



# Integrated Customer Tracking

i2Contact creates a full historical account of all communications and saves it to our powerful centralized database, permitting quick access and easy retrieval of information where and when you need it.

## Features

Empower your customer service representatives or call center associates to improve customer satisfaction by responding more quickly and accurately to incoming requests. Easily log, assign, research and maintain service requests and queries like never before.

Access and monitor your customers' needs for immediate satisfaction, problem resolution and to ensure a consistent positive customer experience.

You can save time and money by using our integrated contact management solution to track your customers.

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