CRM+ Integration

Introduction

The jtel integration with the CRM+ application from brainformatik currently supports the following features:

- REST Query using generic query of all tables in the CRM+ application to retrieve any information from the CRM system

This allows routing decisions to be made based on information in the CRM+ system, and for an URL to be provided to agents, which can optionally be screen-popped by the mini-client on receipt of an incoming call.

The following pages describe how to integrate CRM+ with the jtel system.

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