

#### 4 Benefits of IG Business DeskMate Pro



The real challenge faced by call accounting and management software is to keep operations streamlined and make the process of handling calls efficient and smooth so that neither the agents nor the customers end up getting furious.

Created and designed by CommSoft RMS, IG Business DeskMate Pro enables you to combine your telephone and computer systems, providing a unified and automated method of handling customer interaction.

Most progressive call centers leverage call center software with CTI functionality. It has helped these call centers gain a competitive edge in their industry as it enables them to take a more data-driven approach to interact with their callers.

## Benefits of IG Business DeskMate Pro:



1. Deliver the best customer experience possible – offer a more personalized service by knowing who the caller is before answering the call.
2. Improve efficiency by speeding up the repetitive process – having customer details on hand significantly reduces call handling times.
3. Automate and get the most out of existing technology – by opening your database or application on the correct screen, your agents and users are ready right away without losing valuable seconds finding the correct area, product, tab or screen or to use.
4. Reduce user training time and costs – because your systems are automated and integrated, users spend less time learning and using different applications.

From the big picture to the details that matter, effortlessly manage your business with IG Business DeskMate Pro.

To learn more about INTAGate's customizable business solutions, call us at +1-919-586-7301 or send us an email at [sales@intagate.com](mailto:sales@intagate.com). Visit [www.intagate.com](http://www.intagate.com) to know more about our products and services. The PBX system you want with all the features you need at a price you deserve.