

# Bubble Features.

Bubble CRM Integration Provider







# Elevate your Workflow

Whether you are managing a complex project, collaborating across teams, or seeking a tool that adapts to your unique needs, the CRM integration offers a robust set of features that integrate into your workflow. From advanced customisation options to an intuitive interface that requires no technical expertise, Bubble equips you to design, manage, and execute with ease.

## Key Features:

Efficiency - Accelerate project delivery and enhance collaboration.

Flexibility - Adapt to changing needs and outperform competitors.

Simplicity - Save time and unleash your team's full potential.

Transform your work process by combining CRM integration with telephony solutions.

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# Additional Features



## Single sign-on

No need for separate passwords, just log in with your Google, Microsoft or Apple account.



## Click-to-dial

Click to initiate a call from your CRM or any website.



## Select-to-dial

Easily start calls by selecting phone numbers.



## Number notation

Customise number notations in the CRM software with over 20 default formats or add their own.



## Multiple integrations

Activate multiple CRM integrations at no extra cost!



## Profiles

Configure and switch between profiles quickly.



## Multi-tenant

Manage multiple accounts simultaneously.



## Windows and MacOS





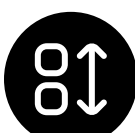













Available on Windows and macOS.



## Automations

Build your own If-This-That flows to e.g. open actions, change parameters or execute a script that automatically screen pops your CRM application.

# Pop-up Notification

-  **Pop-up notification**  
Receive instant customer information with a screen pop-up on incoming, outgoing, and transferred calls.
-  **Pop-up content**  
Personalise pop-up content based on a user, department, or organisation using CRM data.
-  **Multi-language**  
Customise the pop-up language to suit your preference.
-  **Multi-result Handling**  
Navigate through multiple CRM entries by clicking to display the next result.
-  **Sorting**  
Determine the display order based on parameters when using 'multi-result'.
-  **Call time**  
Track call duration with a visible timer during conversations.
-  **Screen and position**  
Choose the screen and position for pop-up display, ideal for users with multiple screens.
-  **Auto-hide**  
Control the visibility of pop-ups with auto-hide settings for a clutter-free workspace or just leave it.
-  **Visual Call Status Indicators**  
The pop-up changes colour (from grey to green) to indicate that a call has been started.
-  **Mute**  
Temporarily mute pop-ups with a single click for uninterrupted workflow.
-  **Internal callers**  
Decide on internal call pop-up notifications based on personal preferences.
-  **Quick Access to Conversation Details**  
Retrieve completed conversation pop-ups instantly to access vital information.
-  **Callback**  
Initiate callback requests directly from a retrieved pop-up with a simple click.
-  **Action buttons**  
Activate up to 4 customisable action buttons (such as open relationship, start timer, etc.).
-  **Callback request**  
No more typing callback requests, just email or app the customer information directly to your colleague via a button.
-  **WhatsApp**  
Use the WhatsApp button to instantly app a caller with or without using a preconfigured template.
-  **Teams Chat**  
With the Teams button send a caller a chat directly with or without using a preconfigured template.
-  **Call control**  
With call control, you can instantly make, answer, end, transfer or hold a call, using MobeXweb or your desktop handset

# Pop-up Notification



## Data Handling

Use the copy function to transfer data to your clipboard.



## Tailored User Experience

Configure custom buttons for unique requirements. (For example, a specific URL or invoke an .exe).



## Call history





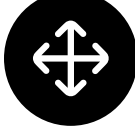








Instantly see the call history, call notes and the colleague the caller has previously spoken to.



## Call notes

Capture call information instantly with one-click call notes integration.

# SearchBar

-  **Search**  
Quickly search for contacts by name or phone number within your CRM using the Bubble SearchBar desktop App.
-  **Colleagues**  
Instantly determine the availability of your colleagues with the Bubble SearchBar desktop App.
-  **Status**  
Update your status manually to inform colleagues of your availability status.
-  **Results**  
The displayed search results are retrieved from 'all' connected and supported sources.
-  **Position**  
You can control the position of the SearchBar on your screen so that it opens in the same place every time.
-  **Hotkey**  
You can open or hide the Bubble SearchBar with a preset hotkey.
-  **Open relation card**  
From the search results, open the appropriate customer card directly in your CRM with a single click.
-  **Outbound Calling**  
Initiate outbound calls directly from search results.
-  **Call history**  
Instantly view the call history and previous interactions with colleagues.
-  **WhatsApp**  
From the search result, send the contact a WhatsApp message directly from your account.
-  **Teams chat**  
From the search result, send the contact a Microsoft Teams chat directly from your account.
-  **Email**  
Email contacts directly from your email client through the search result interface.
-  **Reopen pop-up**  
Reopen pop-up notifications of past conversations directly from the SearchBar interface.

# Call Registration



## Registration

Automatically log call information and call notes into your CRM under the customer contact or card.



## Multi-result

Select the relevant contact for registration when multiple results are found.



## Subject

Personalise the call log subject according to your CRM requirements for organised record-keeping.



## Auto-hide

You can set whether a call should be written out manually or automatically.