



MULTICHANNEL
ACD

4Com SALESFORCE CONNECTOR

4Com Suite Integration for Handling Inbound & Outbound

INBOUND AND OUTBOUND HANDLING IN SALESFORCE WITH 4Com

The cloud-based 4Com Contact Center Solutions for handling incoming and outgoing contacts can be seamlessly be integrated in Salesforce via the 4Com Professional Client Web and the 4Com Salesforce Connector. Key benefits are the contact handling, routing, contact history, productivity and quality assurance.

Integration of Incoming Requests/ Inbound with Salesforce

For different business units like customer service, sales or administration the cloud-based 4Com Multichannel ACD enables the automatic, multiside and skill-based distribution of all kinds of contacts. These include besides calls also workitems and transactions. For contact handling 4Com offers the Professional Client Web whose user interface can be integrated into the Salesforce user interface (Classic, Lightning, Console).

Call Handling

The 4Com Professional Client Web is ready for all status related ACD operations like login, logout, break and available as well as for call related features like transfer, on hold, conference and call coding. Furthermore the service employee can record calls and assign cost centers. In case a caller can be identified by the system the appropriate record will be displayed automatically to the service employee. For call accepting and speaking the service employees use their phones.

Click-to-Dial enables the easy dialing of registered contacts directly within Salesforce.

Tip: For handling calls in Salesforce without a physical phone you use the Professional Client Web in combination with the 4Com Professional Client VoIP as softphone in the background. Doing so, the ACD screen recording is also available.

Call Qualification

In order to ensure that callers are connected immediately to the right contact person their calls can be routed according to their customer data information, if it is available. The kind of data used for routing decisions is customizable. Examples: Calls of valuable customers can be directed to a particular service employee so that

