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## Salesforce Open-CTI Integration

Out of the box Salesforce Open-CTI integration offers an easy-to-use softphone right into the CRM, putting powerful interaction communication tools at your fingertips.

### SOLUTIONS

#### BY SIZE

Enterprise	Mid-size	Small
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#### BY FUNCTION

Business Continuity	Call Center	Franchise
Mobile Workforce	Multi-Location	Franchisee
Salesforce Open CTI	SmartBand MPLS	TotalCare
MPLS-Connect	Business Analytics	SmartCPE
SmartBand	Reliability	Support
Security	Value Proposition	

#### BY MARKET

Advertising	Construction	Consulting
Education	Entertainment	Finance
Government	Green Energy	Healthcare
Hospitality	Insurance	Legal
Manufacturing	Non-Profit	Real Estate
Retail	Technology	

#### BY PRODUCT

Streams	Skype for Business	SmartBox
Streams Mobile	ConnectMe	
AppDesigner		



### UNIFIED COMMUNICATIONS, TEAM MESSAGING, FILE SYNC & SHARE

PanTerra Networks is a unified cloud service provider, delivering its family of secure, ultra-reliable, future-proof solution for SMB and Mid-market enterprises. PanTerra includes Streams, its business-class, HIPAA secure, ultra-reliable, futureproof unified cloud service that can be deployed world-wide.

**Streams** includes unified communications and team messaging infrastructure with a next-generation cloud-

based solution and **Smart-Box**, its HIPAA secure, enterprise cloud file storage, sync & share service.

With PanTerra's unified cloud service solution, enterprises gain the highest levels of security, scalability, reliability, availability, quality of service, service level agreement and support available, while significantly lowering their total cost of operations and IT administration complexities.



# PanTerra

Out of the box Salesforce Open-CTI integration offers an easy-to-use softphone right into the CRM, putting powerful interaction communication tools at your fingertips. The level of automation instantly makes Salesforce users productive and empowered, increasing employee efficiencies and logging with auto updates.

### Features included:

- 3 lines, dial-pad, hold, DND transfer, conference, recording controls
- Simple click to call from any contact, email, browser, and database
- Inbound calls automatically pop contact and/or activity
- Auto update of contact, activity and call log records
- One-touch in and outbound extension calls between staff

### Benefits of Using Salesforce Open-CTI.

- Perform all communications directly from Salesforce
- Lower call resolution times
- Reduced hold times
- Automatic data tracking
- Transact more accurately
- Preview dialing of contact lists and groups

- Increased responsiveness
- Increased productivity that results in higher call volumes

**Salesforce Open-CTI.** A customized Salesforce desktop that consolidates information in one place. Now easily complete your tasks in just a few clicks by integrating Open-CTI seamlessly with Salesforce.

**Click to Dial (CTD) from Salesforce.** Make calls with a single click from your Salesforce dashboard. Configure your dashboard to make calls to three phone numbers for each of your Salesforce contacts and choose from which device your call should be made.

- SoftPhone
- IP Phone 1
- IP Phone 2
- Mobile Phone

### Open-CTI Advantages.

- **Portability:** Turn any computer into a contact center desktop.
- **Flexibility:** Set up contact

centers for sales, marketing, service, or other functions on the fly.

- **Productivity:** Agents can speak with customers and leads, and update information in Salesforce simultaneously.

PanTerra brings it all together with unified cloud services, packaged for any business, group, location and individual needs. As businesses change, PanTerra provides a level of comfort that will keep you at the forefront of customer service, sales growth and flexibility.



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