

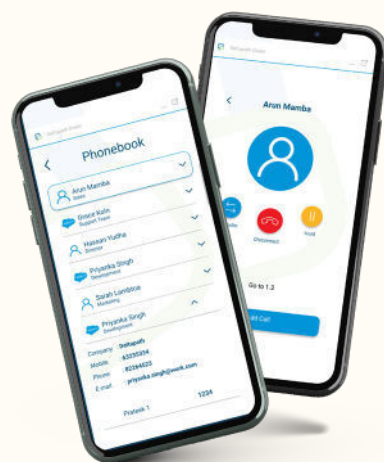


# Simplify The Overall Call Experience For Staff And Customers Today



# Salesforce

## Computer Telephony Integration (CTI) Solution



Over 150,000 businesses use Salesforce to help close deals, cross sell and upsell, manage customer and prospect data, and improve customer service and experience. The Deltapath for Salesforce CTI solution improves the world's number one CRM platform by allowing Salesforce users to make and receive telephone calls directly in Salesforce.com to create a true unified platform.

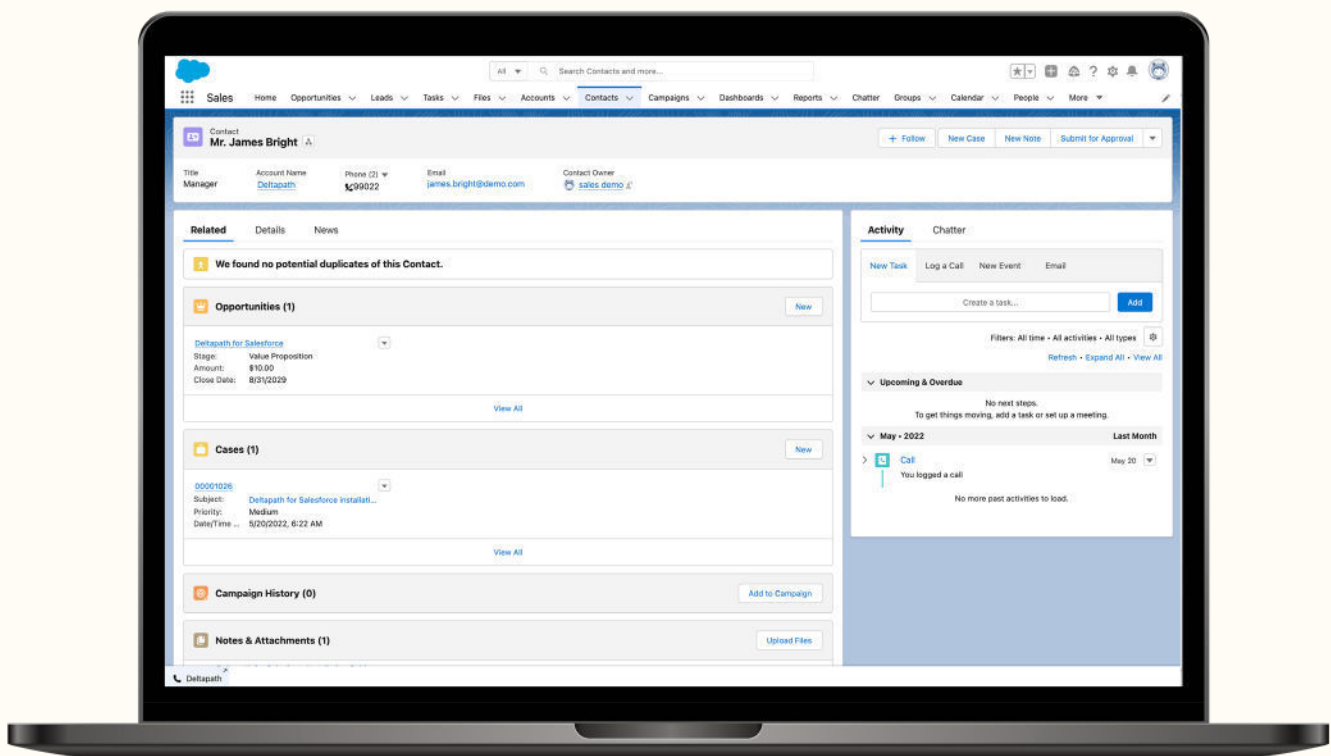
With CTI, your computers and telephones seamlessly integrate and exchange information to boost productivity. Each time the phone rings, the customer's data becomes available on an agent's screen, allowing meaningful conversations to begin when the phone is answered. Having a customer's journey right on your screen also eliminates the need for customers to repeat themselves. Resolve customer cases faster and help create an exceptional customer experience by being prepared for each call.

Making outgoing phone calls from your computer is easy whenever you want to reach a customer to understand their needs or help close a sale. Use the dial pad on your screen or access the phonebook and use the click-to-dial functionality.

## Features:

- Support auto pop-up of contacts or tickets for incoming calls \*
- Integrates with existing Deltapath UC platform contacts
- Click to dial a number from your Salesforce contacts and Deltapath contacts
- Call control functions include answer, decline, hold/resume, and call transfer
- Save login and automatically log into the contact center when accessing Salesforce.com
- Call History: Incoming, Outgoing, Missed, Voicemail
- Make and receive calls from your contact center hotlines
- Supports login for both contact center agents and other users

\* Refer to Deltapath for Salesforce administrators guide for more details



## About Deltapath

Deltapath liberates organizations from the barriers that prevent effective communication and revolutionizes the way organizations communicate through innovative technologies that meet the needs and the wants of organizations.

We specialize in solutions that unite different communication platforms, audio and video equipment, telephones, desktops, and mobile devices to make communication accessible and intuitive.

It is our belief that every solution should embody simplicity and offer users the right form of communication for the right occasion, right at their fingertips.

## Ordering Information

For more information about Deltapath for Salesforce CTI Solution, please contact your nearest Deltapath sales representative.

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