

INTEGRATE UCAAS WITH YOUR CRM

CommUnity + Salesforce



Customer experience is the single most important factor in gaining a competitive edge. Now, you can make Salesforce work even better by integrating enterprise calling for a truly seamless customer experience.

CommUnity

OPTIMIZE & PERSONALIZE YOUR CUSTOMER EXPERIENCE

Access these powerful features of our CommUnity unified communications platform from within Salesforce to personalize and optimize customer engagements:

- **PERSONALIZE INTERACTION WITH SCREEN POPS**
Match incoming/outgoing calls with customer records in Salesforce, triggering screen pops with account for personalized greetings & faster service.
- **ADD PRODUCTIVITY WITH IN-APP CALL CONTROL**
Access call controls right from the softphone. Hold, resume and transfer calls from within the Salesforce app — no more toggling from phone to CRM.
- **MONITOR EXCHANGES WITH CALL NOTES**
Automatically record notes in the softphone for more accurate record-keeping, for later review and use in training customer service representatives.
- **INCREASE EFFICIENCY WITH AUTOMATED CALL LOGS**
Automatically log incoming/outgoing calls from each interaction for viewing later in contact history.
- **CUT TIME & ERRORS WITH CLICK TO CALL**
Call a customer directly from the Salesforce application by simply clicking on their phone number, saving time and reducing misdials.
- **AVAILABILITY & COMPATIBILITY**
NetFortris CommUnity for Salesforce is compatible with Salesforce Lightning. Users can download "NetFortris CommUnity for Salesforce®" from the Salesforce Appexchange. Salesforce Lightning integration for community users is available at no cost.