



BECLLOUD
Solutions for innovation

salesforce

Customer Experience Platform integrated with Salesforce

Sales Cloud - Service Cloud - Community Cloud



Only 22% of companies have a platform that allows them to **integrate** channels and **have all customer data available in real time.**




BeCloud Solutions, an Information Technology company with over 20 years of experience, delivers an innovative Cloud solution, suitable for any business and industry, **to enhance the Customer Experience** and strengthen the bond with customers.


We offer an **Omnichannel Communication platform** to support Marketing, Sales and Service departments and are experts in helping companies adapt to the challenges that the CX market imposes, developing customized projects that are integrated with existing systems, improving productivity, customer engagement and satisfaction, and reducing costs.


How integration works


The BeCloud solution implements the **CTI Phone bar** within Salesforce to manage communications across all contact channels.


This allows the operator to manage inbound & outbound interactions accompanied by all information known within the CRM, optimising contact management and information sharing.

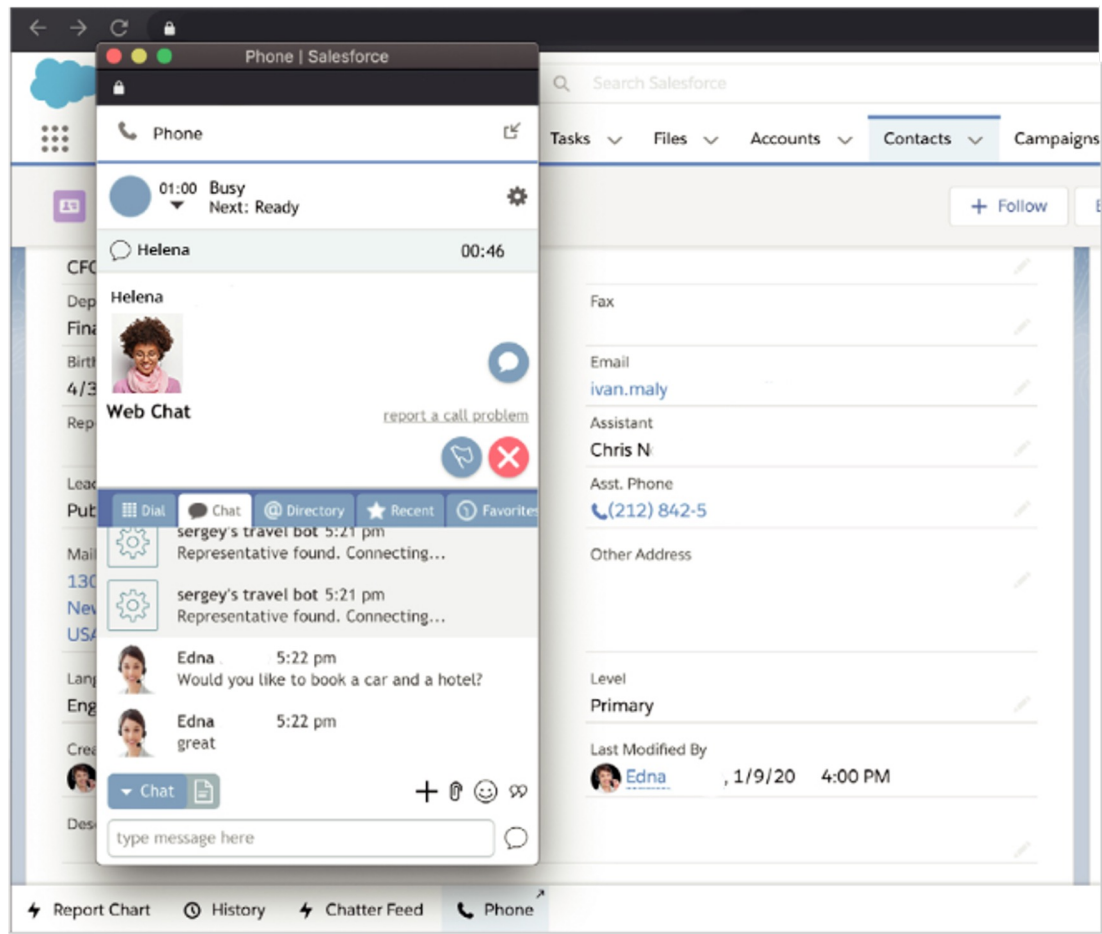
 **BROWSER:** Google Chrome, Firefox, Edge & Safari

 **PHONE:** Softphone embedded to the platform, Hosted IP Phone or Existing Phone System

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

 **SINGLE SIGN ON:** Access BeInContact in one step

 **AVAILABILITY:** For Lightning and Classic, Sales and Service Cloud versions.





BE INCONTACT



100% Cloud - Customer Experience Platform

The advanced **BeInContact** solution **natively integrates within Salesforce** to develop the communication strategy best suited to your business.

Together with Salesforce, the BeInContact solution offers a powerful routing engine with all contact channels unified. In this way Customer Service operators will be able, using the single page of Salesforce, to manage in a single user interface all the configured contact channels; the integration to Salesforce allows operators, to have on screen all the customer information, thus optimizing and simplifying daily operations.

ENTERPRISE CLASS FUNCTIONALITY

Scalable and flexible.

Extremely flexible, it meets the needs of companies of any size and sector.

Technological updates.

Being based on the Cloud, your Contact Center platform can be updated without interruption.

Secure and compliant platform.

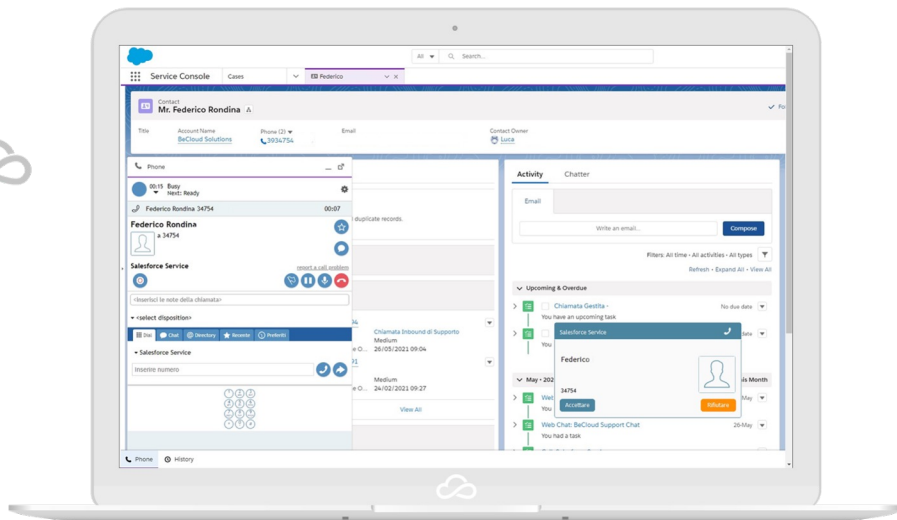
Our solutions is compliant with PCI, SOC 2, HIPAA, TCPA, GDPR. Processes customer information securely, communication is encrypted.

Fully customizable.

The software has customizable Apis to generate specific drag-and-drop scenarios for your business.



How the integration works?



Salesforce ISV Partner



Salesforce AppExchange



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 SFDC to configure a campaign and filter the fields, automatically importing the contents into BelnContact

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 BelnContact after logging into Salesforce

WE OPERATE GLOBALLY - DELIVERING A LOCAL PRESENCE TO ALL USERS



HEADQUARTERS

UK – Bournemouth



ITALY

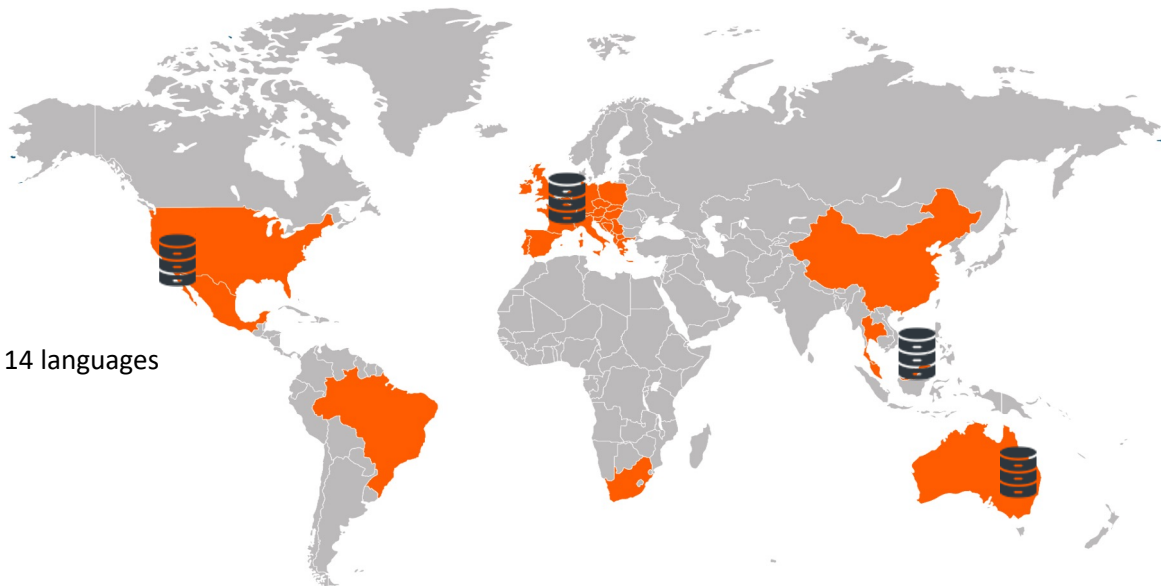
Milan



CUSTOMERS: 33 Countries, 5 Continents, 14 languages
and 23 different time zones



4 AWS PLATFORMS: Frankfurt, Sydney,
San Francisco, Singapore



Salesforce ISV Partner



Salesforce
AppExchange



Amazon Technology Partner



WhatsApp Service Provider Partner



83% of consumers expect **immediate interaction** when contacting a company; 53% report interactions are still extremely fragmented.

COMER SUD

"I really appreciated the ease of Omnichannel connection with the Customer. The flexibility of the tool to integrate with third-party applications and software, and the ability to configure the experience according to the organisation's needs. Using BeInContact was intuitive from the start, thanks to the help of the Support Team, which was quick and attentive to our business needs."

Simona Frisella Vella
D-Service Business Unit Manager

Prysmian Group

"The solution has brought many advantages: by operating in multiple locations and markets, the Customer Centricity is uniform and reported in a single information collection point. BeCloud Solutions has proven to be a reliable and available partner in all project phases of design, delivery and above all post-live support."

Andrea Barba
IT Solution Delivery
Manager



"Thanks to the partnership with BeCloud Solutions we improved the level of Customer Satisfaction and increased, at the same time, the contact rate. We believe that the synergy and increased teamwork carries an added value not only to our customers, but also to ourselves, improving moments of learning and continuing the Customer Service innovation."


Roberto Sansiveri
IT Software Manager

Thank you!



Do you need more information? Contact us!

 **PHONE:** 020 4571 0701

 **EMAIL:** sales@becloudsolutions.com

www.becloudsolutions.com

