

Works with any PBX

Purely Browser based SoftPhone

Salesforce Classic, Service Cloud and Lightning

CTI Data Connector for Salesforce

PHONE SYSTEM

- Different ways to connect to a phone system (server and PC based TAPI / CSTA, uaCSTA handset, SoftPhone). No change in PBX setup required. Keep existing phone provider

SKYPE FOR BUSINESS

- Skype for Business integration using an on-premise phone gateway or cloud PBX connection

SALESEFORCE INTEGRATION

- Works with **Lightning Experience, Sales and Service Cloud**
- **Click and Dial** from anywhere in Salesforce where a phone number can be added
- **Caller identification** from accounts, contacts and leads as well as custom objects and custom phone number fields
- Automatically saves the phone note for each call as an activity – including

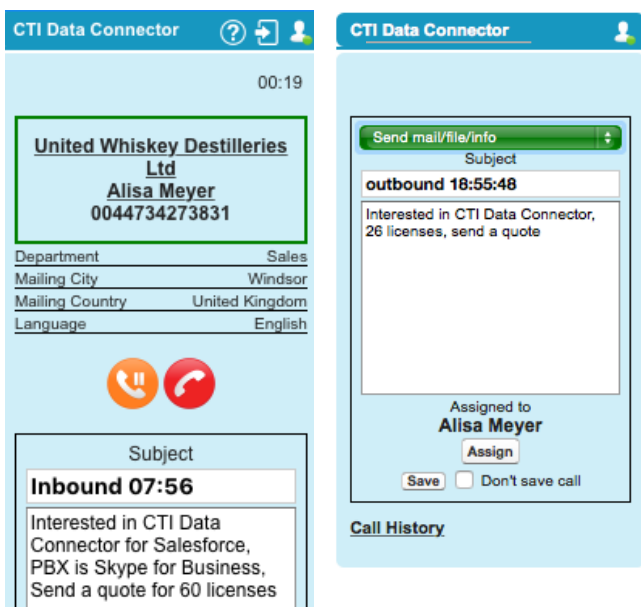
addition information like call result (configurable pick list) and call type (incoming/outgoing) of the call. Call duration, ring time, on hold time and total call time allow comprehensive analysis of the calls

- **Activity history** to access the latest phone calls and notification about missed calls
- **Automated workflow:** document unsuccessful outbound calls or missed calls as an activity
- Use **Salesforce reports and Dashboards** with all the inbuilt power of filtering and charts for call center reports
- **Latest technology:** Salesforce Open CTI
- No data is saved outside of Salesforce
- **Super fast setup** as no changes in the existing phone system are required

OPERATING SYSTEM / BROWSER

- Runs in Chrome, Firefox, Edge and IE
- **Windows** and **macOS** depending on the phone system integration

Softphone



Dashboard



+49 7525/5184000 (DE)
646.257.3801 (USA)
+44 2088168237 (UK)

www.mirage-systems.com



silver ISV partner