

### ANGEL.COM SUGARCRM CONNECTOR OVERVIEW

Angel.com delivers the power of SugarCRM to the telephone with our suite of IVR and call center applications. Our fully hosted, speech-enabled IVR solutions seamlessly integrate with your SugarCRM account, enabling you to access your SugarCRM data, service customers, and collect customer information – all over the telephone.

Now, with the Angel.com SugarCRM Connector, applications that require phone interactions with a SugarCRM account can be deployed without writing a single line of custom code. With Angel.com's on-demand toolkit, Site Builder, voice applications can be designed, built, and deployed in a fraction of the time required using traditional tools and methods. Call flows can be fully implemented from a simple browser using Angel.com's voice pages through a powerful WYSIWYG editor. Incoming phone leads can be logged automatically into your SugarCRM account by simply invoking a url from an Angel.com transaction page. If a client handles support cases using SugarCRM, they can now build an application that enables callers to check the status of a case, update a case, or create cases, directly from the phone -- and they can build such an application directly from Site Builder.



### GETTING STARTED WITH ANGEL.COM

#### Start a free 30-day trial

You must have a "Pro" SugarCRM Hosted account with API access to use the Angel.com SugarCRM Connector

#### Download the Connector

To view and download the Angel.com SugarCRM Connector guide, go to: <http://www.angel.com/sugarcrm>

#### Contact Angel.com

To speak with an Angel.com representative about the SugarCRM, call us at: 888-MY-ANGEL, or visit <http://www.angel.com/sugarcrm>

### ANGEL.COM HIGHLIGHTS

- **Fully hosted:** the Connector is offered as a service -- no code installs.
- **Easy to use:** all you need to know are the parameters to pass, and what variables are returned and you can start invoking it from an Angel.com transaction page.
- **Powerful:** enables you to execute actions such as creating a lead, looking up a contact, creating and updating cases.

### KEY BENEFITS

- **Personalization:** with the ability to retrieve data about callers in real time, you can now treat each caller differently depending on the context of their call.
- **Automation:** callers can now accomplish tasks over the phone without needing to speak to an agent.
- **Insight:** with the Connector, you can now log details about every call and gain deep insight of activity on your phone line.