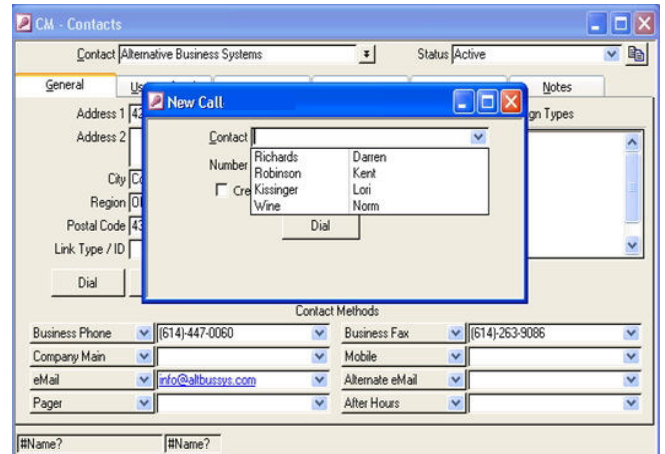# FacetPhone integration with TRAVERSE

Open Systems' TRAVERSE software is now integrated for use with the FacetPhone VoIP phone system. The FacetPhone interface with TRAVERSE can save customers thousands of dollars through higher employee productivity. Equally important, this interface gives companies a complete history of all telephone customer contacts, whether inbound or outbound. This is a huge benefit for companies by allowing them to provide better customer service and providing a complete audit trail of all customer contacts. The TRAVERSE and FacetPhone integration saves time and reduces the cost of every call made or received. And much like written documentation, being able to track customer history and transactional detail of telephone conversations is an important capability for many companies.
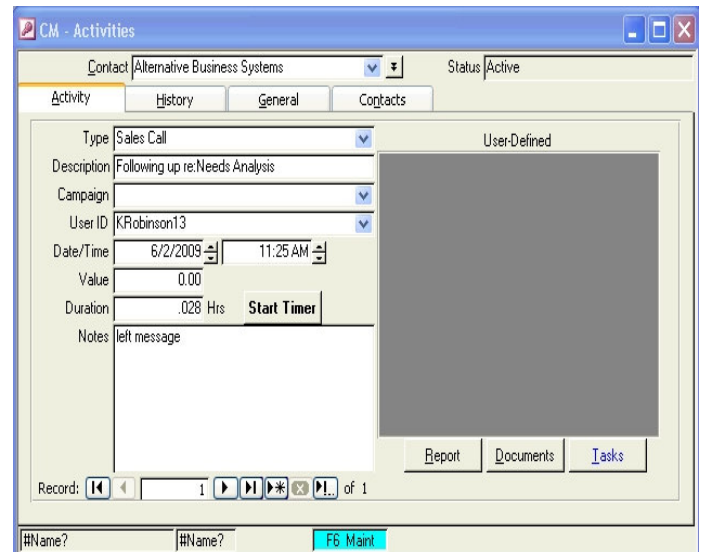
Dial Contacts from within TRAVERSE. No dialing, no looking up phone numbers.

SAVE TIME—SAVE MONEY!

The TRAVERSE integration allows system users to quickly and easily dial right from their TRAVERSE contact information. Equally or even more important, users can get a 'screen pop' of the customer information on an inbound call based on the telephone callerID information. This saves precious time since the user does not have to search for the calling company in the TRAVERSE system.

- **Keep track of time spent on calls**
- **Create activities and tasks for incoming and outgoing calls**
- **Record call notes**
- **Interfaces with A/R or CRM modules**
- **Customizable incoming call "screen pops"**
- **Increased efficiency throughout the workplace**
- **High ROI**

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