



BECLLOUD
Solutions for innovation

salesforce

Customer Experience Platform integrated with Salesforce

Sales Cloud - Service Cloud - Community Cloud

BeCloud Solutions revolutionary cloud technology is the industry's simplest, most powerful **Cloud Contact Center**.

It's new, it's different, and it will revolutionise the way that fast, easy **Customer Service** is delivered with feature-rich customer service technology faster to deploy and super-easy to use.



UK-Headquarter

Bournemouth



ITALY

Milan

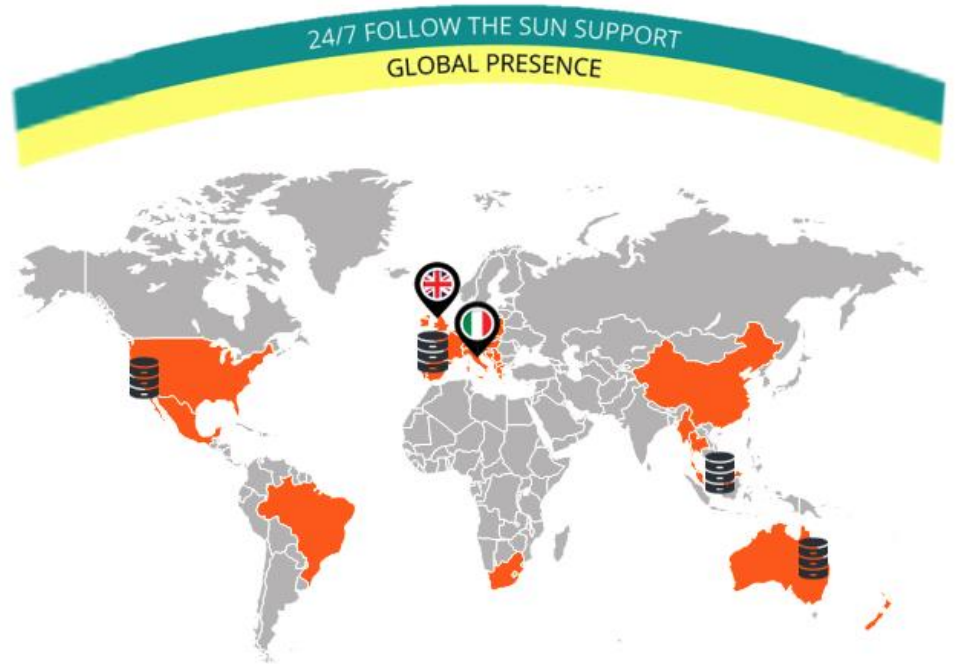


CUSTOMERS: 24 Country, 5 Continents,
14 languages and 23 different time zones



4 AWS PLATFORM:

Frankfurt, Sydney, San Francisco, Singapore (in progress)



100% Cloud

1

Single Vendor

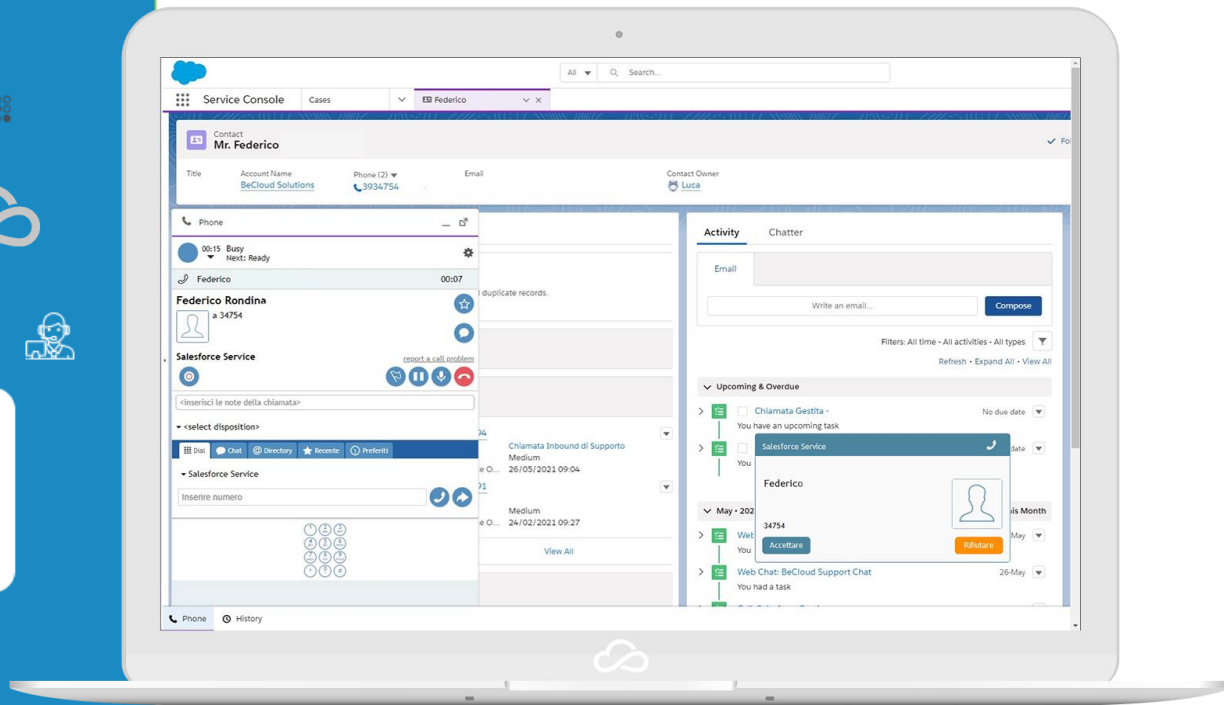
10+

CRM Integrations



AI & Automation

BeInContact: CTI Salesforce integration



Find out the integration with our CTI Phone Bar



Be360° is a **Cloud integration iPaaS – integration Platform as a Service**. It allows different application integration (Cloud, On-Premises, Legacy) without architectural complexities such as software, appliances, or custom codes.

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



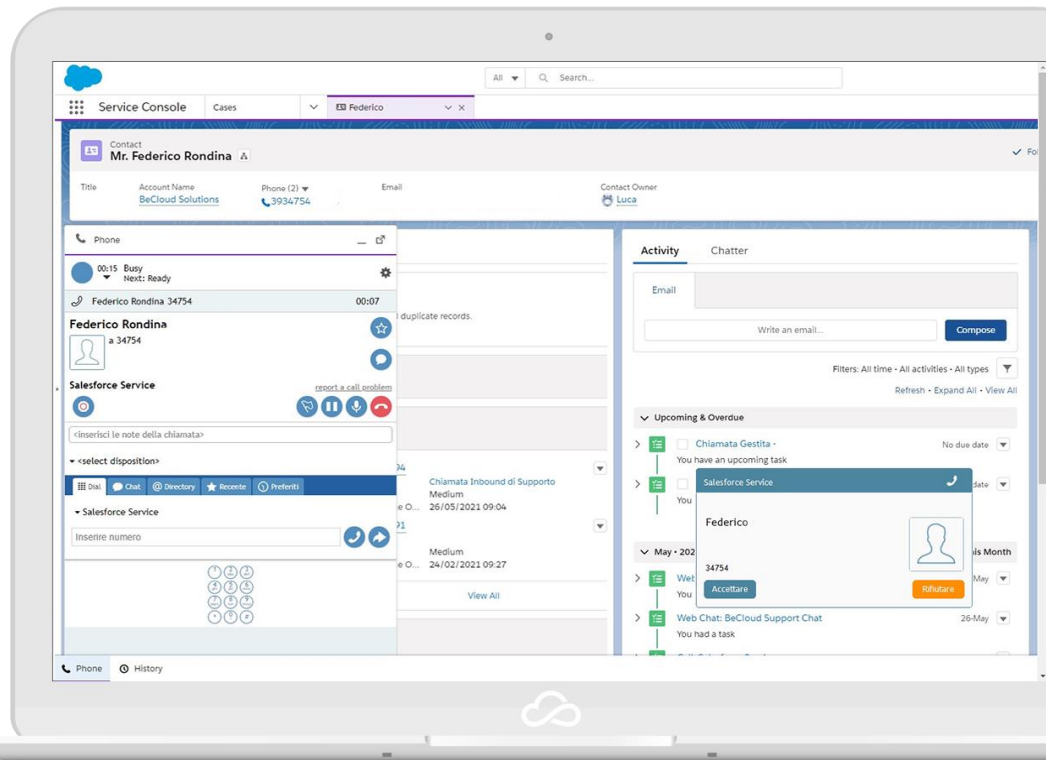
PHONE: Softphone embedded to the platform, IP softphone or external phone on PSTN line

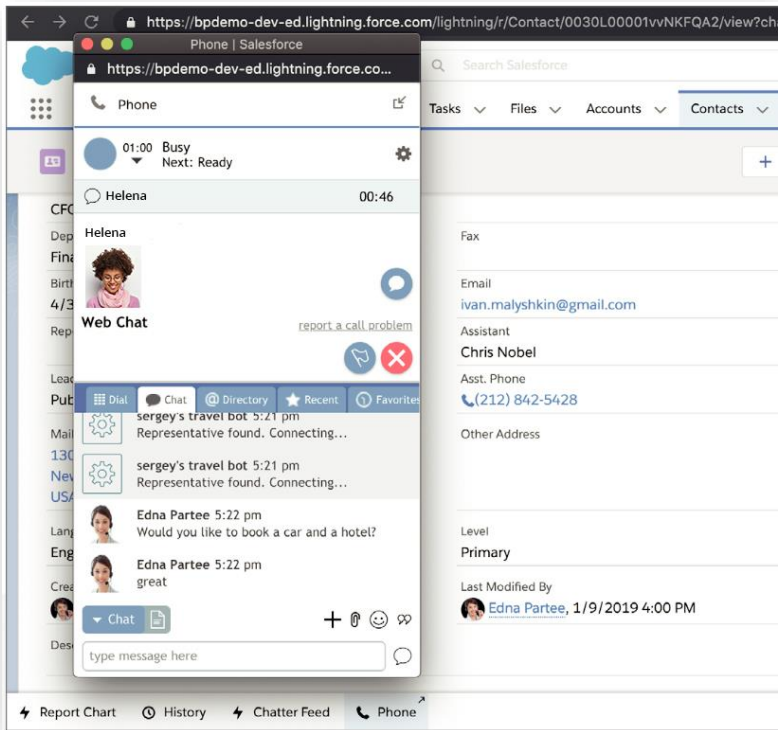


CHAT: Web Chat, SMS, **WhatsApp Business**, **Microsoft Teams**



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





IDENTIFICATION AND SCREENPOP

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

SELF-SERVICE & AUTOMATION

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

LISTS AUTOMATIC SYNCHRONIZATION

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

PREDICTIVE, PROGRESSIVE, 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



DATA SHARING

Data allows agents a quick answering, diminishing waiting times and providing a personalised experience.



CLICK TO CALL

Optimise agents daily operations. Number dialing won't be needed: the softphone will do it automatically.

CALLER VISUALISATION

Allows the agent to immediately identify the callers information thanks to already available data stored in CRM.



PERFORMANCE ANALYSIS

Allows activities and performances monitoring to better analyse data, boost goals achievement and manage CX improvement.





Thank you!



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Do you need more informations? Contact us!

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www.becloudsolutions.com

