BusByway

Kerauno Version 1.3 Features Increased Salesforce Functionality and Integration with Core Banking Services

Indianapolis, IN, December 05, 2016 –(PR.com)–Axia Technology Partners (AxiaTP) has released version 1.3 of its award-winning Unified Communications platform, Kerauno. This latest version includes several updates and new features, including increased interoperability with Salesforce, and new functionality that enables integration with core banking services from Fiserv, Jack Henry, and Corelation.

Kerauno's new Salesforce functionality enables a seamless integration that provides screen pops with customer information whenever a call is received, as well as automated logging of calls, click-to-dial functionality from Salesforce, and the ability to view advanced analytics and statistics. In addition, users can categorize calls and take notes that can be easily transferred into the Salesforce contact record after the call has ended.

With 20% market share – nearly double its nearest competitor – Salesforce is the world leader in CRM software, and a natural fit for integrations with Kerauno's powerful communication and collaboration functions. "We are always looking for ways to help companies optimize business workflows and increase efficiencies," said Josh Ross, Managing Partner at Axia Technology Partners. "This level of integration will not only save time for users, but provide better information at the point of contact, leading to improved customer engagement."

In addition to the updated Salesforce functionality, Kerauno now provides banks and credit unions the ability to integrate Kerauno with core banking services provided by Fiserv, Jack Henry, and Corelation. This new functionality allows financial institutions to use Kerauno to manage phone-based services such as interactive voice response systems and bank by phone.

"Banks and credit unions are always looking for ways increase efficiency ratios," said Ross. "With this added functionality, Kerauno can replace multiple systems with a single solution, saving money and increasing overall efficiencies."

First released in 2015, Kerauno has been gaining momentum as a Unified Communications and Collaboration platform, and was awarded "Best Cloud Solution" at the 2016 ITEXPO, as well as being names a "2016 UC Product of the Year" by TMC. In addition to these new integrations, Kerauno's open API architecture provides seamless integration to any CRM or ERP software, as well as any proprietary systems a company might employ. Get more information about Kerauno at www.keraunouc.com.

About Axia Technology Partners
Indianapolis-based Axia Technology Partners is a leading national provider of converged IP technology and software solutions, with industry-leading service offerings including nationwide VoIP Phone Services, Unified Communications, Business Internet Access, and Managed Network Services. AxiaTP's clients include municipal governments, banks and credit unions, hospitals, schools and universities, law firms, manufacturers, and a host of SMBs across the country. For more information about Axia Technology Partners, please visit www.axiatp.com.

Contact Information:
Axia Technology Partners
Jay Lesandrini
317-653-4464
Contact via Email
www.axiatp.com
Read the full story here: http://www.pr.com/press-release/697594
Press Release Distributed by PR.com