

## CTI Data Connector for Salesforce

Any PBX - On-Premise, Cloud, MS-Teams

CTI Data Connector for Salesforce offers a computer telephony integration in Salesforce by keeping the **existing phone system** or **MS-Teams**. Alternatively, various **contact center** solutions are available. Suitable for all sizes of enterprises.

## SALESFORCE INTEGRATION

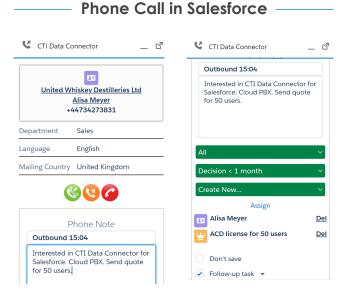
- Works with Lightning, Classic, Sales and Service Cloud
- Start calls from Salesforce with **one click**
- Caller identification from accounts, contacts and leads as well as custom objects and custom phone number fields
- Automatically saves the phone note for each call as an activity – including additional information like call result (configurable picklist) and call type (incoming /outgoing) of the call
- Call duration, ring time, on-hold time and total call time allow a comprehensive analysis of the calls

## Activity history to access the latest phone calls and notifications about missed calls

- Live Agent Dashboard with Presence Status information and Wallboard with live view of current calls
- Send SMS with SMS template or via workflow
- The Power Dialer is a great tool to automate and organize calls. It is ideal for Call Centers by using group call campaigns, as well as for sales or administration by using personal call campaigns.
- 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 (GDPR-compliant)

## **CONTACT CENTER ENHANCEMENT**

- Archiving and transcribing audio files.
  Assignment of the voice recording to an account or contact in Salesforce
- Automatic Call Distribution for Salesforce -Call distribution based on Salesforce data







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