BECLOUD
Solutions for innovation

salesforce

Salesforce CTI Integration

Sales Cloud - Service Cloud - Community Cloud

Call Center Software

We developed **100% Cloud Customer Engagement solutions** to enable simultaneous interaction with all your customers on every contact channel. Using a **single web interface**, agents will be able to handle all interactions and have available all customer information on a single web page, providing a swift experience and improving Customer Experience and daily operations in handling processes. You will be able to keep track of your customer's journey, switching from one contact channel to another, so that **you will always have all the information and statistics of your customers**. Provide your customers with a multichannel contact center platform and stay up to date with them through Voice, Email, Chat, Social messaging, **WhatsApp, Microsoft Teams** and more.

All-in-one solution

Use the advanced BeInContact solution integrated with Salesforce to develop the communication strategy that best suits your company. The BeInContact solution offers together with Salesforce a powerful routing engine with all contact channels unified. In this way, the operators of the Salesforce Contact Center are able, using the BeInContact page only, to manage all the configured contact channels in a single user interface; Integration with Salesforce allows operators to have all customer information on screen, thus optimizing and simplifying daily operations.

APPEXCHANGE

We are also proud that our solutions are available on the Salesforce AppExchange, the world's largest marketplace for Salesforce certified apps.
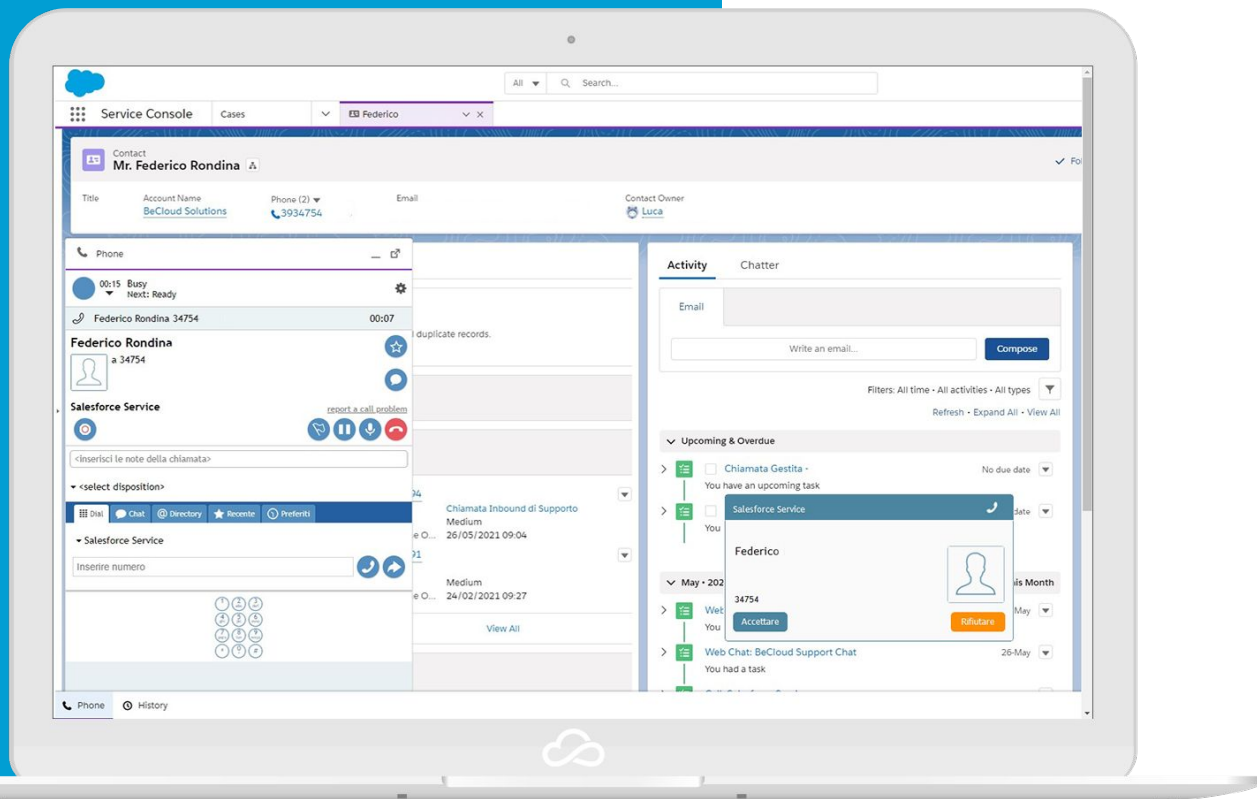
salesforce **available on AppExchange**

salesforce **PARTNER**

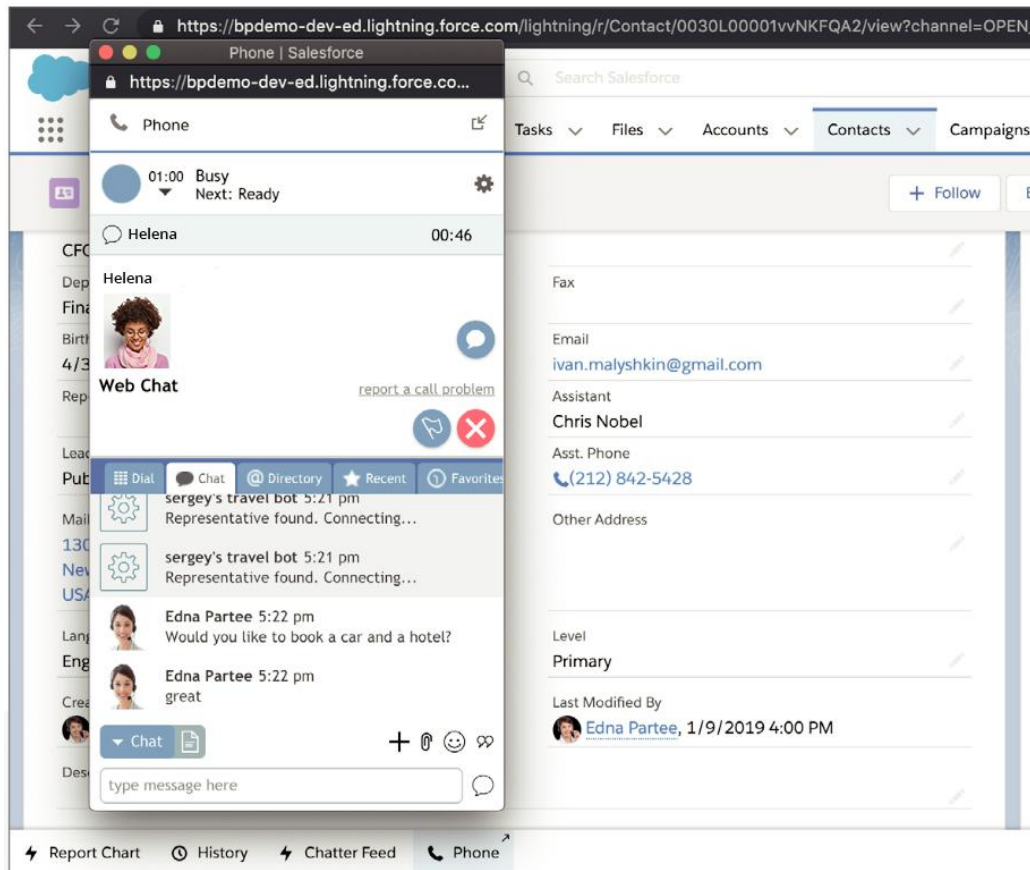# BEINCONTACT
CTI Salesforce integration

How the integration works?

Be360° is a **Cloud Integration Platform – iPaaS (Integration Platform as a Service)** that allows you to integrate different applications and the interaction, on each channel, it is managed on a single interface in order to optimize the operations of the agents.
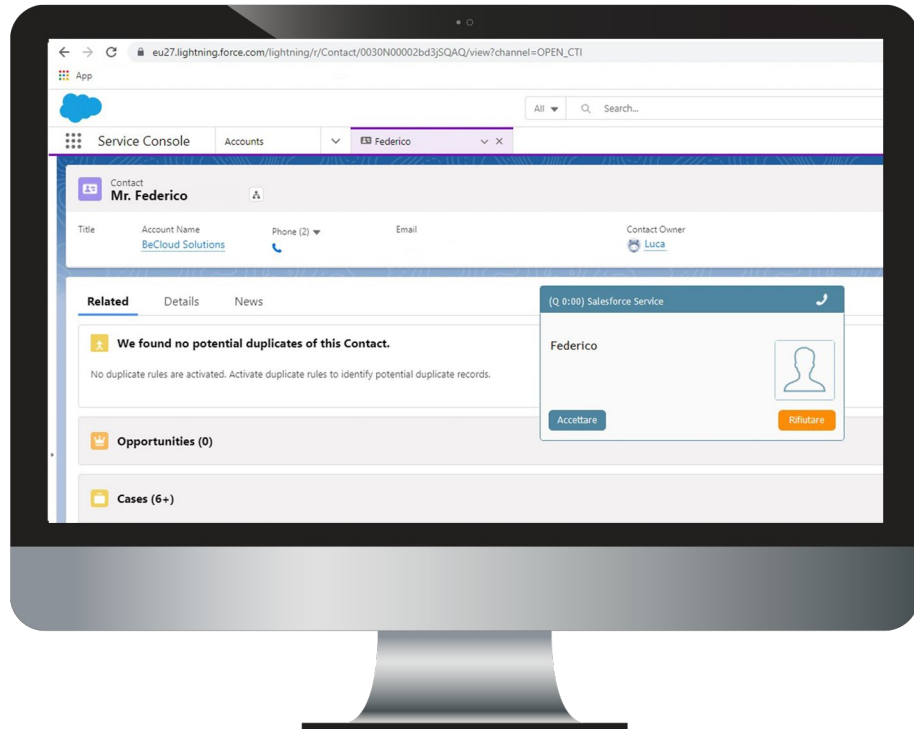
Implements the **CTI Phone bar** within the Salesforce layout to manage communications on all contact channels, also allowing the operator to manage incoming interactions accompanied by all the information recorded within the CRM, optimizing the management of the contact and information sharing.

BROWSER: Google Chrome, Firefox, Edge or Safari

PHONE: Softphone embedded to the platform, IP phone o external phone on PSTN line

CHAT: Web Chat, SMS, **WhatsApp Business, Microsoft Teams**

SINGLE SIGN ON: Login to BeInContact in one-single-step

AVAILABILITY: Lightning and Classic versions, sales and service cloud

BE360°

How the integration works?

IDENTIFICATION

Identify the caller on variables such as phone number, cases, fields and prioritize them based on their data

SELF-SERVICE & AUTOMATION

Create automatic cases for after hour or voicemail calls, read, update or delete cases following a call or chat interaction

AUTOMATIC SYNCHRONIZATION OF LISTS

Profile the lists in SF to configure a campaign and filter the fields, automatically importing the contents into BeInContact

PREDICTIVE, PROGRESSIVE OR PREVIEW DIALER

It uses different automatic dialing methods according to business needs

UNIFIED SUPERVISION

See operator status and monitor calls in real-time

SINGLE SIGN ON

Automatically log into BeInContact after logging into Salesforce

Thank you!

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Do you need more informations? Contact us!

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