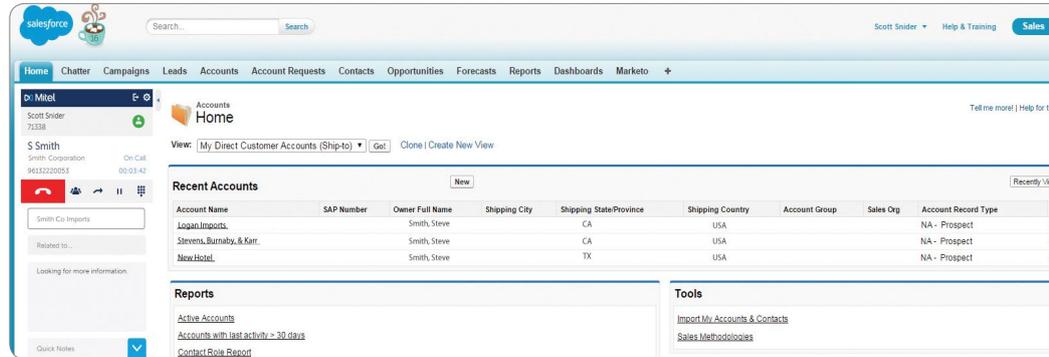# Mitel MiVoice Integration for Salesforce

Make communications a natural part of your day

Key Benefits

- Easier, More Spontaneous Communications
- Improved Client Interactions
- Enhanced Business Intelligence

Imagine being able to engage in rich, productive, communications with partners, customers, and others as easily as making a phone call within your browser-based Salesforce window. With MiVoice Integration for Salesforce, you can do just that.

Salesforce is one of the most flexible and powerful web based Customer Relationship Management (CRM) solutions available on the market. Harnessing the power of the 'Cloud', Salesforce provides businesses with access to a suite of CRM products aimed at helping businesses' function more efficiently no matter where employees may be located.

MiVoice Integration for Salesforce offers businesses like yours the ability to have the rich communications capabilities of the Mitel MiVoice Business communications solution fully embedded within Salesforce browser tabs. This way your employees' only need to log into Salesforce once and can remain entirely within the Salesforce CRM environment, while communicating with and documenting all their client interactions – effectively and efficiently.

Easier, More Spontaneous Communications

In today's fast paced business landscape, efficiencies in how we interact with others help drive business success. This can be in the form of tools to provide efficiencies

in communications. Tools that assist employees with handling client interactions. Or in some cases tools that can assist with both.

With MiVoice Integration for Salesforce your Mitel MiVoice Business communications capabilities are fully embedded within Salesforce browser tabs, so that employees need only log into Salesforce once and remain entirely within the Salesforce CRM environment while communicating with and documenting all their client interactions.

Embedded communications services within Salesforce help create greater efficiencies in communications and client interactions for employees, by minimizing the need to repeatedly switch back-and-forth between desktop applications and providing pertinent client information on their screen when interacting with the client.

During a call, users and agents can switch between Salesforce windows, engage others in the conversation by transfer or conference, or bring up a dialpad to enter IVR digits. They can also create a subject description for the call, and enter free-form notes or select from preconfigured frequently-used phrases. Upon call completion, they can generate wrap-up actions pre-populated with contact details.

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Improved Client Interactions

When it comes to customer satisfaction it's simple: the more your employee knows about the customer, the greater their chances of creating a positive customer experience. What can you do to help your employees be prepared for each and every customer experience?

As a Salesforce user you are already aware of the benefits it provides your business as a single location for all client interactions that can be easily shared and accessed by employees no matter their location. MiVoice Integration for Salesforce makes these customer interactions simpler and more valuable for your employees.

Whether your employee sits within your contact center, or is out in the field closing sales, MiVoice Integration for Salesforce makes documenting their customer interactions simple and convenient.

MiVoice Integration for Salesforce provides access to Call Notes and Call Logging functions both during and after the call ends. The captured information is automatically saved to the Salesforce contact record and users then have the option to create a 'follow-up task' associated with the call. This not only assists with ensuring efficient, consistent, and reliable documentation of customer interactions, but also provides an 'intelligent' way to assist employees with enhancing each and every interaction.

For outbound activities, the embedded communications capabilities of MiVoice Integration for Salesforce allow employees to simply click-to-call directly from the client record, streamlining client interactions within your business.

Enhanced Business Intelligence

No matter the size of your organization, access to reliable and up-to-date information not only helps improve decision making, but can also help identify key relationships and uncover potential business opportunities.

With MiVoice Integration for Salesforce your business can achieve enhanced Business Intelligence through improved client interaction tracking. Call details are automatically logged in Salesforce activity records, so that managers and executives can readily report on and quantify the number, type and outcome of client interactions with employees.

Sales and marketing campaigns consume valuable resources in your business. Auto-logging of call details in MiVoice Integration for Salesforce provides the ability to easily track the success of your inbound campaigns, helping management determine if they are reaching the right people and achieving the target response rates for each initiative, and ensuring that campaign resources are maximized.

Additional Key Features

- *Support for Salesforce next-generation browser-based interface, including Salesforce Console View – which means no client software to download and install*

- *Full integration within the Salesforce web-based environment (general business or ACD environments) with only a single sign-on for employees*

- *Search names and numbers in the Salesforce contact database, using the MiVoice search bar*

- *Click-to-dial for any found contact name or dial-able number in the Salesforce contact window*

- *On screen call control through simple click-to-answer, call transfer, call hold, and click-to-call*

- *One-touch click-to-answer with full contact screen pop upon ringing or call answer*

- *Rich set of in-call telephony features, such as redirect, transfer, conference, hold, and retrieve call*

- *Contact center agent functions, such as Login and Logout as a Hotdesk ACD agents, account code entry, screen popping campaigns based upon dialed number information, and entering Make Busy codes*

- *Call activity tracking, with the ability to automatically or manually save call notes and logs as Salesforce contact activity records*

- *Pre-configured call wrap-up actions, with the ability to automatically generate Salesforce follow-up tasks and events*

- *Automatic Salesforce contact record creation with pre-populated caller id details for new clients, that employees can choose to save or discard*