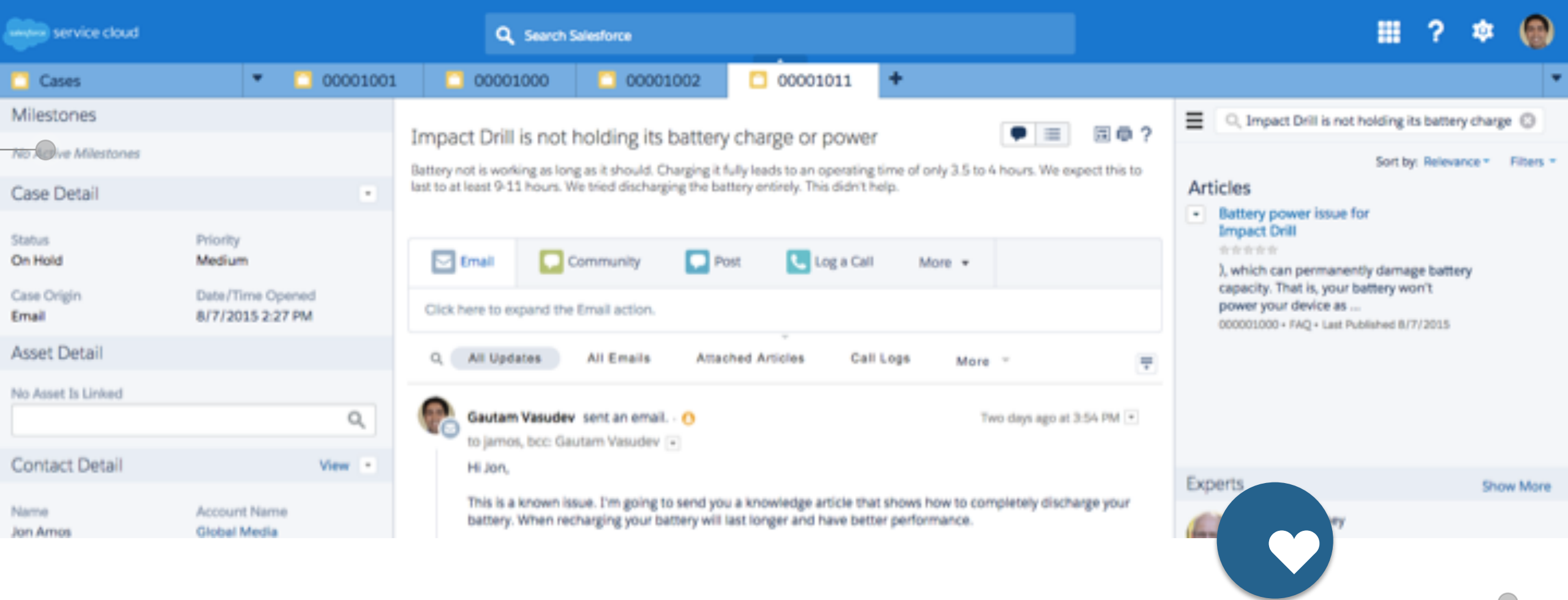




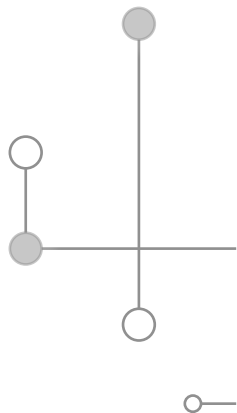
thinkConnect
CTI connector for salesforce.com





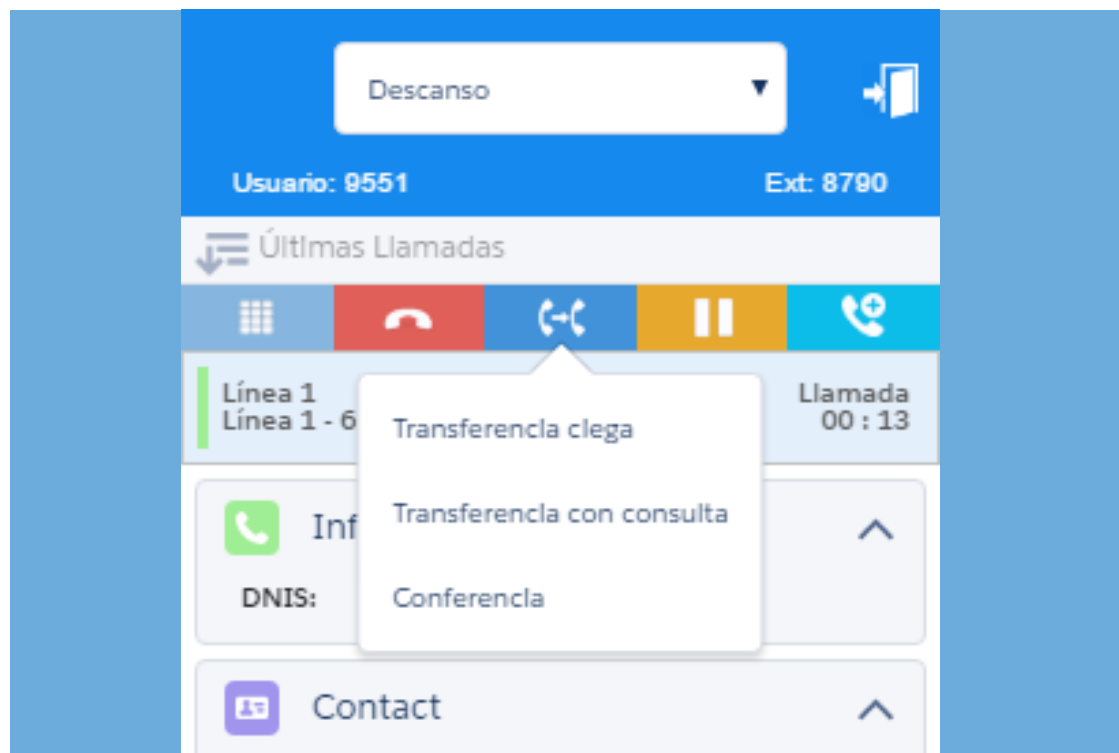
HOW CAN I INTEGRATE SALESFORCE WITH MY PBX?

Thousands of companies are customizing Salesforce as the new corporate CRM obtaining outstanding results. All of them are facing the same problem. And now, how can my company leverage on my legacy PBX? Can I integrate it with Salesforce?



THE SOLUTION: THINKCONNECT

thinkConnect



CTI CONNECTOR

thinkConnect is a Salesforce native CTI integration app that connects almost any PBX with your CRM objects. An open CTI solution that gives you the chance to configure and customize a fully CRM integrated console and Softphone for Salesforce agents. Its native integration enhances the call center agents experience thanks to the frictionless access with Salesforce business objects, Omnichannel, agents console and lots of details related to call wrap-up actions and reporting.



UNIFY AGENT
COMMUNICATIONS



NATIVE AND 100%
COMPATIBLE WITH
ANY SALESFORCE
CUSTOMIZATION



CALL ROUTING,
MANAGEMENT,
MONITORING AND
REPORTING

MAIN FEATURES

thinkConnect



AUTHENTICATION

Agents authenticate over the softphone to the PBX system and start using the system seamlessly.



STATUS MANAGEMENT

Agents can easily define their status using the softphone, or console. Status also automatically updates when sending or receiving calls.



CALL MANAGEMENT

Click on any phone field in any object to automatically dial using your softphone, handset or mobile extension. Easily transfer calls, create groups or route customers



CALL REPORTING

Automatically report incoming and outgoing calls in your Salesforce activity objects. Add wrap-up notes at the end of any call.



NATIVE INTEGRATION

Enhances the call center agents experience thanks to the frictionless access with Salesforce business objects, Omnichannel, agents console and lots of details related to call wrap-up actions and reporting.

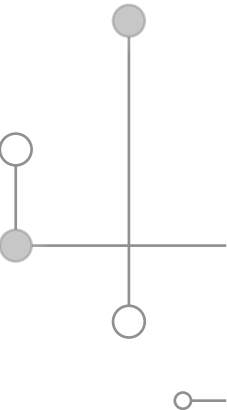


MULTI-PBX INTEGRATION

thinkConnect is connected and fully integrated to best of breed PBX in the market. Avaya, Genesys, Cisco, Altitude and Asterisk PBXs are 100% compatible



thinkConnect
CTI connector for salesforce.com



SCREENSHOTS

thinkConnect

Extension

Username

Password

Submit

thinkConnect
CTI connector for salesforce.com

v1.13.0

AUTHENTICATION

AGENT STATUS

Ready

User: 9551 Ext: 8790

Last Calls

Line 1 - 1014 Held 00:13

Line 2 - 4021 onCall 00:11

Call Info

Dialed #: 4021

No Result

Search...

Search Create Record

Call Log

Subject: Call

Name: -- None --

Related To: -- None --

Comments:

Ready

Day Start

Break

Research

Customer Call Back

Mentoring

Training

Meeting

OTRS

Bullpen

Interviews

End of Day

System down

Testing

Standby

Break

User: 9551 Ext: 8790

Last Calls

Line 1 - 1014 Held 00:13

Line 2 - 4021 onCall 00:11

Call Info

Dialed #: 4021

No Result

Search...

Search Create Record

Call Log

Subject: Call

Name: -- None --

Related To: -- None --

Comments:

1 2 3 4 5 6 7 8 9

Busy - on Call

Omni-Channel Phone

OMNICHANNEL INTEGRATION

CLICK-TO-DIAL,
MANUAL CALL OR
CONTACT SEARCH CALL

Ready

User: 9551 Ext: 8790

Last Calls

Line 1 - 886-2-25474189 Standby

Line 1 018103483 Standby

Jeff Glimpse

Jeff Glimpse

Phone: 886-2-25474189

1 2 3 ABC DEF

4 GHI 5 JKL 6 MNO

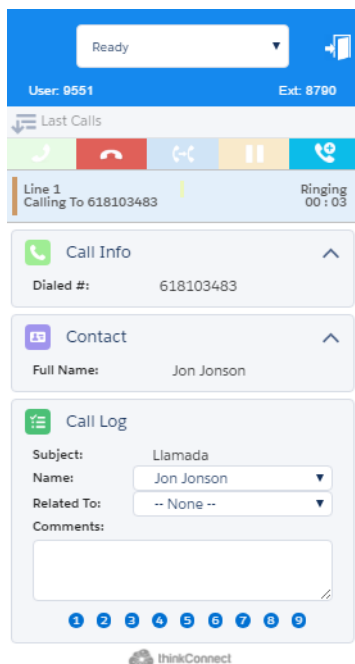
7 PQRS 8 TUV 9 WXYZ

* 0 #

C Clear

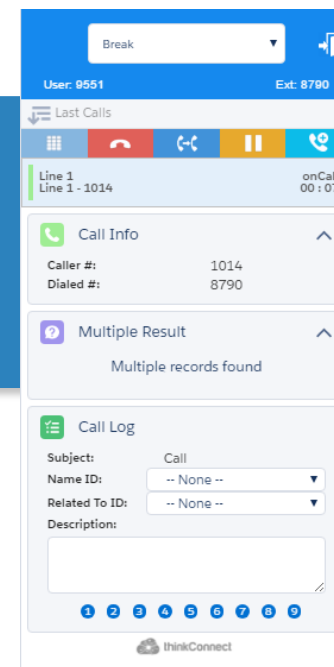
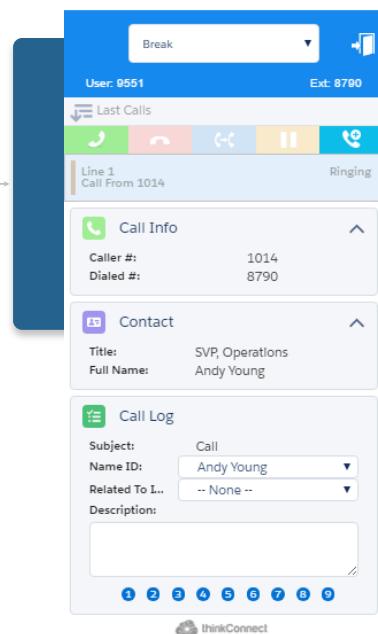
SCREENSHOTS

thinkConnect



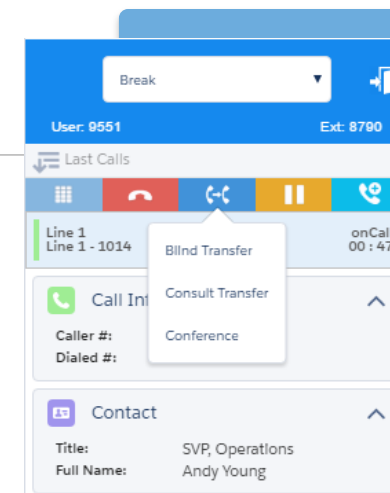
OUTBOUND CALLS

INBOUND CALLS



MULTIPLE CONTACT RESULTS

CALL TRANSFER OPTIONS



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SCREENSHOTS

thinkConnect

Call Log

Subject: Call

Name ID: Jack Rogers

Related ... Burlington Textiles Corp

Description:
Request for Info

1 2 3 4 5 6 7 8 9

CALL WRAP-UP

Cases

Details

Express Logistics and Transport

00001000 00001007 Mr. Josh Davis Mr. Jake L.

Post File New Task More

Write something...

Share Follow

No followers.

There are no updates.

Details | Cases | Cases | Cases | Cases | Cases | Cases | Cases | Cases | Cases

Account Detail

Account Owner: Mark Bilbo (Change)

Account Name: Express Logistics and Transport (View Details)

Parent Account: CC047211

Account Site: Customer - Channel

Type: Transportation

Industry: Public

Annual Revenue: 950,000,000 €

Billing Address: 620 SW 9th Avenue Suite 400, Portland, Oregon 97204, United States

Shipping Address: 620 SW 9th Avenue Suite 400, Portland, Oregon 97204, United States

Customer Priority: Medium

SLA Expiration Date: 10/30/2015

SLA: Platinum

SLA Serial Number: 4724

SLA Description: Machine

Interaction Log

Name: Mr. Josh Davis

Related To: Account: Express Logistics and Transport

Enter your notes here...

Save Log Save & New Log Add Call Data Clear Log

No call data added.

INTERACTION LOG

LAST CALLS

Break

User: 9551 Ext: 8780

Last Calls

Outbound

Subject: Call-Thu Apr 20 2017 13:24:43

DNIS: 618103483

Inbound

Subject: Call-Thu Apr 20 2017

Line 1 Number: Standby

Search...

thinkConnect

EASY TO CONFIGURE

thinkConnect

USERS

Softphone authentication is fully integrated with PBX system.



CALL CENTER

The call center native integration is made through the call center configuration options.



CALL OPTIONS

Easy configuration for incoming and outgoing calls: Prefixes, international numbers, intra-company numbers, etc.



SOFTPHONE OPTIONS

Call transfer, conferences and auto-answers are fully supported.

A screenshot of the "thinkConnect Lightning" configuration interface. The title bar says "Centro de llamadas" and "thinkConnect Lightning". Below the title bar, there's a section "Detalle de centro de llamadas" with buttons "Modificar", "Eliminar", and "Copiar". The main content area is divided into three sections: "General Information", "Dialing Options", and "Softphone Options".

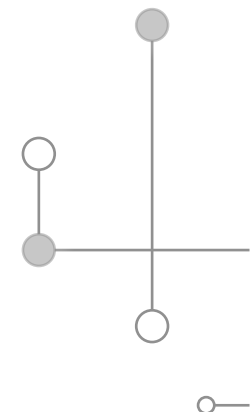
General Information	
Internal Name	thinkConnectLightning
Display Name	thinkConnectLightning
CTI Adapter URL	https://thinkconnect.aui.vicualforce.com/api/thinkConnect
Open CTI API	Yes
Softphone Height	400
Softphone Width	280
Package profile	NTSCconnector...
Available where?	Classical_Lightning

Dialing Options	
Outside Profile	
Long Distance Profile	
International Profile	
Internal Number Length	3
Country Code	1
Local Number Length	7
Long Distance Length	10
Number of lines per agent	2

Softphone Options	
Transfer Button Enabled?	Y
Conference Button Enabled?	Y
Click-to-Dial Button Enabled?	N
Auto answer Enabled?	N
Display on side bar?	Y
Manual on enable?	Y
Outlook call status button enabled?	Y

SALESFORCE OBJECTS INTEGRATION OPTIONS

The configuration manager allows admins to configure integration with salesforce native options.



FULL OF BENEFITS

thinkConnect

STANDARIZES

Standardize your CTI integrations with your CRM and corporate tools based on Salesforce.com.

SIMPLIFIES

Simple configuration tools for connector administrators.

EVOLVES

A SaaS model that evolves thanks to its multitenant architecture.

LOW PROPRIETARY SYSTEM

Total flexibility to make customizations and integrations with native objects and flows inside salesforce.com

ACCESSIBLE

From and to any standard Salesforce.com edition and configuration.

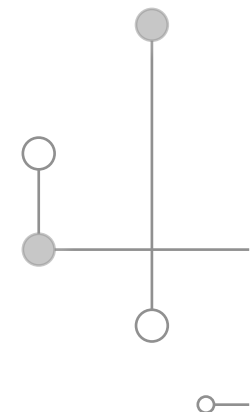
HIGH AVAILABILITY

And of course, implementing SLAs that guarantee the levels of service expected in Salesforce solutions.

thinkConnect

**Conector CTI
salesforce.com**

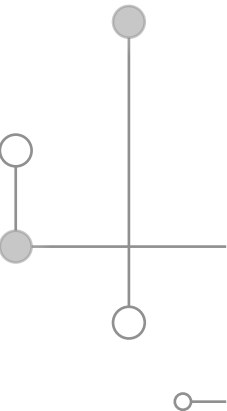
Main benefits





THINKCONNECT TECHNICAL ASPECTS

Get some more insights of the technical side



KNOW THE ARCHITECTURE

thinkConnect



USER INTERFACE

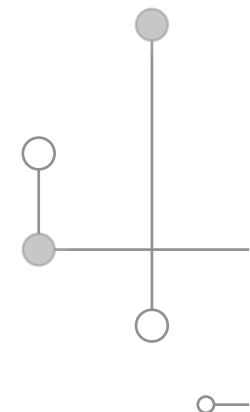
Salesforce.com native components integrated in the agent console, sidebar and buttons and action links (call). Integration from the dialup with standard SFDC objects.

CTI ENGINE

Integration engine with the different compatible switchboards and that abstracts this complexity to the team of consultants Salesforce.

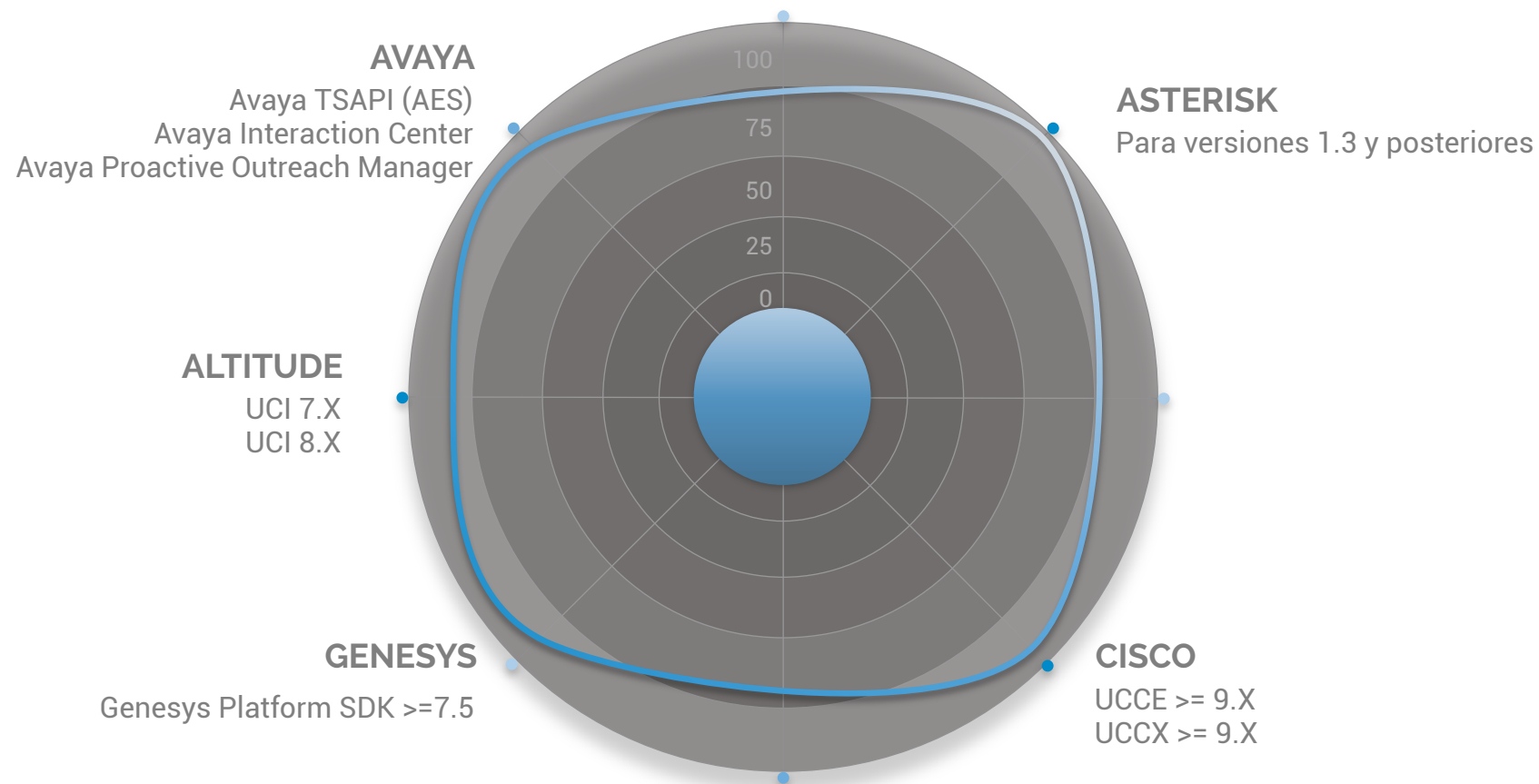
ADMINISTRATION TOOLS

Also integrated in the standard Salesforce management console, it allows you to manage the basic and advanced configuration of the CTI connector.



PBX COMPATIBILITY

thinkConnect



DEMO TIME!

thinkConnect

DEMO

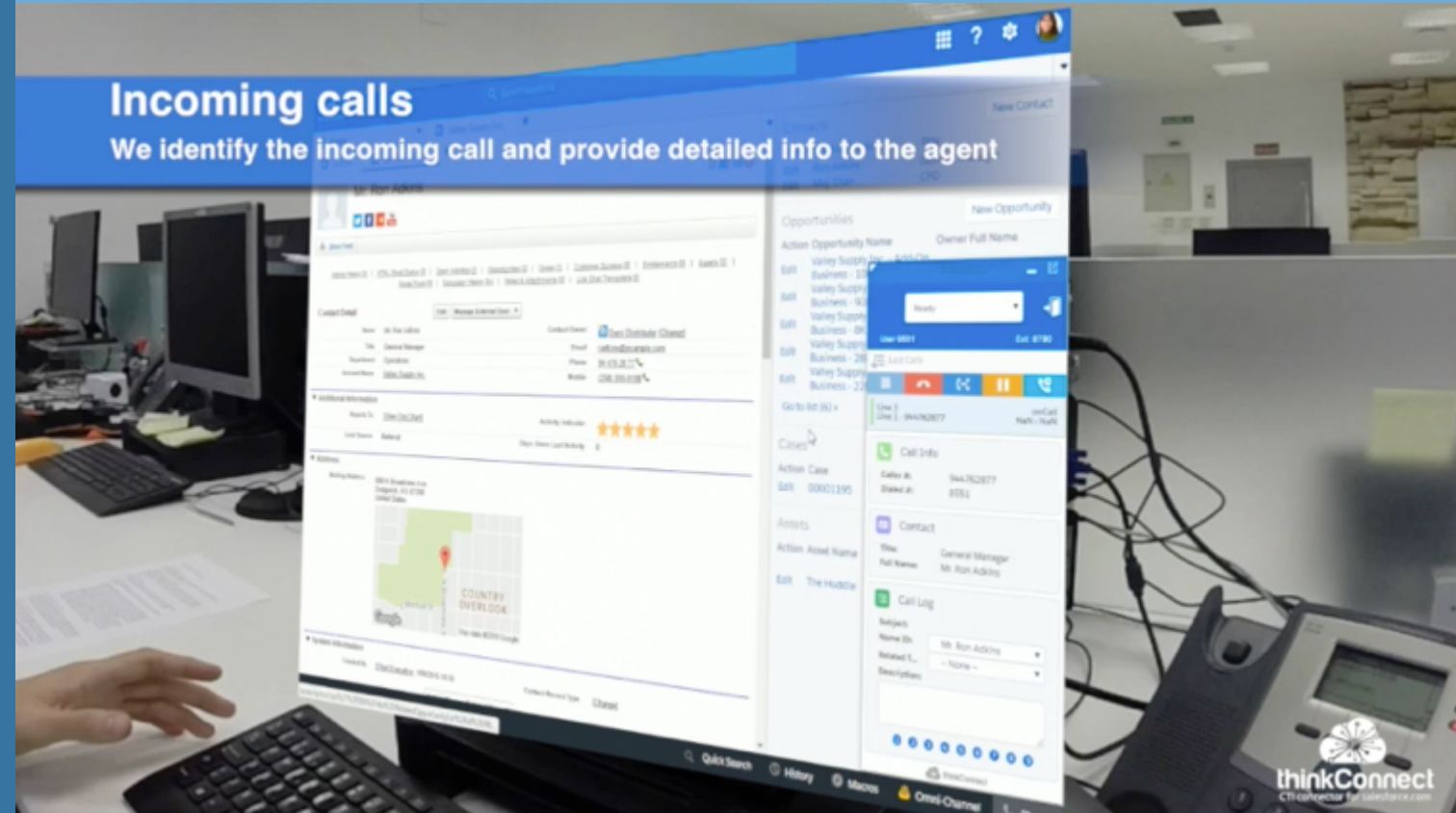
Key benefits of the thinkConnect system include native integration with salesforce.com in both, normal and agent mode, native integration with leading PBXs such as Avaya or Cisco, easy and intuitive configuration and rapid system deployment.

Request a free demo. Contact us.
info@salesforcethinkconnect.com



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THINKCONNECT CTI CONNECTOR

ThinkConnect

/THANK YOU