



## CLOUD CONNECTORS FOR SALESFORCE

### Overview


ConvergeOne application specialists have built a Salesforce.com Connector Suite that provides out-of-the-box supported integration between Salesforce.com and some of the most widely utilized contact center platforms. ConvergeOne Cloud Connector Suite supports the latest Salesforce.com Open CTI architecture. The Cloud Connector acts as an intermediary between the contact center platform, Salesforce.com, and a Salesforce.com Softphone user.

The Cloud Connector Framework enables considerable flexibility for the User Interface and customizations. Cloud Connectors can be purchased on either a Software as a Service basis, or a traditional Perpetual Right to Use basis with a maintenance and support agreement.

### SUPPORTED PLATFORMS

Avaya Application Enablement Services  
Avaya Proactive Contact System  
Cisco Communication Manager  
Cisco Unified Contact Center Enterprise  
Cisco Unified Contact Center Express  
Genesys Contact Center

## Key Functionality

- > Provides Softphone Telephony Controls in the Salesforce.com application User Interface.
- > Facilitates a screen pop of critical customer data upon call delivery to the user.
- > Enables the making of calls by dialing a number in the Softphone, choosing a number in an online directory, or clicking on a phone number on any standard Salesforce.com screen (Click to Dial).
- > View all Salesforce.com records related to a call, such as Contact, Account, Lead, Case, Campaign, Event, Opportunity, Task and User; attach records to calls; and generate automatic call logs.
- > Supports Single-step Login to Salesforce.com and the respective Voice Platform.
- > Available Universal Queue (UQ) version enables all of the Voice CTI functionality plus routing and management of Salesforce.com provided media such as email.
- > Supported Platforms:
  - > Avaya Application Enablement Services
  - > Avaya Proactive Contact System
  - > Cisco Communication Manager
  - > Cisco Unified Contact Center Enterprise
  - > Cisco Unified Contact Center Express
  - > Genesys Contact Center
- > Provides out-of-the-box integration and supports future releases of Salesforce.com and the applicable Cisco, Avaya and Genesys platforms.
- > Certified and available through 

**For more information please visit [convergeone.com](http://convergeone.com)  
or contact your ConvergeOne representative.**

