



ANYWHERE INTEGRATOR

Connect your business systems through one App Integration tool, allowing any business to build the communications systems that they need.

Powered by **monda Go**



The Next Generation of Computer Telephony & CRM Integration

Anywhere integrator is a unified communications client for the Cisco BroadWorks-hosted telephony platform from Mondago.

Anywhere integrator builds seamless connectivity between the end-users' telephone system and their preferred CRM application, all of which can be managed quickly and simply within one screen.



Connect to Over 310 Applications...

[See if your application is listed here](#)

How App Integration Support Business

Transform business performance and enhance customer experience by interconnecting the tools you use every day. Anywhere integrator provides you with the solution to connect your contact applications whilst also allowing agents and management to see all internal and external activities within your chosen applications and CRM.



Improve Customer Experience



Reduce Business Costs



Increase Productivity



Connect Your Team

Anywhere Integrator is the missing piece to your unified communications puzzle. Rigorously tested and supported by Evolve IP's technical experts, you can confidently provide a solution that will help streamline any business' communications infrastructure, support growth, and enhance their productivity.

Solution Highlights



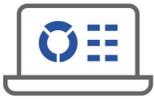
Activity Logging

Add call centre trainee activities to individual contacts or accounts to ensure information is shared across teams. Manually or automatically create an activity record of a call received within the CRM and easily add further notes.



Agent Features

It provides a simple way for a Call Centre agent to change settings, including join and unjoin queue, check queue data, select disposition code, escalate to Supervisor, manually set outbound DNIS number, and more. CRM Integration features are also available in the Toolbar interface for Agents.



Multiple Interfaces

Gain quick access to your desired features. The Preview Window allows for call control during a call. The Toolbar provides a dock-able UI with a comprehensive set of agent features, giving your agent full control of their environment.



Microsoft Teams Integration

A range of deep-level features, including using Teams as a preferred device, show/add/pop contact from Teams to integrated CRM, show colleagues avatar/profile image from Teams to Anywhere integrator Presence screen, and more.

Contact Evolve IP today to find out more about Call Analytics and how it can compliment your UC system.



Connect with Evolve IP

If you find that your CRM is not included in the list, please contact your account manager to arrange this for you.

Why Clients Choose Evolve IP

Evolve IP is designed to advance today's hybrid workplace. We partner with the world's biggest tech companies and innovative industry leaders to create robust and reliable solutions for our resellers. We are a global collaboration provider that specialises in bringing together unified communications, collaboration tools, contact centre, voice, and omni-channel solutions securely into the cloud. As a vendor, we integrate these disparate systems to create a bespoke solution for your customers using systems from leaders like Microsoft, Cisco, Dubber, and more. Choose Evolve IP's carrier-grade voice solution, built with the user in mind, to help make the future of work better for everyone.

