

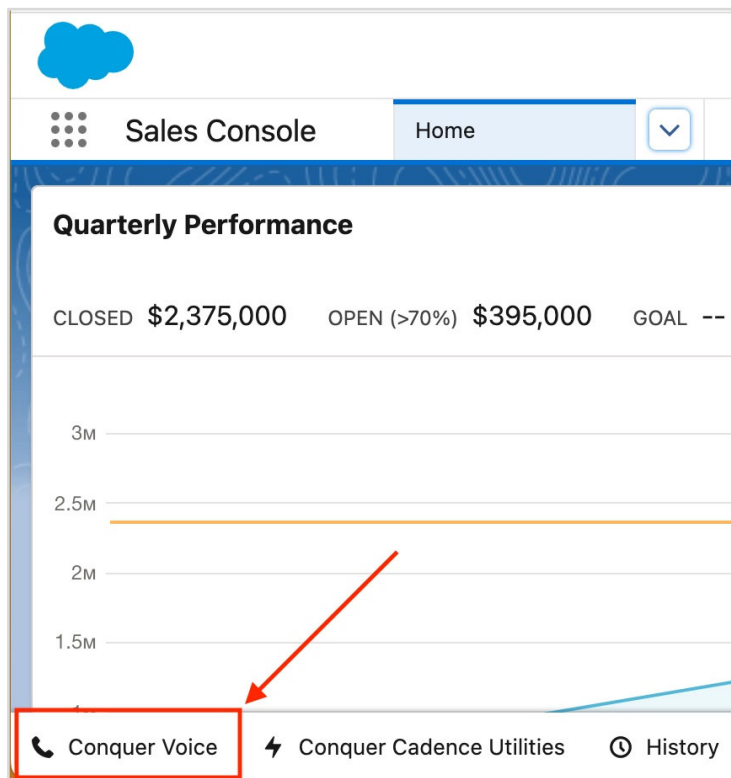
Getting Started with Conquer Voice

Welcome to **Conquer Voice**, the Salesforce-native communication platform designed to supercharge your sales productivity, streamline workflows, and enhance communication quality. This guide will walk you through the setup and essential features to help you get started quickly.

Accessing Conquer Voice Dialer

After logging into Salesforce, locate the **Conquer Voice Dialer** in the bottom left corner of your browser. If it's not visible:

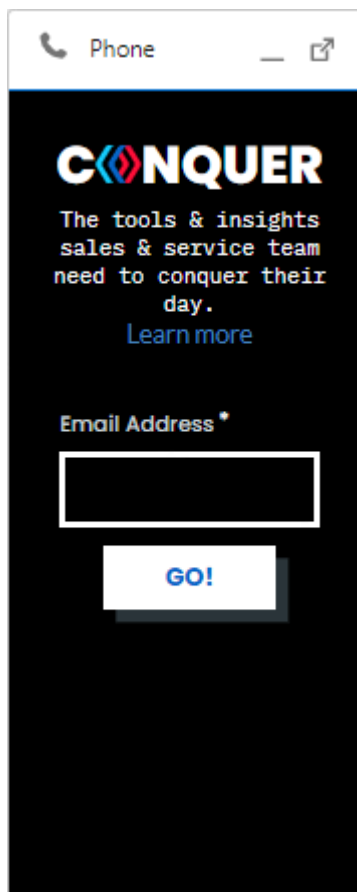
- Ensure your Salesforce instance is configured to enable Conquer Voice.
- Confirm with your Salesforce admin that the **CTI Softphone** is installed in your current Salesforce app.
- Check that your user has been added to the proper call center.



First-Time Login

When accessing Conquer Voice for the first time:

1. **Enter Your Work Email:** Input your email address on the login screen.
2. **Click "GO":** Proceed to connect Conquer Voice to your Salesforce environment.



Important Notes:

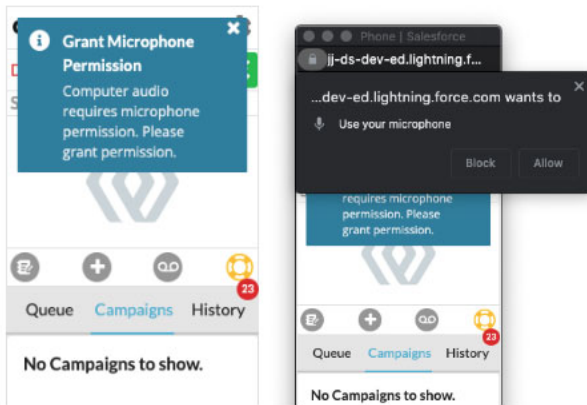
- Your [Call Center](#) and [Network Access](#) must be set up in Salesforce beforehand. Contact your admin for assistance if needed.

[Setting Up Audio Connection](#)

Conquer Voice offers **flexible audio connection options** tailored to your needs:

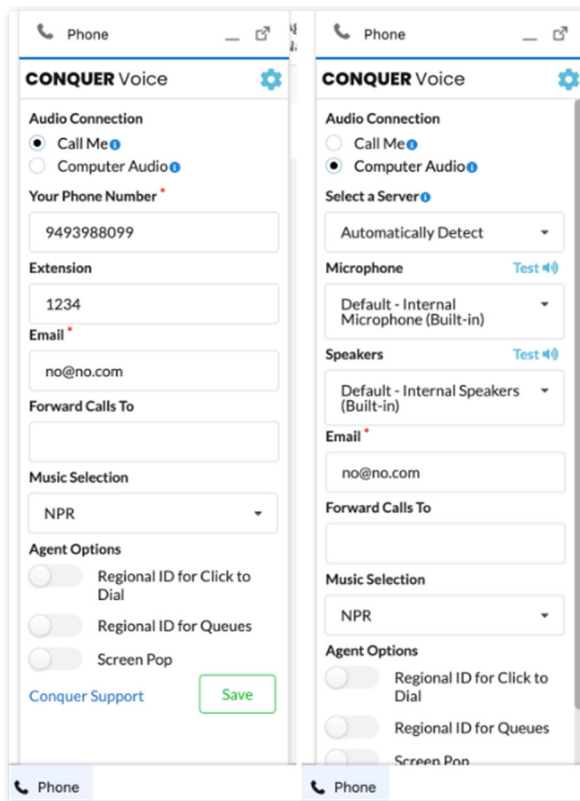
Option A: Computer Audio

- Use your computer's microphone and speakers or connected headset for calls.
- Allow your browser to access your audio devices when prompted.
- Ensure a stable internet connection for optimal call quality.
- Ensure that your audio and phone permissions are granted in Chrome



Option B: Call Me

- Use your desk phone, softphone, or mobile device.
- Enter your phone number in the setup to use as a bridge.
- Conquer Voice will call your number from a [Conquer Connect](#) number to connect the bridge.
- Maintain privacy by masking your personal number during calls.



Connecting Your Agent Session

To start your calling session:

1. Set your status to **"Connected"** in the Conquer Voice dialer.
2. If using Call Me, answer the incoming call to your device. Computer Audio connection is almost instantaneous.
3. You'll stay connected until you manually select **"Disconnect"** or hang up.

Making Calls with Conquer Voice

Conquer Voice simplifies calling with multiple options:

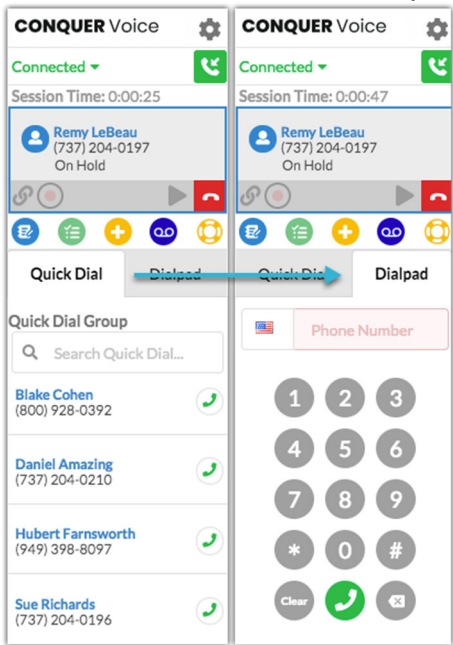
A. Click-to-Dial

- Initiate calls directly from Salesforce by clicking any phone number with an adjacent blue phone icon.
- Works seamlessly across leads, contacts, and opportunities.

	☐ Name ↑	Company	Phone
1	☐ 11	1	(630) 747-8690
2	☐ Aaren Dransfield	Jabbertype	(817) 239-3230
3	☐ abhuy kliop	xyz	(909) 875-4353
4	☐ Adaline Molfino	lawworks	(817) 239-3230

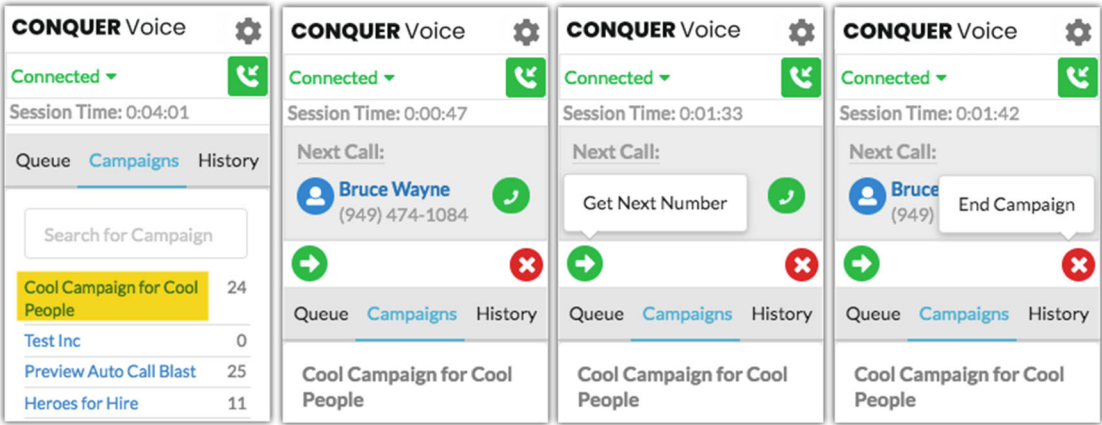
B. Quick Dial & Dial Pad

- Use **Quick Dial** to search saved contacts.
- Use the **Dial Pad** to manually enter numbers.

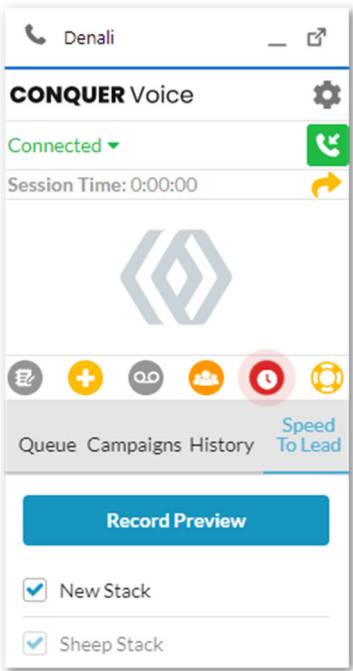


C. Campaign Calling and Speed to Lead

- **Campaign Calling:** Automatically dial numbers from Salesforce campaign lists.



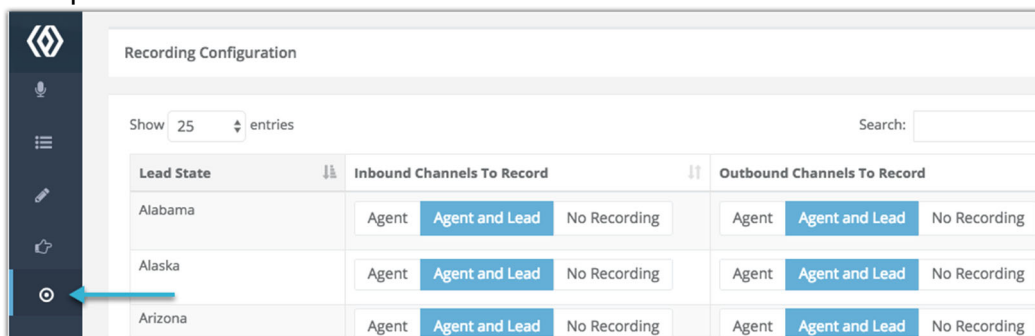
- **Speed to Lead:** Instantly connect with hot leads in under 3 seconds.



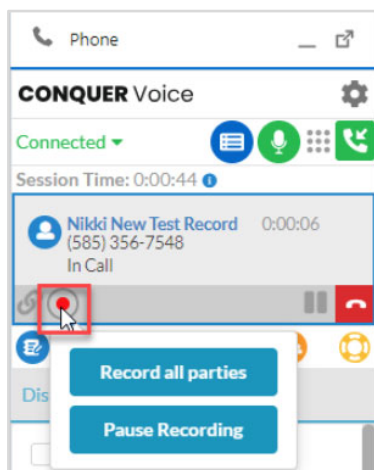
Exploring Advanced Features

A. [Call Logging & Recording](#)

- Automatically log all calls in Salesforce for better tracking and reporting.
- Use secure **GDPR-compliant call recording** for future reference and compliance



Lead State	Inbound Channels To Record			Outbound Channels To Record		
Alabama	Agent	Agent and Lead	No Recording	Agent	Agent and Lead	No Recording
Alaska	Agent	Agent and Lead	No Recording	Agent	Agent and Lead	No Recording
Arizona	Agent	Agent and Lead	No Recording	Agent	Agent and Lead	No Recording



B. [Voicemail Drop](#)

- Record and store voicemail templates.

New Recording

Connect to the dialer and create a new recording...

Recording Name:

Global ☐

Type Voicemail Drop-In

Submit

- Save time by sending pre-recorded messages with a single click.

CONQUER Voice


Connected


Session Time: 0:00:27


Matt Murdock
 (949) 381-5292

Leave Voicemail








Voicemail Options



Dispositions

No campaign active.

No Answer

LVM

Customizing Your Conquer Voice Settings

Tailor your experience with **user settings**:

- Select how you'd prefer to connect to Conquer Voice.
- Enter the **phone number** where Conquer Voice will call to connect (if using the "Call Me" option).
- Select and test preferred **audio input/output devices** for calls (if using the "Computer Audio" option)
- Adjust additional preferences, such as status settings, notifications, and music between calls.

The image displays two side-by-side screenshots of the 'CONQUER Voice' settings interface, showing different configurations for the 'Audio Connection'.

Left Screenshot (Call Me selected):

- Audio Connection:** ☒ Call Me, ☐ Computer Audio
- Your Phone Number:** 9493988099
- Extension:** 1234
- Email:** no@no.com
- Forward Calls To:** (empty field)
- Music Selection:** NPR
- Agent Options:**
 - ☐ Regional ID for Click to Dial
 - ☐ Regional ID for Queues
 - ☐ Screen Pop
- Buttons:** Conquer Support, Save

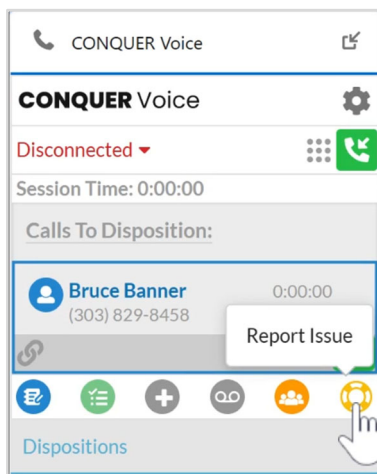
Right Screenshot (Computer Audio selected):

- Audio Connection:** ☐ Call Me, ☒ Computer Audio
- Select a Server:** Automatically Detect
- Microphone:** Default - Internal Microphone (Built-in) (with Test button)
- Speakers:** Default - Internal Speakers (Built-in) (with Test button)
- Email:** no@no.com
- Forward Calls To:** (empty field)
- Music Selection:** NPR
- Agent Options:**
 - ☐ Regional ID for Click to Dial
 - ☐ Regional ID for Queues
 - ☐ Screen Pop

Troubleshooting and Support

Conquer Voice offers industry-leading support to keep your team productive:

- Use the **"Report Issue"** button in the dialer for immediate assistance.
- Contact our support team at **support@conquer.io** for help.
- Access detailed articles and FAQs in the [Conquer Support Center](#).



By following this guide, you'll be ready to leverage **Conquer Voice** for seamless communication, enhanced sales productivity, and streamlined workflows. For detailed guidance on advanced features like AI-powered battlecards, Speed to Lead, and real-time analytics, explore additional resources in the [Conquer Support Center](#).