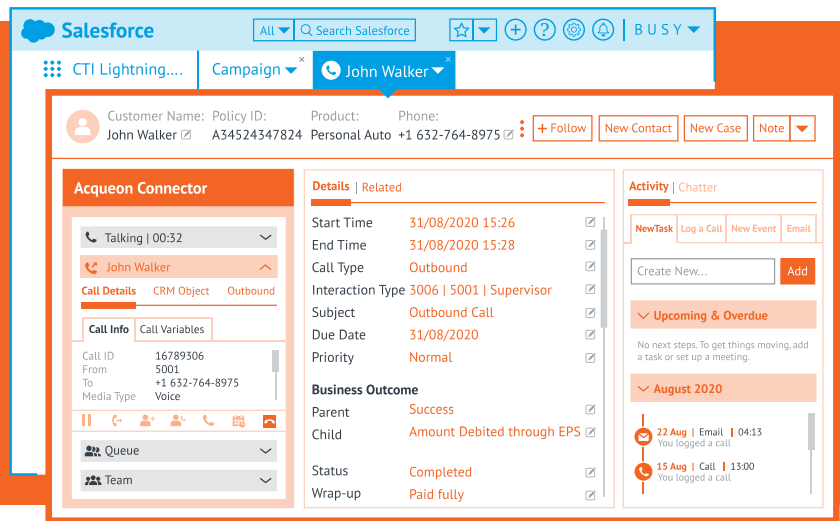


Acqueon Salesforce Connector for Cisco

Empower your agents with Salesforce - Cisco contact center integration



Acqueon Salesforce Connector for Cisco helps service desks and customer support organizations using Salesforce improve the customer experience and increase agent productivity.

Highlights

- Cisco – Salesforce CTI integration
- Empower agents with easy access to telephony from their Salesforce desktop including screen pop, click-to-dial, and automated call logging
- Instant access to customer profile and interactions
- Accelerate case resolution and lead processing
- Reduces average call handle times while improving call resolution via simple, easy-to-use workflows
- Improved customer engagement through Acqueon Engagement integration

Features

Rich telephony capabilities

- Call and agent state control
- Supervisor controls and views
- Click-to-dial

Native outbound integration with Acqueon Engagement

- Single or multiple campaigns workflows
- Multi-campaign dispositions and lead scoring
- Customer history and journey visualization
- Widgets integration through Visualforce pages
- Call guides

2-way CRM integration

- Programmable screen-pop
- Omni-channel state synchronization
- Customizable widgets inside toolbar
- Context retrieval from CRM
- Detailed activity capture with object(s) creation
- Synchronized wrap-ups and dispositions
- Task actions
- Email and chat distribution through Cisco Task Routing

Server-based Publisher-Subscriber architecture

Supported Salesforce versions

- Classic & Lightning

Supported contact center platforms

- Cisco Unified Cisco UCCX, UCCE, PCCE, HCS