

10 years
of innovation

BECLOUD
Solutions for innovation



Data chaos at bay
CRM integration

iPaaS - integration Platform as a Service



Features & functionalities



DATA SHARING

Thanks to collected data, the agent will speed up the response, reducing customer wait times and providing a personalized experience.

CALLER VISUALISATION

It allows the agent to immediately identify the caller and their characteristics thanks to the data stored in the CRM.



CLICK TO CALL

It optimises the daily operations of agents, who no longer need to dial the phone number manually: the Softphone will do it automatically.

PERFORMANCE ANALYSIS

It allows monitoring of activities and performance to analyze data, encourage goal achievement, and improve the customer experience (CX).



Identification & Screenpop

Identify the caller based on variables such as phone number, incidents, and fields, and assign them a priority according to the data.

Self Service & Automation

Automatically create tickets for after-hours calls or voicemail, and read, update, or delete cases after a call or chat interaction.

Automatic list sync

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

Predictive, Progressive, Preview dialer

Use different automatic dialing methods based on business needs.

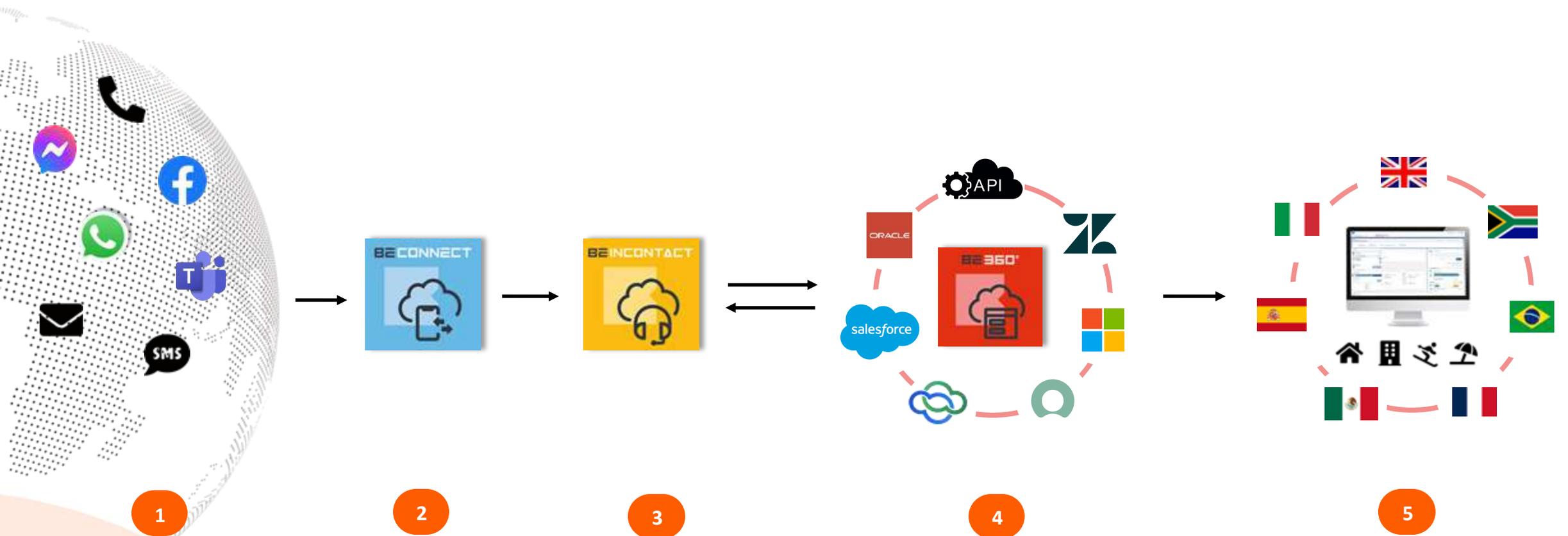
Unified supervision

Operator status display and real-time call monitoring.

Single Sign On

Automatic access to BeInContact after logging into Salesforce.

Callflow with CRM example



1

The customer uses their preferred channel to request assistance.

2

Interaction routing and customer recognition

3

Incoming interactions on the Cloud Contact Center platform, managed through IVR, ACD, and other systems.

4

Integration and retrieval of customer data from CRM via Be360°.

5

Agent remotely connected to the CRM integrated with BeInContact, accessing all customer information.



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Thank you!



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