

# ZULTYS SALESFORCE™ COMMUNICATOR



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## ZULTYS

INNOVATE | COMMUNICATE | COLLABORATE

### Boost Agent Productivity With Integrated Call Controls Within Salesforce.com

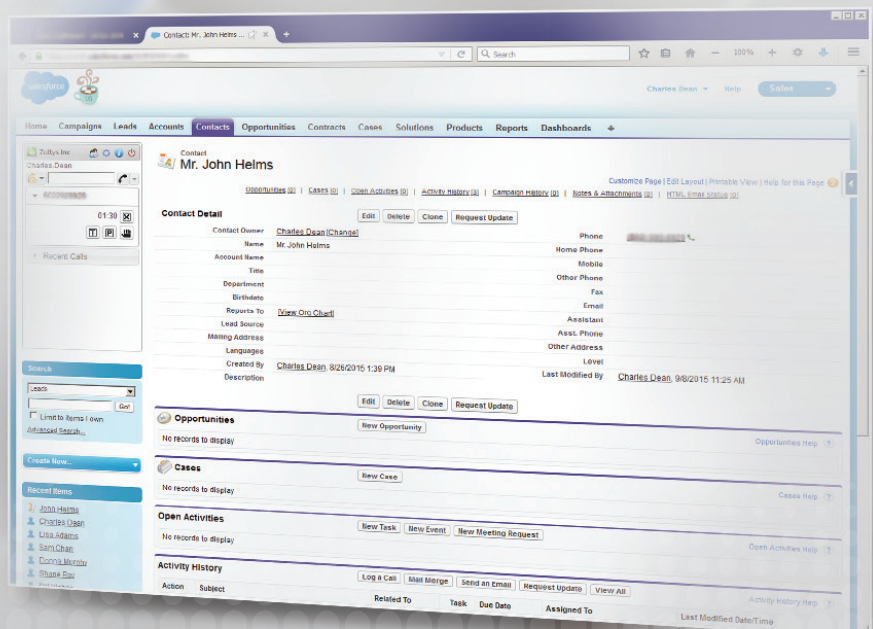
The Zultys Salesforce.com Communicator provides close integration between the Zultys IP phone system and the Salesforce.com CRM application suite. You can have full call control from within a Salesforce.com contact record, including click-to-dial from the CRM record, Hold, Park, Transfer, as well as call activity history. This application also provides Salesforce.com screen pops for inbound calls with known account information displayed. Agents can communicate quickly and effectively directly from Salesforce.com and conveniently capture call information to boost response times and the quality of customer service a company provides.

### Delivering Unified Customer Communications

The Zultys Salesforce.com Communicator integrates directly with the Zultys Unified Communications system through a call control panel that appears in the sidebar of every Salesforce.com page. This calling feature is activated within the Salesforce.com application to unify voice and data functions for an agent within a collaborative communications environment.

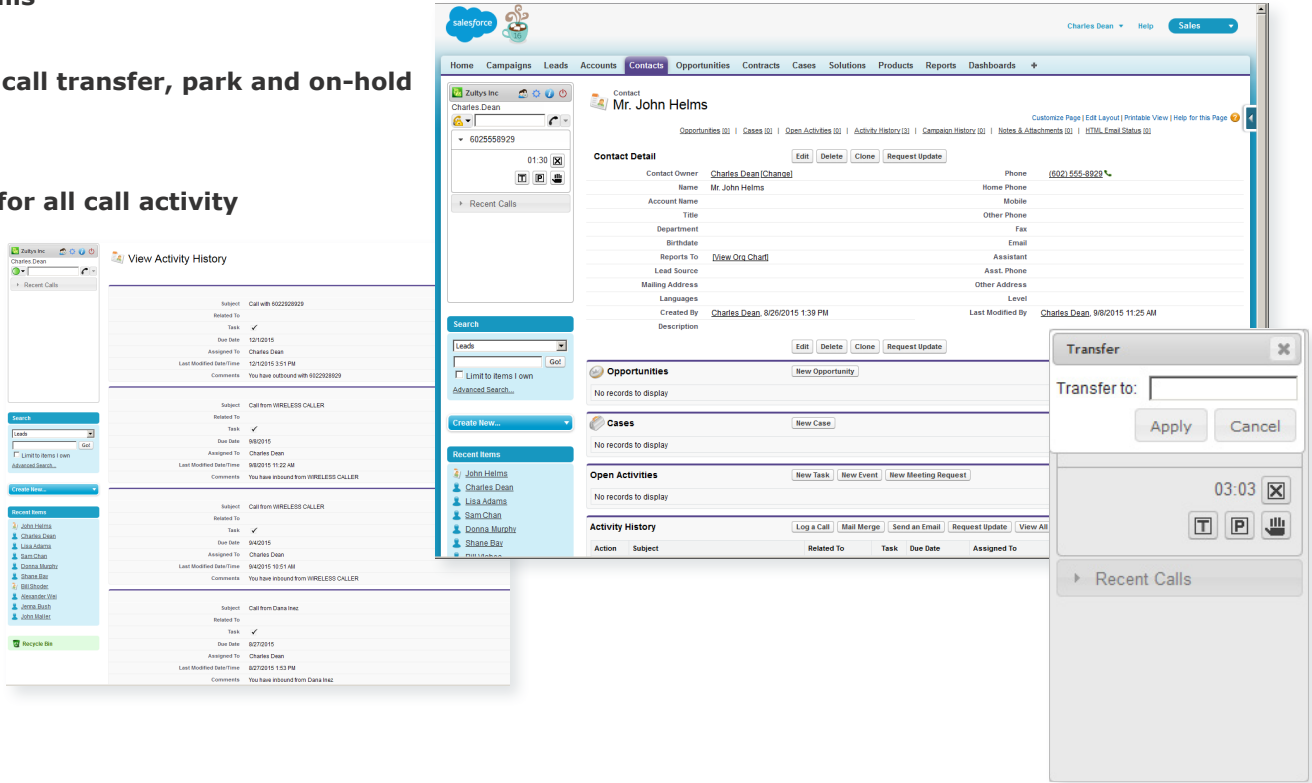
### FEATURES:

- Full integration within Salesforce.com
- Unifies voice and Salesforce.com services into a single collaborative customer response system
- On-screen call control for simple click-to-dial, call park and transfer
- Contact records automatically appear with incoming call
- All call activity captured within a call log for effective management reporting
- Easy activation



# The Zultys Salesforce.com Communicator™ unifies corporate voice communications and CRM into a simple, intuitive, collaborative customer service system to boost productivity and improve call handling and prospect targeting

- On-screen call control for click-to-dial and inbound calls
- On-screen call transfer, park and on-hold functions
- Reporting for all call activity



## EASY ACTIVATION

The Zultys Salesforce.com Communicator can be activated by Salesforce.com Professional, Enterprise or Unlimited Edition customers with a simple log-in activation step.

## REQUIREMENTS:

- Zultys Salesforce.com Communicator software
- Zultys MX software Release 11.0 or later for MX250, MX-SE, MXvirtual IP phone systems and Zultys Cloud Services.
- Each user must have a Zultys MXIE client software license



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