



BT Cloud Contact for Salesforce

Deliver powerful blended telephony campaigns direct from Salesforce!

Enhance your Salesforce application with BT Cloud Contact and dramatically increase your workforce's productivity.

BT provides thousands of users worldwide with outbound dialling and call recording solutions that boost productivity and help customers protect their business. Now you can get BT's advanced technology within your Salesforce CRM system, without the massive capital investments traditionally associated with buying and integrating this technology onsite.

BT Cloud Contact for Salesforce is an application which seamlessly integrates into the CRM system and enables auto-dialling within it. By using this advanced technology, your teams will be able to increase their customer talk time from a typical 12 minutes per hour to over 45 minutes. That's an increase of over 400%!

Imagine the impact such a huge increase could make to your business:

Four times as many customer calls = Massive increases in appointments and sales made.

These are returns on investment your finance department will like! Find out more about the complete solution to grow your business, deliver results and impact your bottom line. Take a test drive of BT Cloud Contact in your Salesforce environment today.

Features & Benefits

- Seamless campaign creation and automatic record acquisition
- Preview, Progressive & Predictive dialling campaigns
- Powerful real-time dashboards and historical reporting
- Data acquisition, list creation, screen popping and campaign reporting are all integrated within the application

How does it work?

BT Cloud Contact is simply an additional tab within Salesforce and it is completely embedded within the system. Every call that your people make is automatically updated in Salesforce which means that no contact can fall through the cracks!

How much will it cost?

BT Cloud Contact for Salesforce gives you the same call centre functionality as Fortune 100 brands, without the massive capital investments traditionally associated with buying and integrating this technology onsite. With BT Cloud Contact for Salesforce.com, there are NO setup charges, NO monthly rentals – all you pay for is your agent login time and the calls you make to your customers.



Offices worldwide

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to the respective British Telecommunications plc standard conditions of contract. Nothing in this publication forms any part of any contract.

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