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amdocs

## Outlook Integration for Amdocs CRM

InvisibleCRM's Outlook Integration for Amdocs CRM (OI4A) creates a unified sales workplace, offering convenient online access and synchronization of contact, calendar and action item information between Microsoft Outlook and Amdocs CRM. It also enables users to add customer emails and appointments to Amdocs CRM records, and work with data mapped to Outlook offline.

### ?Ym: YUhi fYg

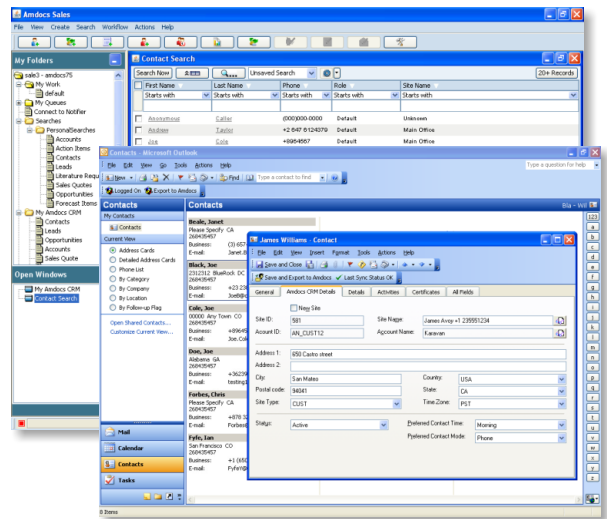
- : Ua ]]UF'Ci hcc\_ ]bhYfZUW  
to access Amdocs CRM information
- I b]ZYX'GU'YgK cf\_d'UW  
Automatic synchronization of Amdocs CRM components (Contacts, Calendar and Action Items) with Outlook
- 9a U] '7Udh fY# '5ggcV]U]cb  
Automated customer emails capture to Amdocs CRM objects
- CZZ]bY'5WVgg  
Ability to work with Amdocs CRM data mapped to Outlook wherever is needed, even offline

OI4A provides an easy-to-use integration solution for users of Amdocs CRM and Microsoft Outlook.

OI4A offers **gnbWfcb]rU]cb** ' **VYk Yb '5a XcVj** ' **7FA 'UbX'Ci hcc\_**, unifying contact lists, to-do/action items, tasks/action items removing the need to toggle between two sets of information and the bother of double-entry. It also adds new email functionality allowing users to **Wdhi fY'UbX'UXX'a YggU] Yg** to their CRM records.

OI4A's synchronization allows users to work with CRM information **cZZ]bY'** with the confidence that once reconnected the system will be updated automatically.

In addition, OI4A offers further mobility options for the busy Salesperson, as Outlook acts as a **Vta a cb'gnbWfcb]rU]cb dc]bhZcf \UbX'Y'Xg**, PDAs, and smart phones.



### 6i g]bYgg'6YbYZ]hg

**=a dfcj YX'i gyf'dfcXi Vm] ]m** **UbX'gU]gZUW]cb.** ' automatic synchronization of contact, email and other Amdocs CRM data eliminates duplicate data entry, searching and other time wasting tasks.

**=a dfcj YX'XU'U'ei U']m** **UbX' ]bhY[ f]m** sales people are enabled to link customer emails, appointments and other activities to Amdocs objects (Accounts, Leads, etc.), thus keeping a more complete history of sales activities.

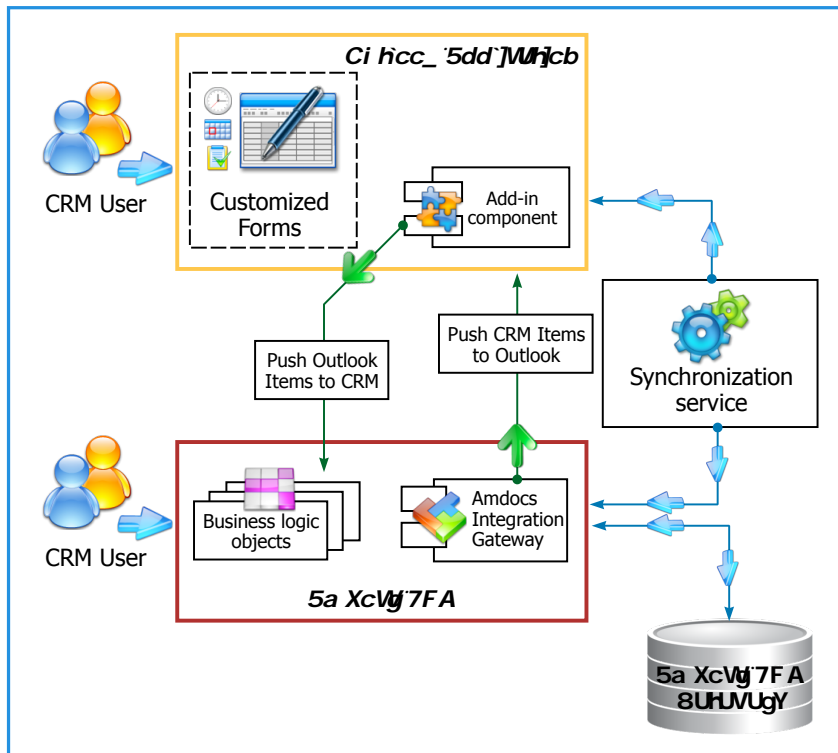
**=a dfcj YX' ] ]g]m']m** **UbX' ZcfYVWgh]b[.** because OI4A links Outlook emails, appointments and tasks to Amdocs CRM objects, sales executives and managers have better visibility of customer and prospect selling activities.



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## Outlook Integration for Amdocs CRM



Outlook 2007; MS XP

& MS 2003; MS planned once support

is enabled by Amdocs SmartClient;

Amdocs CRM 7.1 or 7.5. Amdocs Sales

Amdocs Integration Gateway.

Bea Weblogic 9.2/IBM WebSphere 6/0

(Unix/Windows).

### The robust architecture guarantees user-friendly operation while minimizing and simplifying maintenance and administration.

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- Outlook Add-In Com+ Component
- Web Services (HTTP, SOAP)

OI4A works as a background or service between Outlook and Amdocs CRM. The OI4A server side integration components uses Integration Framework component, which works with Business logic objects and Amdocs Integration Gateway. The completely configurable synchronization process can be manually or automatically launched. In automated mode, the user does not have to worry about synchronization and keeping data in Outlook and Amdocs CRM in synch.

### InvisibleCRM, named "Cool Vendor" by Gartner, is a technology provider of tools engineered to increase user adoption and ROI of enterprise applications by seamlessly integrating them into the way businesspeople work every day. These tools enable users to work with their customer and corporate information, without leaving their favorite applications - MS Outlook and Windows. According to Nucleus Research InvisibleCRM products offer unique "5 hour ROI".

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