



BT Communications Complete with Cisco Call Connector for Salesforce.com



Overview:

BT and Cisco® with Salesforce.com delivers a new way to handle the everyday task of communicating with customers and vendors. As a fully integrated Unified Communications (UC) and Customer Relationship Management (CRM) solution it's easy to use and can increase productivity when used consistently.

Benefits of Communications Complete with Cisco Call Connector for Salesforce.com:

- Great way to enhance your business interactions
- Helps improve your sales and marketing effectiveness
- Helps your sales growth by focusing on what really matters to your business
- Helps realise return on investments through low cost of ownership
- Creates operational efficiencies that help maximise productivity and drive customer satisfaction
- Improves customer relationships by giving a single customer view to all your customer-facing employees
- Enhances customer service

Features of Communications Complete with Cisco Call Connector for Salesforce.com:

- Screen pops of customer information for inbound and outbound calls, based on caller ID
- Integrated call control buttons, giving users the ability to control their IP phone from the PC
- Click-to-Dial capability from any contact or phone number within Salesforce.com
- Information tracking related to inbound and outbound calls, with the information inserted automatically into the Salesforce.com application call history
- Easy installation and maintenance – no on-premises dedicated server required

Price:

Communications Complete with Cisco Call Connector for Salesforce.com is not available until the autumn 2009. Pricing is yet to be confirmed and will be available on request.

Further information:

Please visit: www.bt.com/salesforce

Offices Worldwide

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