# Intermedia™ Contact Center for ServiceNow™

servicenow

INTEGRATE INTERMEDIA CONTACT CENTER WITH SERVICENOW TO DRIVE BETTER CUSTOMER SATISFACTION.

Features:

- **Log call details:** Easily annotate and capture key details from a call; save the call outcome/classification to the customer's contact.

- **Record calls:** Capture audio and screen recordings of interactions with customers and automatically store them in their contact record within ServiceNow.

- **Screen pops:** Pull up existing customer contact record from incoming calls; quickly display contact by phone number.
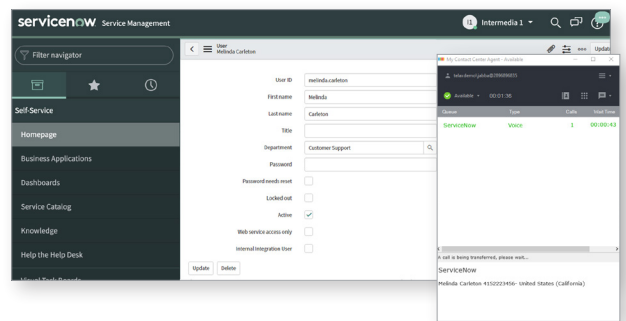
Benefits:

Improve customer journey:
Access relevant customer data at the right time to deliver a more personalized experience to each customer.

Increase productivity:
Embed Contact Center functionalities into everyday business applications to streamline workflows and maximize agent efficiency.

Easy to use:
Our integrations are easy to use and easy to deploy, with no heavy training or implementation costs required.

Intermedia Contact Center for ServiceNow is available for Intermedia Contact Center Pro and Elite plans.

Contact us to learn more:
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intermedia.net

INTERMEDIA®