

#### COMPUTER TELEPHONY INTEGRATION

Pop up your customer's account screen when the call is presented to the CSR.

#### SIMPLICITY

7 configuration parameters and 1 text string is all that is required to allow the application to work.

#### FLEXIBLE

Can be used with any window (form) in MGP that supports field exit processing.

#### TURNKEY SOLUTIONS

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## Microsoft Dynamics Great Plains ScreenPopper



This product allows your phone system to interact with your Great Plains/CSM system. If you have an automated phone system capable of collecting account number (locationid) information and capable of sending that information to your CSR workstations when phone calls are presented to agents, you can pop up the customer's account screen based on the account number entered. You could also use ANI information from the call along with your phone number database to identify the customer calling. This, however, requires a comprehensive database of customer phone numbers. Check with your CTI vendor to see what capabilities exist for activating workstation based applications and see if our ScreenPopper can help you improve your call center performance. The ScreenPopper is licensed per user and installs easily onto any supported Windows based workstations.

- Speed up your call center by automatically popping your customer account screen from caller information obtained in the phone system.
- No more having to ask for name or account number when answering a phone call.
- Works with any CTI application that supports workstation command execution with parameters.

## System Requirements

- Microsoft Dynamics Great Plains v10.x
- Microsoft .NET 3.5
- Windows XP, Vista or 7