CLOUD CONTACT CENTER 2016
CTI & CRM Integrations

English and Italian versions available:
www.becloudsolutions.com
BeCloud Solutions: Offering

Be360°
- iPaaS - integration Platform as a Service

BeINCONTACT
- Contact Center as a Service
  - ACD, IVR, Multichannel, Social, Ticketing, Recording, Reports...

BeDIALER
- Telemarketing Services & more
  - Preview, Progressive & Predictive dialer

BeAGENTS
- 500+ Multilanguage & Multiskills Agents

BeCONNECT
- IaaS - Telephony & Voice connectivity (109+ countries)

BeRELAX
- Support
- Prof. Services
- Follow the Sun Support

Year 2017: AI / Virtual agent

Copyright ©2016 BeCloud Solutions
www.becloudsolutions.com
CRM Integrations
Cloud Contact Center Software

All-in-one

Multichannel routing * Quality Management * Unified desktop

Pre-built integrations

salesforce

ORACLE® SERVICE CLOUD

zendesk

Microsoft Dynamics®

API
Salesforce Integration

- Single Sign-on
- Data access from scenarios (SOSL or SOQL queries)
- Screen pops
- Activity records, including custom fields
- Combined reporting
- Both Service and Sales cloud

Copyright ©2016 BeCloud Solutions
www.becloudsolutions.com
Sales Cloud Agent Desktop

- COMPLETE INTEGRATION FOR SALESFORCE CRM
- ANY PHONE INTEGRATION FOR SALESFORCE CRM
- SALESFORCE INTEGRATION ON ANY BROWSER
- SINGLE SIGN-ON SOLUTION FOR SALESFORCE CRM
- UNIFIED SUPERVISION
- SALESFORCE INTEGRATION FOR CHAT AND MESSENGERS (Facebook, WeChat and other popular social messaging apps)
Dialer solution for Salesforce

AUTOMATED LIST SYNCHRONIZATION
With BeDialer for Salesforce you can use any list of objects from Salesforce to drive your campaign. Filter on any combination of fields.

AUTOMATED RESULTS PROPAGATION
Create any Salesforce objects base on campaign results with fields pre-filled with results data with our advanced integration with Salesforce.

PREDICTIVE, PROGRESSIVE OR PREVIEW DIALER FOR SALESFORCE INTEGRATION
Dial in any mode needed for your business with BeDialer for Salesforce

MAXIMIZED SUCCESS RATE FOR SALESFORCE SALES
For Salesforce Sales Representatives, RPC, answering machine detection and safe calling hours can increase sales productivity and help close deals.
IDENTIFICATION

Identify callers by phone or case number, prioritize them based on their data in Salesforce.

SELF-SERVICE & AUTOMATION

Create cases from after hours voicemails. Read case status and close cases over the phone or chat automatically with complete access to Salesforce data.
Service Cloud Agent Desktop

All the features of Sales Cloud Agent Desktop, plus the floating call window:
INTEGRATION WITH ORACLE SERVICE CLOUD
Oracle Service Cloud Integration (Ex Rightnow)

- Easy to use user interface reduces agent training requirements. The interface is seamlessly integrated into Oracle Service Cloud CRM (RightNow).
- One-click dialing with click-to-call capability saves agent time. It saves administrator’s time too, because it works out of the box, without the need to modify forms.
- Save agent time with a screen pop of the customer data coming with a call as a result of identification using RightNow data.
- The context of past conversations helps agents to resolve calls faster. Call history is saved complete with notes, disposition and call recording to a task or a custom object.
- The UI works with USB headsets via a built-in softphone, or through any PSTN phone number. Both options can be used by virtual agents working from home.
- Track agent performance with real-time supervision tools and historical reports.
- Inform teams about their productivity in real-time with wallboard displays.
Improve Customer Experience

- A customer is identified automatically, based on search by ticket number or any other data saved in Oracle Service Cloud (RightNow)
- Identified priority customers are served faster.
- Service quality is ensured with built-in call and screen recording, monitoring and grading quality management tools.
- A customer doesn’t have to repeat their information on transfer, the information follows call through transfers.
- Routinely assess customer satisfaction by specific area and pinpoint issues early with built-in post-transactional surveys attached to both service and agent performance reports.

Reduce Agent Load with Automation

- Automate frequent requests into self-service using IVR call scenarios: search, create and update data in RightNow in IVR scenario.
- Create voicemail cases after hours or add voice messages to existing cases
- Capture abandoned calls in a preview campaign to call them back later during less busy hours
- Offer virtual queuing during peak call times to reduce abandonment.
Zendesk Integration

The integrations of Zendesk with BeinContact’s omnichannel cloud call center software, to help you manage increasing contact volume, provide better service to your customers, and increase agent productivity and performance. Everything to implement a model Zendesk Call Center.
Zendesk Phone Integration

IDENTIFICATION

Identify callers by phone or ticket number, prioritize them based on their Zendesk data

SELF-SERVICE AND AUTOMATION

Create tickets from after-hours voicemails, read ticket status and close tickets over the phone automatically

SKILLS-BASED QUEUE

Volume peaks need less agents with queueing; precision routing minimizes transfers; phone calls override chats

UNIFIED SUPERVISION

Built-in softphone, screen pop, click to call, activity history, and a very convenient user interface
Unified Agent Desktop for Zendesk

- COMPLETE ZENDESK INTEGRATION
- ANY PHONE INTEGRATION FOR ZENDESK CRM
- ZENDESK INTEGRATION ON ANY BROWSER
- UNIFIED SUPERVISION
- ANY CHAT
Increase Agent Productivity with an Integrated Agent Desktop

- Agent desktop user interface is optimized for convenience, to minimize clutter while keeping functions at close reach by displaying only the controls and information needed at each point of work.
- Drive tickets to resolution faster with internal chat between agents and supervisors.
- Dispatch repetitive tasks quickly with knowledge base, canned responses for chat, and click-to-play personal pre-recorded messages.
- Recognize and prioritize customers and screen pop tickets with multi-media interaction scenarios driving customer identification.
- Dial customers’ phones with a single click using built-in software telephone featuring click-to-call.
- Have context of past conversations at agent’s fingertips with call activity history saved in ticket log, including call recordings and voicemails.
- Gain insights on agent performance with real-time operations displays and historical interaction reports.
Provide better Service with Rich Contact Channels and powerful Tools

- Fit your service in your customers’ life easier by offering service over rich web chat, SMS, social messengers and mobile apps; they can text customer support from a public place, such as train or doctor’s waiting room privately, making use of otherwise lost time.
- A customer doesn’t have to wait on the phone when contacting through SMS or mobile app: they can go about their business and get alerted when an agent is available
- Customers don’t have to write things down on a call with SMS messaging on agent desktop
- Customers are recognized automatically based on the data in Zendesk
- Customers can be serviced in priority order, with priority derived from the data in Zendesk
- Service quality is better managed with call and interaction recording and grading
- Customers don’t have to repeat their information on transfer, as the information on screen always follows the interaction

Zendesk IVR for Voice and Chat

- Reduce staffing requirements with multimedia interaction queuing, which spreads load peaks.
- Automate frequent requests with multi-media interaction scenarios used to provide self-service
- Provide after-hours automated answering service, create tickets from voicemail
Microsoft Dynamics Integration

Microsoft Dynamics CRM integration helps agents personalize calls using CTI screen pops and more. Identify callers by unique attributes, like phone number, and display information, such as the caller’s name, on the agent’s screen before the call connects.

• Reduce call handling times with automatic CTI screen pops, identify callers and route them to the right agent
• Eliminate screen switching with intuitive interface
• Display caller information with CTI screen pops
• Automatically record call details in your Microsoft Dynamics CRM
Cloud Contact center APIs

A number of cloud APIs and integration tools let Bright Pattern move beyond out-of-the-box call center software integrations.

Cloud APIs and integration tools let us move beyond out-of-the-box call center software integrations:

• List management and campaign results export
• PCI recording control API (start/stop/mute/query state)
• Click to dial API (including transfers)
• Web-based URL screen pop
• from Multichannel automation and IVR scenarios
  - The Web services access
  - DB access from scenarios
• Mobile / Web interaction API, we use it to power rich web chat and in-app customer support call center channels.

Make sure to review the complete functionality of our Cloud Contact Center platform.
Benefits at Clance

Productivity

- Identified account’s information appears as a screen pop and toaster pop-up in Salesforce upon call arrival
- Single sign-on saves time logging in and reduces password problems
- Reaching your customer in one click with click-to-call saves time and minimizes mistakes

Customer satisfaction

- Let customers choose their channel
- Prioritize customers waiting in queue based on Salesforce data
- Minimize the need to repeat information on transfer with Salesforce screen

Cost reduction

- Single sign-on reduces the effort of maintaining multiple passwords
- No need to install and maintain integration software on agent computers
- Customer self-service increases satisfaction and reduces costs
Thank you!

Luca Triggiani
Marketing & Business Development Director

Mobile: (+39) 331-2298226
Mail: luca.triggiani@becloudsolutions.com

www.becloudsolutions.com