

# *mirage*

**MIRAGE  
CONNECTOR**

**FOR SERVICE CLOUD VOICE**

salesforce

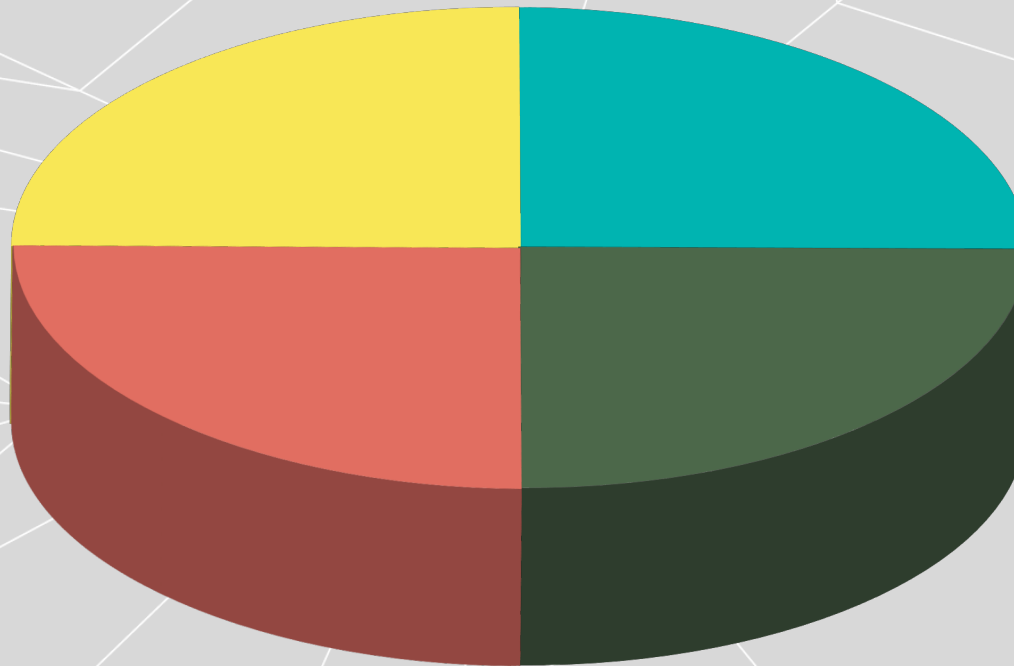
**available on  
AppExchange**

## Mirage Connector for Service Cloud Voice

# Salesforce Platforms / Concept

**L** Lightning  
Experience  
Sales and Service Cloud

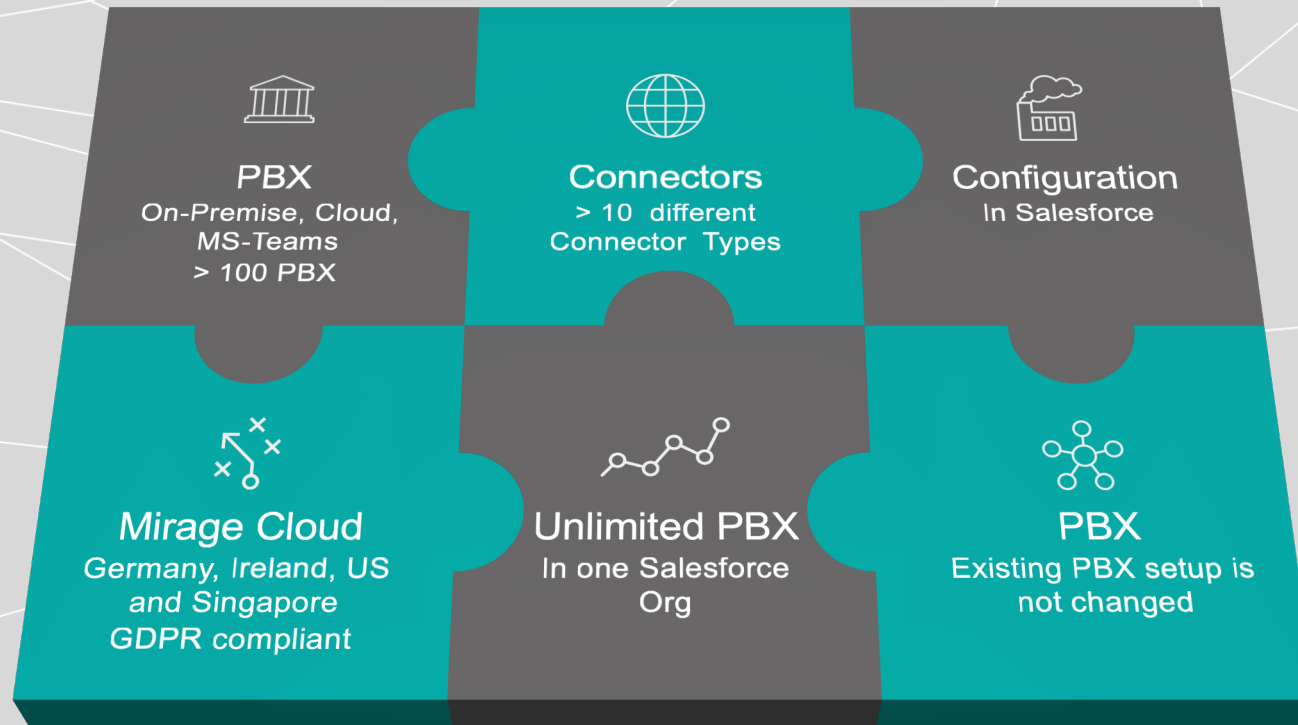
**OC** Omni-Channel  
Phone calls exclusively in Omni-Channel



**O** Call Object  
Calls are stored in an own call  
object – not activities

**R** Routing  
Done by Phone System and  
ACD for Salesforce

# Overview

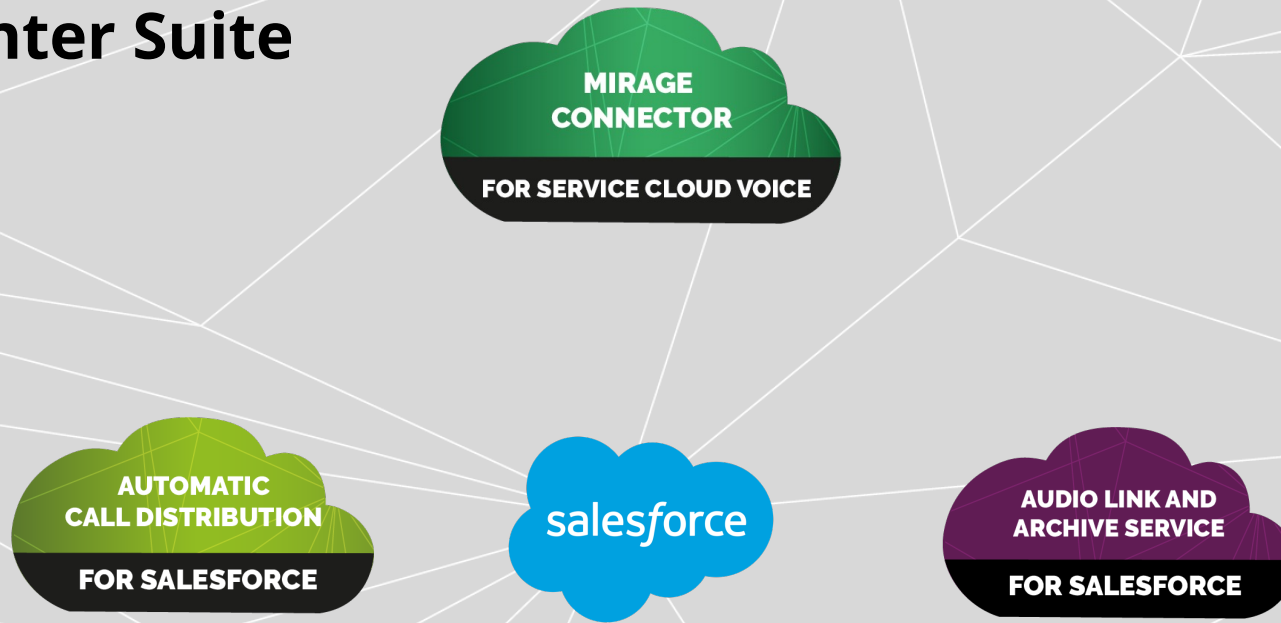


## Additional Key Features

- Works with any PBX
- Live Presence State Dashboard
- Outbound SMS
- Contact Center Suite with **Automatic Call Distribution** for Salesforce and Audio Link and Archive Service

The wide range of integrations gives you a choice to select **the best-suited phone** system depending on your requirements. Multiple different phone systems, e.g. in branch offices, can be used in one Salesforce instance.

# Contact Center Suite



# More than Call Distribution



- **Call distribution**

Workflows like transfer call to contact or account owner. Last Agent routing based on call, e-mail or task

- **Data Lookup**

Name, Language, City, Country, Service level agreement, Products ordered

- **Write Back data to Salesforce**

Create an appointment or callback request via IVR

Document an abandoned call in the customer activity and / or create a follow-up task

- **Goal**

The caller will be directly transferred to the right person and gets a personalized call experience

# Over 100 Phone Systems



# MS-Teams Integration Highlights



- **Synchronize Presence State**  
Synchronize from Salesforce to MS-Teams and MS-Teams to Salesforce
- **Native Integration**  
Directly connects Salesforce via the Mirage Cloud to MS-Teams – no contact center or PBX required

- **MS-Teams Clients**  
Windows, MAC and Mobile
- **Live Agent Status Dashboard and Wallboard**

# Enhancement Service Cloud Voice

- **Send SMS**  
Lightning Component to send SMS via Amazon
- **Select Phone Lines**  
Option to select a phone line or queue for outbound calls
- **Live Agent Status Dashboard and Wallboard**  
Shows details about presence states and ongoing calls including MS-Teams calls
- **Mirage Common Utility Item**  
Collection of features like objects assigned to call, SMS or line selection



# Enhancement Service Cloud Voice

- **Search**  
Search on multiple objects including Account, Person Account, Contact, Lead, Cases - configurable
- **Integrates with MS-Teams**  
Native (direct) MS-Teams integration or MS-Teams Contact Center. Synchronize presence state
- **Configure Workflows**  
As an alternative to flows, workflows can be configured in the call center setup. Speeds up implementation by days
- **Over 100 Phone Systems**  
Connect to over 100 phone systems (on-premise, cloud)

# Limitations

- **Recording and Transcription**  
Recording depends on phone system. No live transcription

- **Presence State Sync**  
Depends on phone system

- **Call Distribution and IVR**  
Depends on phone system

The background is a teal color with a network of thin white lines connecting various points, some of which are white dots. There are several white plus signs scattered across the background. On the left, there is a grey mountain peak. At the bottom, there is a row of dark green pine trees. On the right, there is a stylized illustration of a man with a beard, wearing a blue suit and tie, standing with one hand on his hip and the other extended towards the center. The word "mirage" is written in a bold, italicized, black font with a small blue square above the 'i'.

***mirage***

# Q & A

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