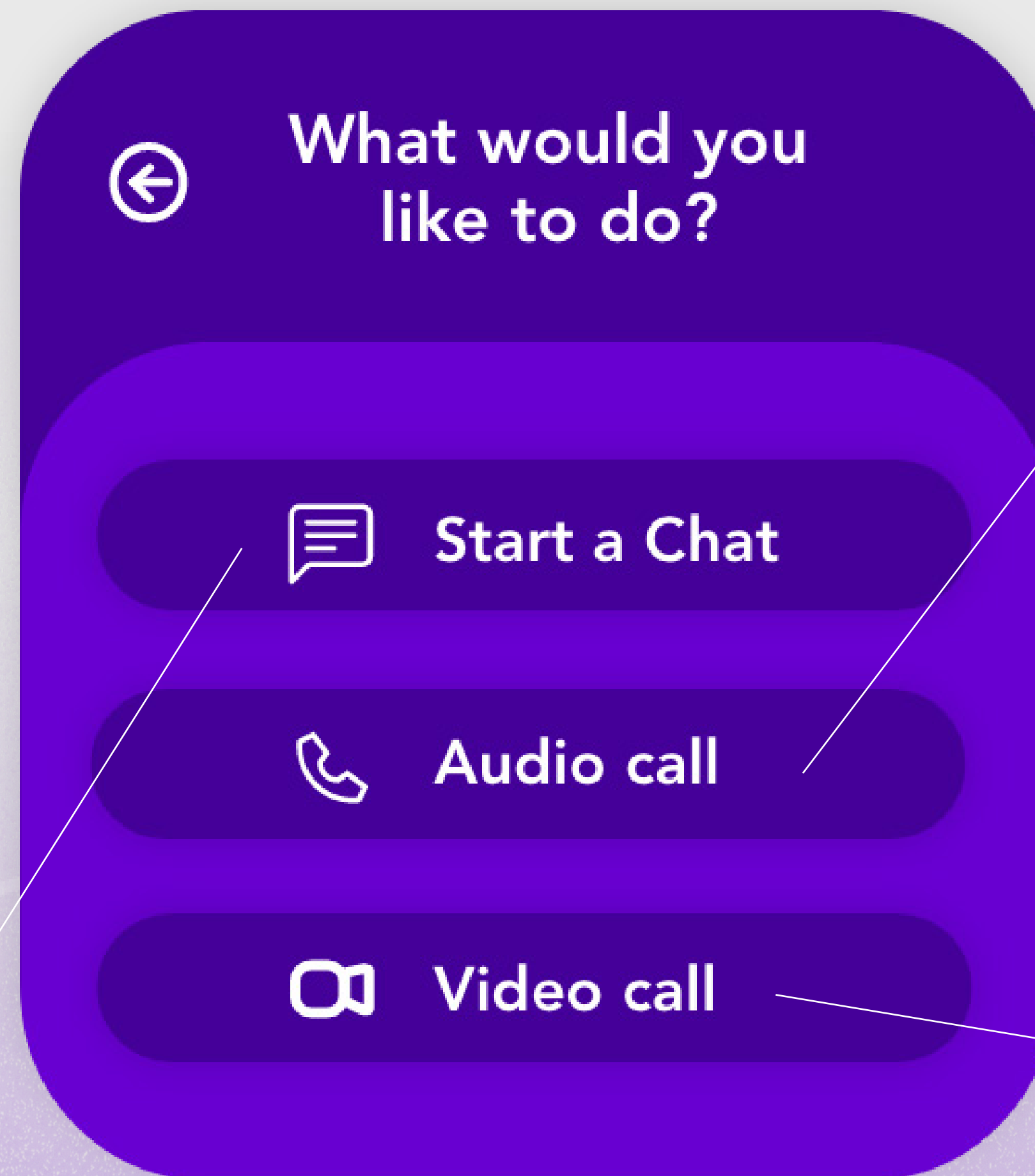
Enhancements to

C⌇NNECT
for iPECS

CONNECT has many optional enhancements to customise
and increase the functionality of your communications

ENGAGE
for iPECS

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.

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.

What would you like to do?

- Start a Chat
- Audio call
- Video call

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.

Video Call

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

SIDEKICK
for iPECS

Your AI-powered assistant
In one click, Sidekick will transcribe calls and give you a digestible summary, customer sentiment analysis, and clear action points to follow up.

AI-powered call summaries and sentiment analysis
Sidekick takes the transcript of your call and uses AI to create a digestible, time-saving summary. Each call is given a sentiment score so you can quickly track caller satisfaction. Need to share a summary with a colleague? Sidekick allows you to copy it in just one click.
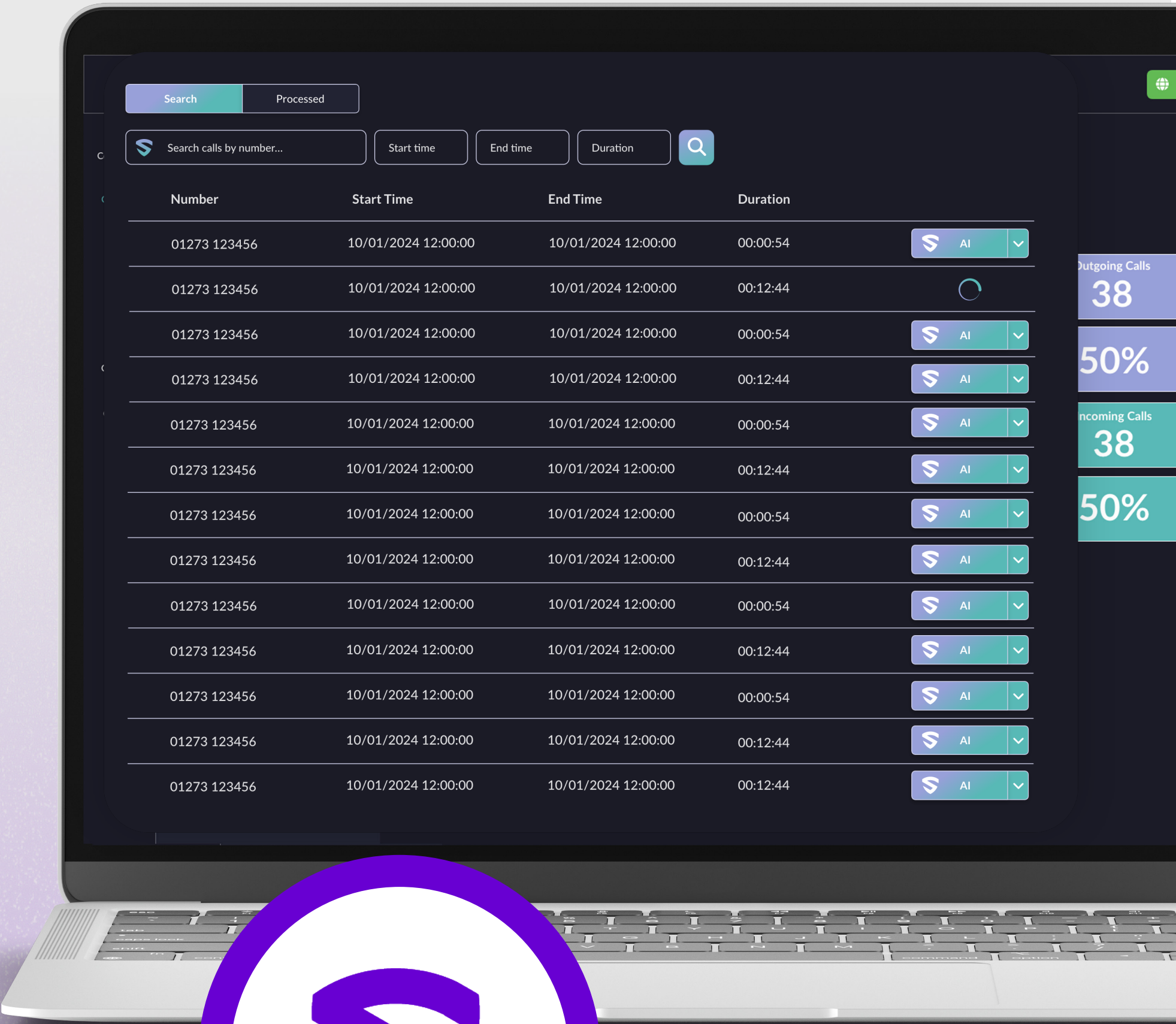
# AI on Hold

On-hold messages, powered by AI

AI On-Hold delivers relevant, impactful messaging to your callers in a fraction of the time. It's written and voiced by AI, giving you impactful, professional messages in seconds.

Delivered in your voice

Choose from a range of tones, voices, music and styles to match your brand and your audience.

Save time

No need to write scripts and record messages - AI On-Hold does it for you in seconds.

WhatsApp

CONNECT for iPECS
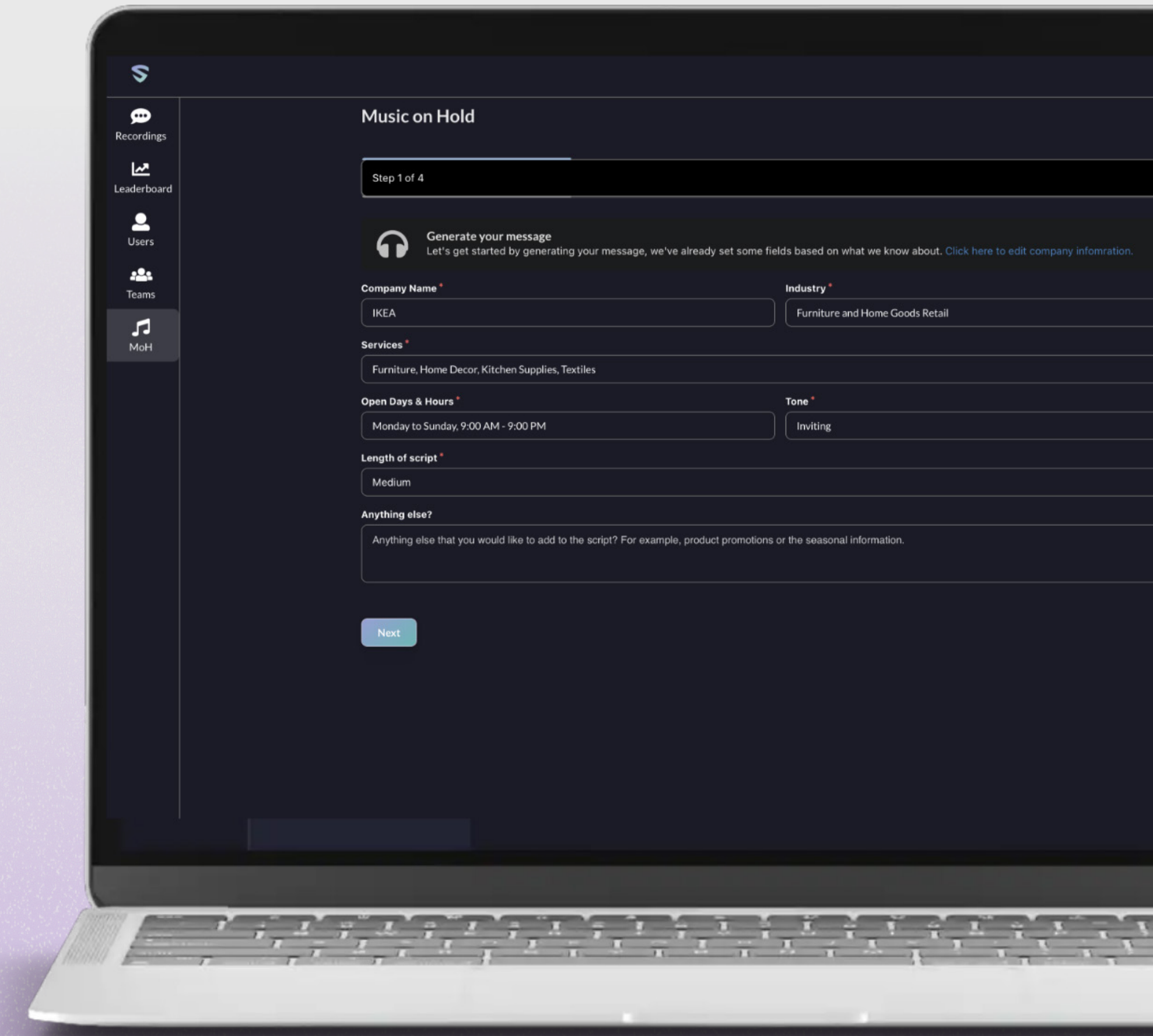
Bring WhatsApp Business within CONNECT

With over 2 billion users, WhatsApp is a great way to connect with customers – and CONNECT makes it easy. Handle WhatsApp Business messages within the CONNECT interface.

Improved service, increased efficiency

Your customers can contact using a WhatsApp button on your website or a nominated mobile number. Either way, from their point of view it's a regular WhatsApp message. For you, it's a message in CONNECT, which any WhatsApp-enabled member of your team can respond to.
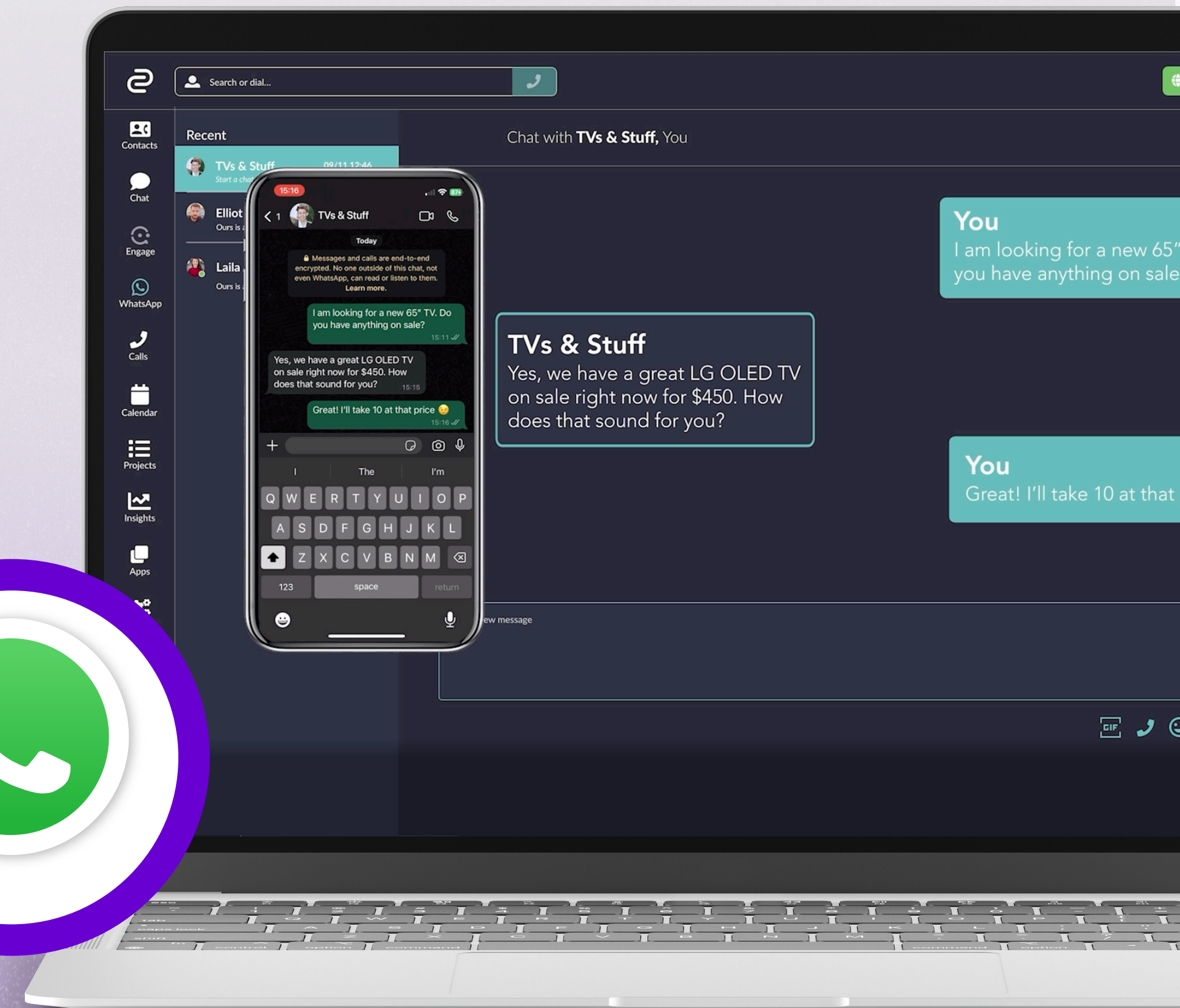
How can we transform your business?

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?

CONNECT for iPECS

ENGAGE for iPECS

SIDEKICK for iPECS