

[ConConnect Integration](#)

ConConnect Introduction

ConConnect is a standalone Windows app that enables agents and supervisors to use “click-to-call” from within any web browser, browser-based application or Customer Relationship Management (CRM) platform, as used for example for sales/services/marketing. This enhances the end-user experience and reduces handling time when making outbound calls to customers.

ConConnect can be used in conjunction with the Contact Centre system to facilitate outbound dialling. Agents still use their Agent Portal interface in Contact Centre to make outbound calls but, with the ConConnect app running alongside their user interface, they do not need to individually copy and then paste into the Quick Dial panel every number to be called. This speeds up outbound dialling where multiple numbers need to be called.

For example, an agent may need to cold call every person who is listed in a marketing/sales CRM database to advertise a new product or service, or a receptionist in a GP surgery may need to contact a list of patients to remind them about appointment times. Rather than cutting and pasting each number in their list, they can simply either click a website number (if the number is hyperlinked) or highlight the number and then use a hotkey. The number is then outdialled to automatically.

Download ConConnect

Each user who requires the integration will need to download the ConConnect app to their PC. The file can be downloaded and shared to the relevant users by Channel Partners.

- [Download ConConnect](#)

Installing ConConnect

Once the download file has been shared it can be installed and configured by a company administrator. Please refer to the relevant training:

- [Setting up ConConnect](#)

Using ConConnect

Training for Agents that covers how to log into ConConnect and make an outbound call is available on the Agent Knowledge Base.

- [ConConnect](#)

ConConnect Guide

If required you can download a ConConnect Integration guide which contains the instructions to install, configure and use ConConnect. Please refer to the [Horizon Contact forms](#) page.