

# Bria Integration - Agile CRM

Bria is the flagship product of CounterPath Corporation, which is a leading provider of innovative desktop and mobile VoIP software products and solutions. Bria is a carrier-grade SIP softphone client that enables you to manage your communications easily from your device. Built on SIP and open standards, Bria is a popular option for enterprise users. It helps you find new efficiencies in your everyday communication and is proven interoperable with many of the industry's standard platforms and devices.

By using Bria with Agile CRM, you can:

**Make Outbound Calls:** Make calls directly from the dashboard.

**Receive Inbound Calls:** Receive inbound calls directly in the app.

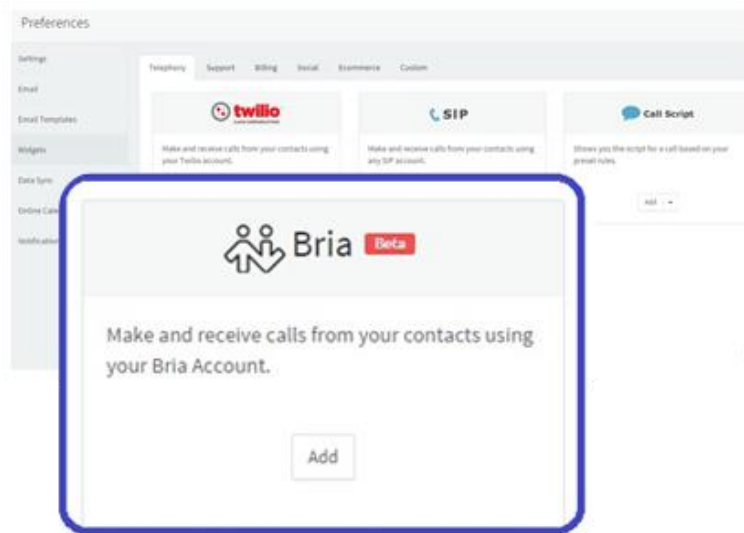
**Take Call Notes:** Note pop-ups at the end of a call. Notes can be tagged to contacts in the CRM and manually stored for future reference.

**See Call Details:** Call details are displayed when the call is completed. Then, after a review, you can add the lead to a particular campaign.

**Call Tracking:** Once you've enabled the integration, we automatically track calls with your Agile contacts.

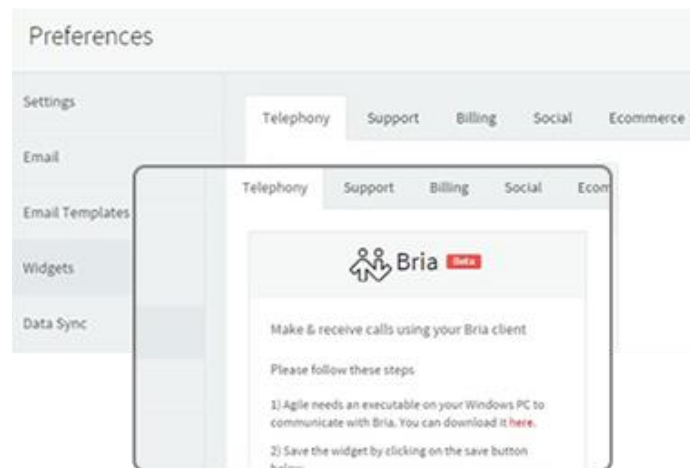
This simple, 2-step guide will help you integrate, set up and run Agile's Bria plugin:

## 1. Bria SIP Options



Open your Agile dashboard. Go to Preferences → Widgets. Then select the Telephony tab (it should be selected automatically), and click Add under Bria.

## 2. Follow Steps to Integrate with Agile



Then just follow the on-screen instructions and you'll be making Bria calls in the CRM in no time!



Thank you for choosing Agile CRM

### Related Links:

<https://www.agilecrm.com/twilio>

<https://www.agilecrm.com/ringcentral-integration>

<https://www.agilecrm.com/blog/voip/>

