

WELCOME To AI POWERED - GirikCTI

PRODUCT BY GIRIKON

Bridging Conversations. Instant Connectivity. Impactful Communication.



GIRIKON EXECUTIVE SUMMARY

GirikCTI | salesforce

WHEN THE RIGHT PEOPLE, THE RIGHT PROCESSES AND
TECHNOLOGY COME TOGETHER, INNOVATION HAPPENS



100% SALESFORCE NATIVE suite of applications designed to enhance productivity, transform business engagement, and drive seamless communication with cutting-edge **AI-powered solutions**.

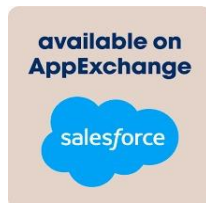
OUR EXPERIENCE

in Business Since **2015**

Team Members **400+**

Our Presence - India, USA, AUS

Partnership Type: Ridge



Challenges with Non-Native CTI Solutions

- Integration Complexity – Requires third-party connectors and middleware, leading to additional setup and maintenance costs.
- Data Security Concerns – Customer data may leave Salesforce, increasing compliance risks and potential breaches.
- Performance Lag – External API calls can slow down response times and affect user experience.
- Limited Customization – Customizing workflows and automations requires complex configurations or additional third-party tools.
- Scalability Issues – Performance may degrade with increased call volume due to reliance on external infrastructure.
- Fragmented User Experience – Agents need to switch between multiple systems, leading to inefficiencies.
- Limited AI & Automation – AI capabilities may not be deeply integrated into Salesforce workflows.
- Ongoing Maintenance Costs – Requires continuous updates and troubleshooting for third-party integrations.

Solutions with GirikCTI (Native on Salesforce)

- Seamless Integration – Built directly within Salesforce, eliminating the need for external connectors.
- Salesforce-Native Security – Data stays within Salesforce, ensuring compliance with enterprise security standards.
- Real-Time Performance – Runs within Salesforce, ensuring faster and more reliable call handling.
- Deep Customization – Fully configurable within Salesforce using native automation tools like Flows and Apex.
- Scalable by Design – Leverages Salesforce's cloud infrastructure, ensuring smooth scaling with business growth.
- Unified Agent Experience – Everything is accessible within the Salesforce UI, reducing friction and improving productivity.
- AI-Powered Automation – Enhances agent productivity with AI-driven recommendations and actions within Salesforce.
- Lower Maintenance Overhead – Being native, it benefits from Salesforce's upgrades with minimal upkeep.

GirikCTI APP

GirikCTI

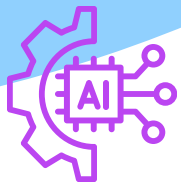
salesforce

GIRIK CTI APPLICATION, designed to seamlessly integrate with Salesforce and transform your communication and customer management experience.



**SALESFORCE
NATIVE**

**SALESFORCE NATIVE
SOLUTION**



**AI CALL
ANALYSIS**



**INTEGRATED
SOFTPHONE**

**UNIFIED CALLING
WITHIN SALESFORCE**



**AI CHAT
TRANSCRIPT**



**MULTI- LINE
SUPPORT**

**HANDLE MULTIPLE CALLS
SIMULTANEOUSLY**



**AI CASE
CREATION**



**CALL
BROADCASTING**

**EFFICIENTLY
BROADCAST CALLS TO
LISTS**



**AI TASK
CREATION**



BASIC FEATURES



Click-to-Dial & Call Logging

Natively Integrated Softphone

GirikCTI App

Home

Anurag Yashraj | Co...

+91 971198XXXX +...

+91 971198XX...

Call History

Contact

+91 971198XXXX +91 971198XXXX

Title	Account Name	Phone (2)	Email	Contact Owner
				Yashraj Abhyankar

Girik Softphone: Available

Available 00:22

Yashraj

Enter name or number...

1	2	3
4	5	6
7	8	9
*	0	#

Call

0

Total Missed Call

0

Total Answered Calls

GirikCTI

GirikCTI App

Home

Recently Viewed

Anurag Yashraj | Co...

Mukesh Two Numb...

Open - Not Contacted

Working - Contacted

Closed - Not Converted

Converted

Mark Status as Complete

Details

Girik Softphone: Dialing

Mukesh Two Number

Dialing 00:01

End/Leave Call

Phone

Home Phone

Mobile

Other Phone

Fax

Email

Assistant

Asst. Phone

Other Address

Activity

Filters: All time • All activities • All types

Refresh • Expand All • View All

Upcoming & Overdue

February - 2025

January - 2025

Phone
919640172283

Mobile
919717414575

Email
mukesh.gupta@girikon.com

Website

Lead Status
Open - Not Contacted

Rating

No. of Employees

Test call
You logged a call

test
Anurag Yashraj logged a call

tes
You logged a call

Dmeo

You logged a call

No more past activities to load.

Call History (1)

BASIC FEATURES



- 1 - Softphone Dialer
- 2 - Status of Agent
- 3 - Time Log

- 4 - Mass Dialer
- 5 - Call History
- 6 - Media Device

1

Girik Softphone: Available

Available 1:01:30 Yashraj

Enter name or number...

1

4

7

*

0

Total Missed

2

Girik Softphone: Available

Available 1:02:05 Yashraj

Available

Break

Busy

Unavailable

Log Out

2

5

7

*

0

Call

0

0

Total Missed CallTotal Answered Calls

3

Girik Softphone: Available

Available 1:02:36 Yashraj

Enter name

Today Time Logs

In-Call Duration - 00:00

Disposition Duration - 0

Idle Duration - 01:06:37

JKL

8

TUV

0

+

Call

0

Missed Call

Total Answered

4

Girik Softphone: Available

Available 1:04:08 Yashraj

Lead

Recent Call HistoryMass Dialer

Select Object

No record found in queue!

0

0

Total Missed CallTotal Answered Calls

5

Girik Softphone: Available

Available 1:05:00 Yashraj

Lead

Recent Call HistoryMass Dialer

No items to display.

0

Total Missed Call

6

Girik Softphone: Available

Available 1:25:04 Yashraj

Enter name

Today Time Logs

In-Call Duration - 00:00:08

Disposition Duration - 00:00:22

Select Media Devices

Audio Input Devices

Default - MacBook Pro Microphone (Built-in)

Audio Output Devices

Default - MacBook Pro Speakers (Built-in)

--None--

Default - MacBook Pro Speakers (Built-in)

MacBook Pro Speakers (Built-in)

0

0

Total Missed CallTotal Answered Calls

ADVANCE FEATURES

Call Disposition

Contact

+91 971198XXXX +91 971198XXXX

Title

Account Name

Phone (2) ▼

Email

Contact Ow



Girik Softphone: Dialing

Create Disposition

Select Object ⓘ

Lead ▼

Select Record

+91 971198XXXX ... ▼

Disposition

Select an Option ▼

Priority

Normal ▼

Connected

Contact Disposition

Escalation Required

Follow- Up Required

No Answer

Not Interested

Other

00:07

✕ Cancel

✓ Save

Call Transfer & Notes

GirikCTI App

Home

Inbound Call Duration By Agents

Call Duration (Minutes)

0 2 4 6 8 10 12 14 16

Missed 2

Answered 15

Anurag Yashraj Missed 0

Yashraj Abhyankar Missed 3

Answered 1

View Report (Inbound)

salesforce



Girik Softphone: In-Call

Unknown Number

(981)-136-XXXX

Outbound Call

Connected: 00:08

Note Title

Enter Notes

Save Notes

Transfer 

Mute 

Hold 

End/Leave Call



ADVANCE FEATURES

Call Barge



Call Whisper



AI CAPABILITIES

AI-Powered Call Summary , Sentiment Analysis & Improvement

Call Recording inside salesforce & Call Analysis

Task

Room reservation booking

Name

Anurag Yashraj

Details

Assigned To

Yashraj Abhyankar

Subject

Room reservation booking

Due Date

17/01/2025

Priority

High

Call Type

Outbound

Call Result

Connected

Created By

Yashraj Abhyankar, 17/01/2025, 2:20 pm

Comments

Room reservation booking

AI Call Analysis

▼ MOM

1. Customer reported inability to book a room online.
2. No online booking confirmation received.
3. Customer provided contact number (274880) and potentially relevant booking information (790, 3228736 3766).
4. Customer will send WhatsApp confirmation.

▼ Customer Feedback

Not Satisfied. The customer clearly expresses frustration and inconvenience due to the failed online booking and lack of confirmation.

▼ Customer Emotion

Frustrated

▼ Improvements

1. Investigate the online booking system to identify and resolve the issue preventing successful bookings and confirmations.
2. Implement a system that provides immediate booking confirmation, perhaps via email and/or SMS, in addition to any other confirmation methods.
3. Ensure that error messages during online booking are clear and helpful, guiding customers on how to resolve the issue.
4. Offer proactive customer support during the online booking process (e.g., live chat).
5. Train agents to handle such issues efficiently and empathetically, perhaps with pre-written responses for common issues.

Completed

Create Follow-Up Task

Edit

Edit Comments

Recording Player

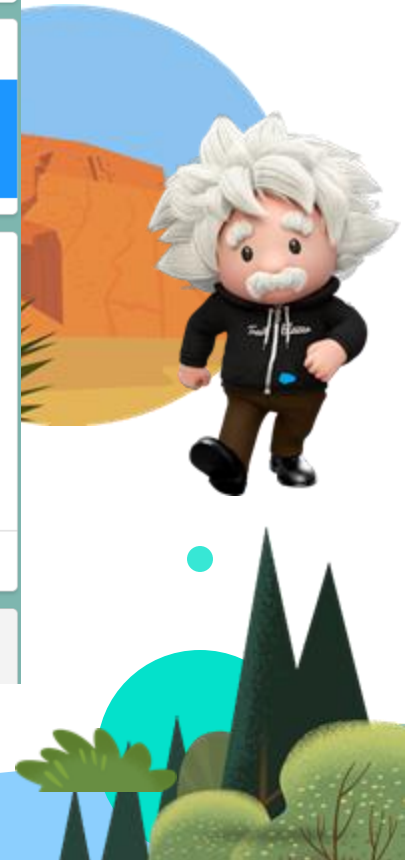
0:00 / 1:45

Call Analysis

A customer, Yashraj (contact number 274880), reported difficulties booking a room. They received no confirmation message on the website after attempting a booking (price mentioned as 3228736 3766, possibly referencing a room or package code 790). The customer apologized for the inconvenience and stated they would send a WhatsApp confirmation message.

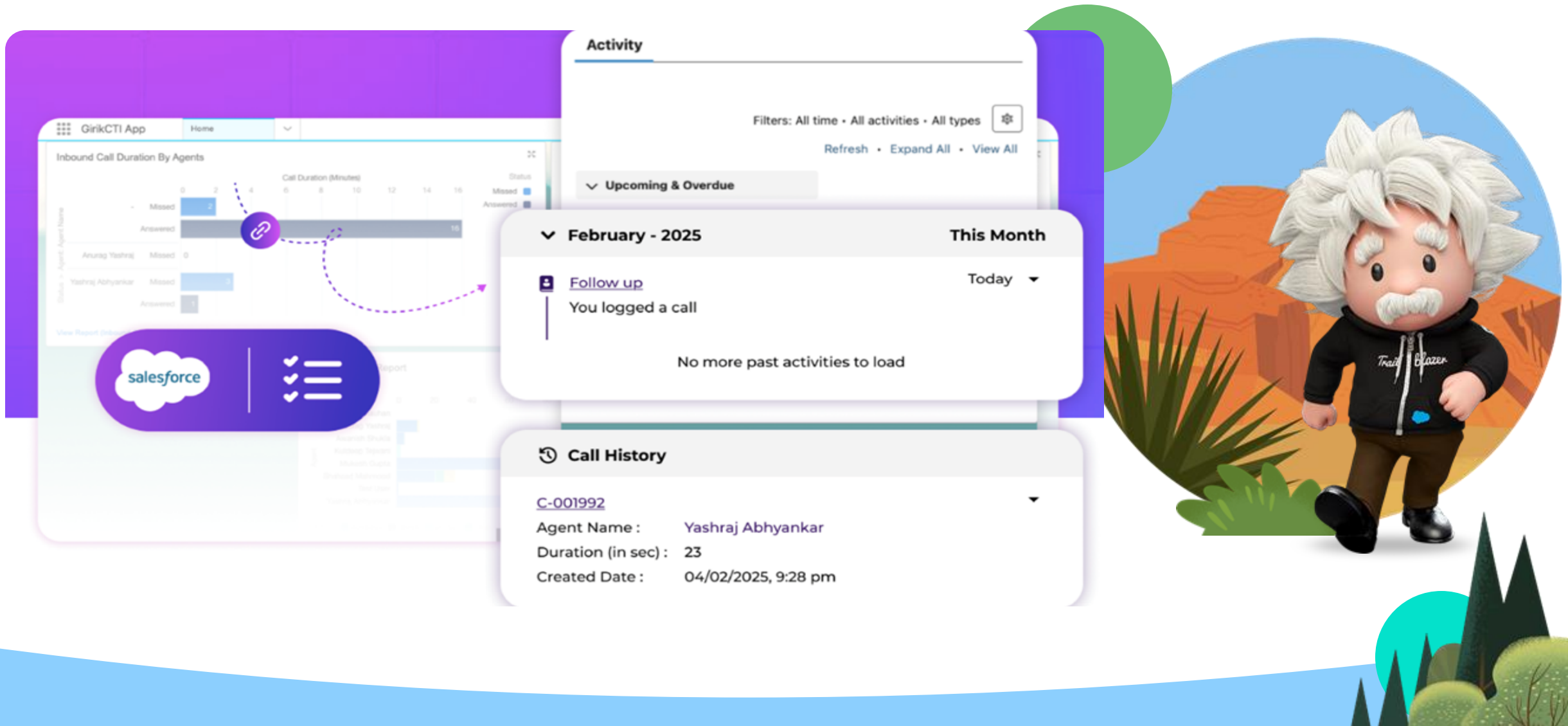
View All

Task History (1)



AI CAPABILITES

AI Driven case and Task Creation as per call analysis



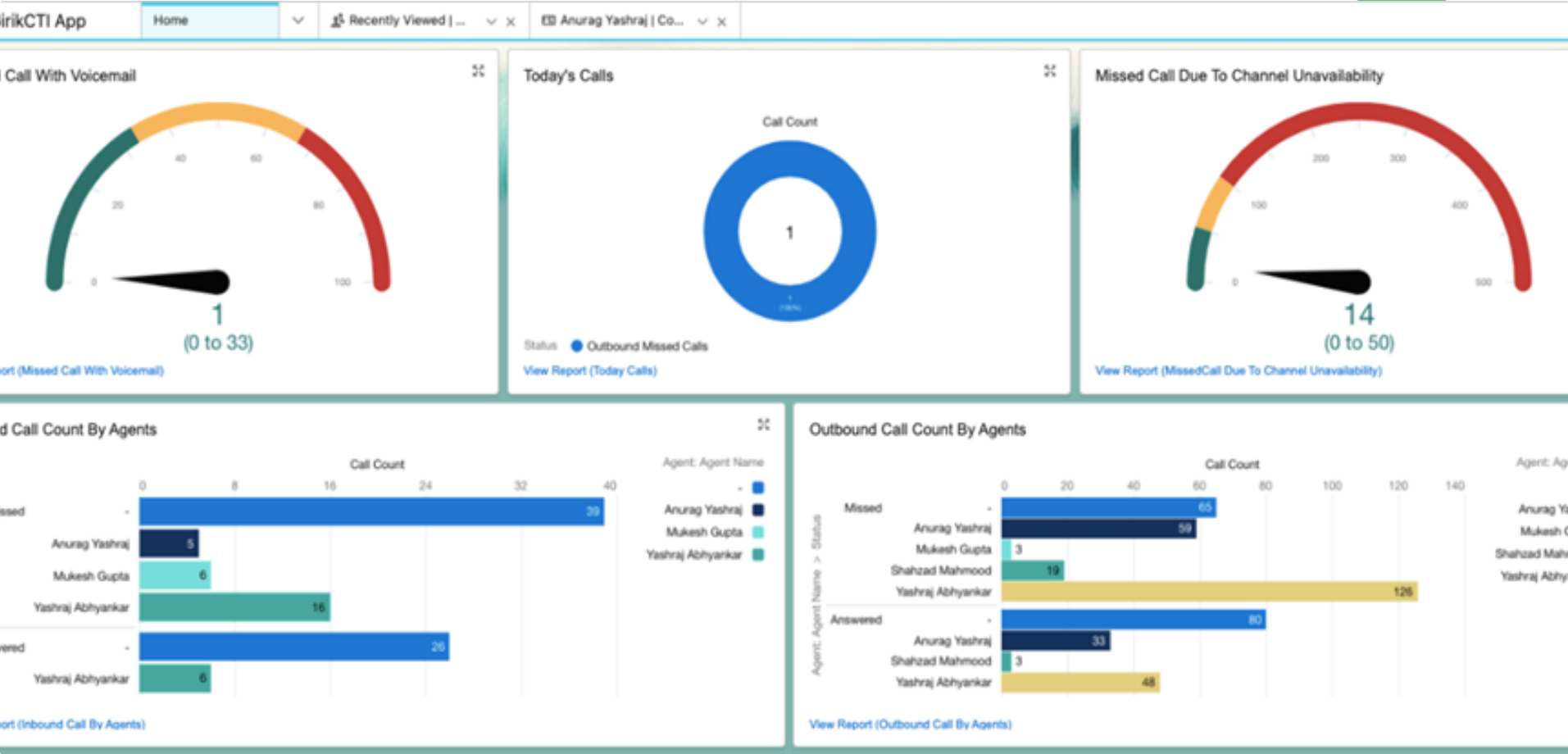
AI CAPABILITIES

Drive more leads, close more deals, and delight your customers with GirikCTI – your ultimate All-in-one communication platform that enables calling from Salesforce

**HUMAN-LIKE AI VOICE AGENTS ON
SALESFORCE : THE FUTURE OF CALLING**



REPORTS & DASHBOARD



REASON TO CHOOSE GIRIK CTI



GirikCTI offers telephony solution with a no- code setup and competitive pricing. It is 100% Salesforce native, enabling direct dialing from Salesforce with Click to Dial. The service includes live call monitoring, automated call logging, CTI integration, and provides 24/7 support.

Integrated Softphone

Dial directly from Salesforce.

Enhanced Contact Management

Search & dial combined with automated task creation

Agent Availability Management

Manage and display availability from Salesforce softphone for efficient call routing.

Admin Control & Monitoring

Admins can monitor live calls, barge in, or whisper feedback for real-time quality support

IVR & Bulk Dialing

Effortlessly create custom IVRs and broadcast calls for enhanced outreach.

Real-Time Note Taking

Capture and organize call notes and details directly within Salesforce.

Call Recording

Automatically record calls for training, compliance, and quality assurance purposes.

Multi line Support

Handle multiple calls simultaneously with support for multiple lines.

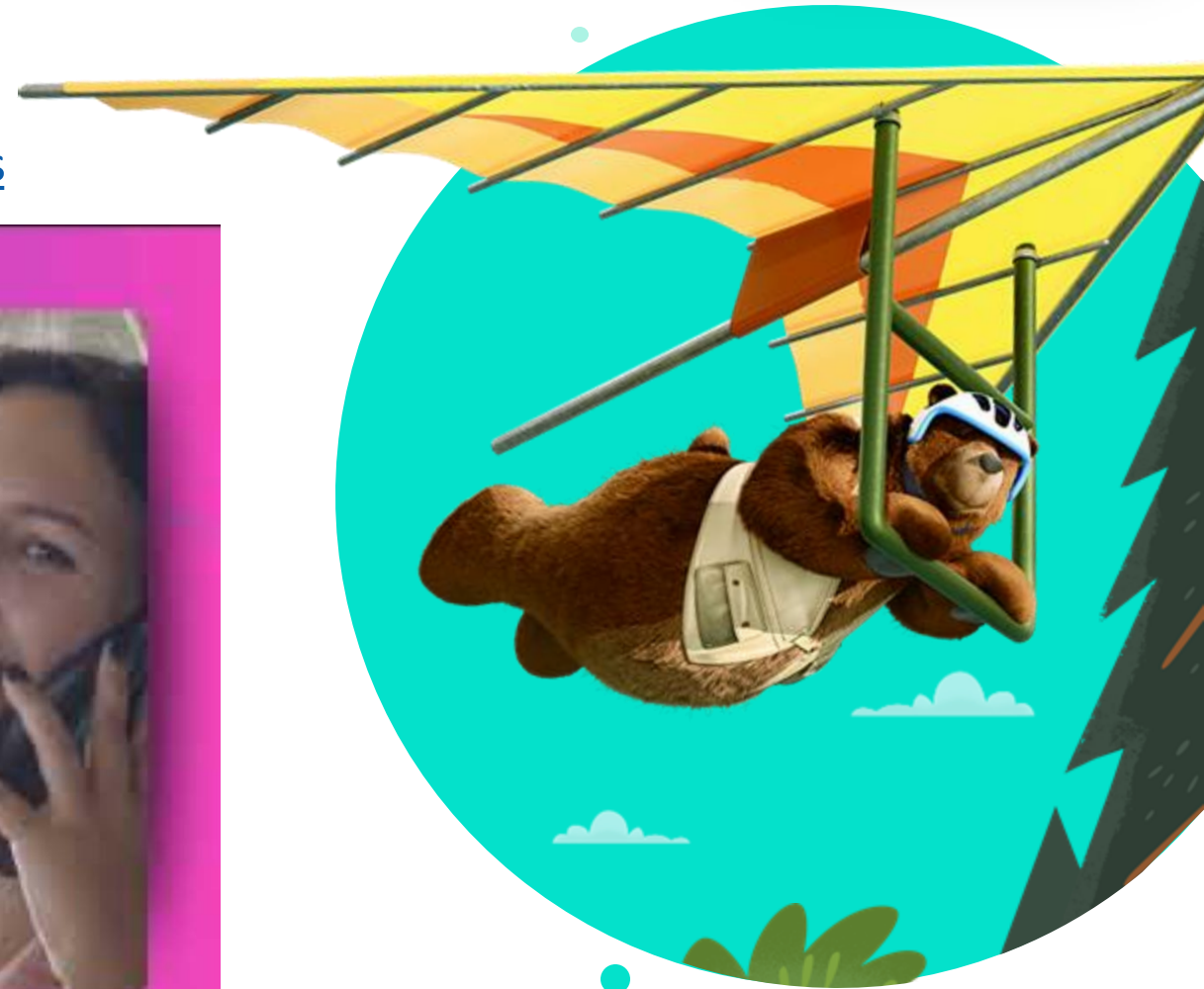
Call Analytics

Access detailed reports and analytics on call performance and agent productivity



GirikCTI Introduction Video

<https://www.youtube.com/watch?v=E-gJPog4Afc&t=1s>



CUSTOMERS WHO TRUST IN US

GirikCTI | salesforce





Thank You



GET IN TOUCH

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