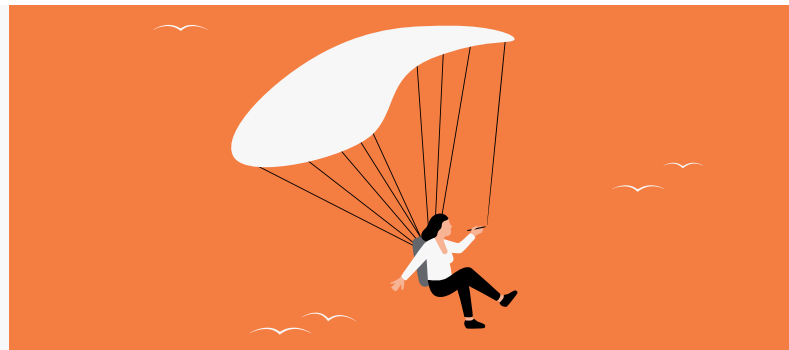




# Sell more insurance policies while enhancing the customer experience.



Ooma Office Pro Plus with AgencyZoom helps agencies improve their customer experience, streamline operations, and thrive in a highly competitive market.

Caller-ID Pops powered by Ooma pre-built computer telephony integration (CTI) enables insurance agents and staff to preview and proactively manage customer and lead profiles during phone conversations.

As soon as an agent connects with a customer or lead that has a matching record within the AgencyZoom CRM application, their profile will appear on your desktop, making it easy to anticipate needs, answer questions, and deliver personalized service.

## Deliver an intelligent customer experience:

### Pre-built Integration

Deploy and easily manage a solution that fits naturally within the AgencyZoom platform.

### Caller-ID Pops

Preview customer information including customer name, policy descriptions, policy start/end dates, and policy cost within the Ooma Office desktop application. For prospect calls, the Caller-ID Pop shows lead status with a list of sales opportunities.

### Call Control

Mute, put the call on hold, add a call participant, transfer the call to a staff member, record the call or seamlessly flip the call to another device such as a mobile phone.

### Automated History

Get automated call logs for matched CRM contacts to help ensure accurate customer and lead interaction history.

### Staff Productivity

Elevate the customer experience by eliminating time-consuming lookups and screen switching when interacting with callers.

### Proactive Engagement

Equip staff with the right insights to anticipate needs, predict next steps and provide timely service to create better outcomes for customers and the agency.

### Compatibility

Available with the Ooma Pro Plus service plan.

