

TERMS OF USE FOR BITRIX24™ CRM INTEGRATION

1. To use the advantages of Gamma functionalities in Bitrix24™, it is necessary to contract the CRM Integration service under the basis of having previously contracted Gamma's Centrex Cloud PBX service.

2. This service enables the integration of Bitrix24™ software with Gamma's Centrex communications service through the API (Application Programming Interface) supplied by Bitrix24™ and the API supplied by Gamma.

The functionalities of this integration are:

- **Identifies the contact in an incoming call:** before answering the call, the contact's information is displayed so that you can directly access their CRM form.
- **One click direct call:** from the CRM form, the customer can be called with a single click.
- **Registration of all calls:** all incoming and outgoing calls, whether they are managed from a landline, mobile or computer, are automatically logged in the CRM form.
- **Access to call recordings:** Centrex Cloud PBX allows automatic recording of all calls, which are available from the CRM form.

3. Gamma's Centrex Cloud PBX service is governed by its [Specific Conditions](#) and by the Special Conditions of Gamma for the Integration with Bitrix24™.

4. Once the CRM Integration service contract has been signed and Gamma has all the necessary information to carry out the installation, configuration and implementation, the service will begin to be provided.

5. For more detailed information on the offer and all the economic and applicable conditions and to request the CRM Integration service, you can access and fill in this form and we will contact you.

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