



SpiceX INTEGRATION SPOTLIGHT

Google Calendar

SpiceX works with Google Calendar! Connect either through direct integrations that tie directly to business processes or by utilizing familiar Google embeddable interfaces that extend the UI you're used to into the CRM/agent interface.

Streamlined Calendar Management

SpiceX brings your Google Calendar functionality into the CRM for a more accessible interface. Manage events from directly within the Unified User Interface.

Make Google Calendar part of your business processes.



Embedded Calendar within the CRM

We streamlined scheduling by embedding the calendar directly into the CRM and Agent's Guided Processes to provide easy access to the Google Calendar that agents are already used to using.



View Scheduled Meetings

List an agent's Meetings when interactions require seeing a schedule. Or create a persistent schedule view for agents. Whichever you chose, agents can manage their meetings directly from SpiceX.



Create Meetings

Schedule meetings directly within the CRM. Define certain processes that create meetings, or enable agents to create ad-hoc meetings at the press of a button.



Delete Meetings

Allow agents to delete meetings when it's appropriate to do so. Use SpiceX processes to create governing rules on when meetings can be deleted, or define next steps.



CRM Data

Meeting information can be logged in the CRM providing more data for analytics or to drive additional next-step workflows or automations.



Unified User Interface

All the functionality of Google Calendar directly within the CRM. No more switching through tabs, or copy-pasting information between systems.