

Salesforce Connectors Family

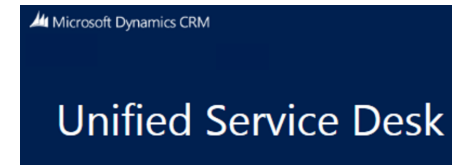


Connectors Offering for Salesforce

- **WDE Connector (Softphone's one)**
 - This is the classic Softphone WDE connector (vertical for Salesforce)
- **WWE Connector embedded in Salesforce Console**
 - This connector allows to embed Genesys WWE inside the Salesforce CTI Console
- **Routing Connector for Salesforce**
 - This connector allows to retrieve Salesforce data during the Genesys routing phase
- **External Routing Connector for Salesforce**
 - This connector allows to submit to Genesys the Salesforce interactions: chat, email, etc...

History

SFDC Connectors come from a common history:



SAME BASE FRAMEWORK (Softphone's patent)



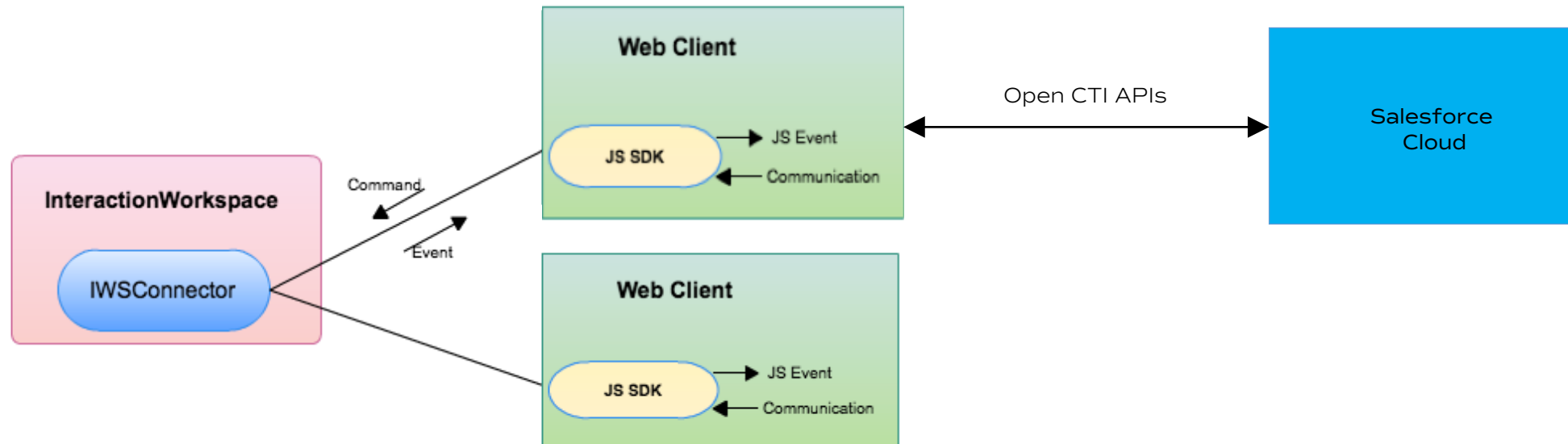
Huge installed base

WDE Connectors are a well proven solution...



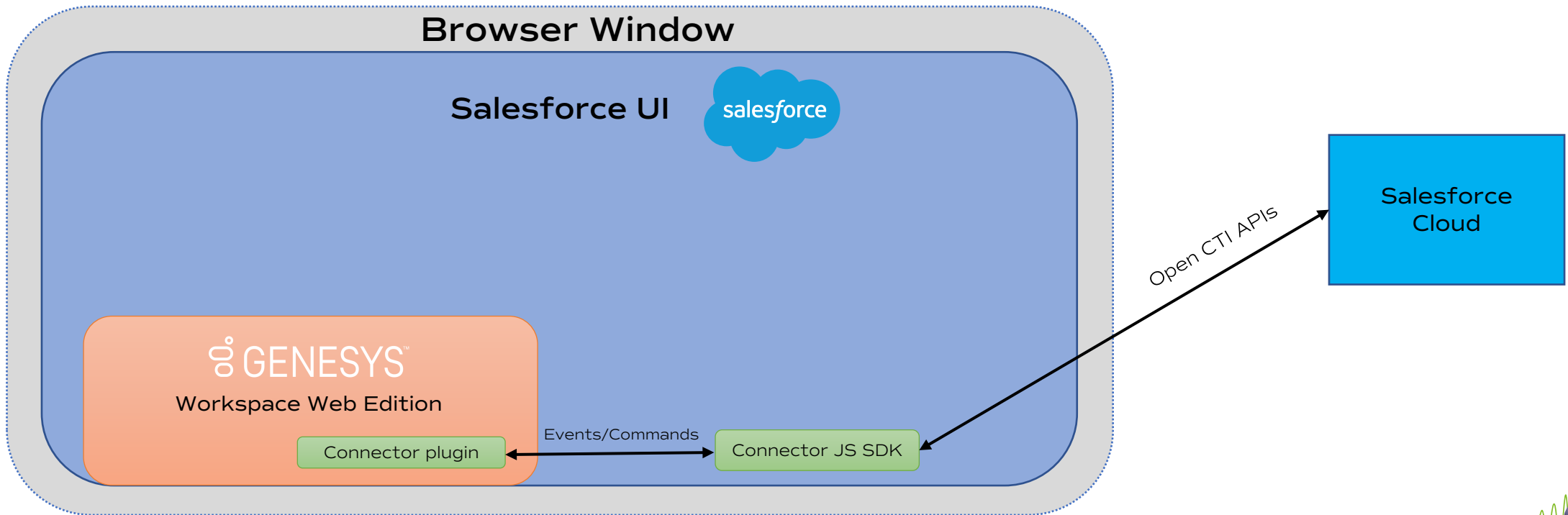
WDE Connector for Salesforce

WDE Connector high level architecture:



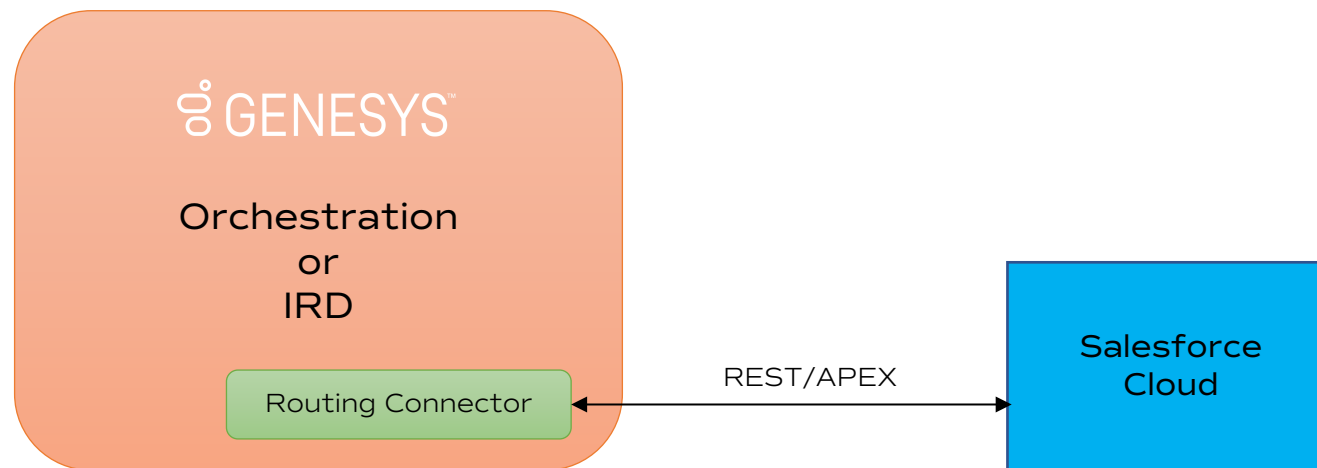
WWE Connector for Salesforce

WWE Connector high level architecture:



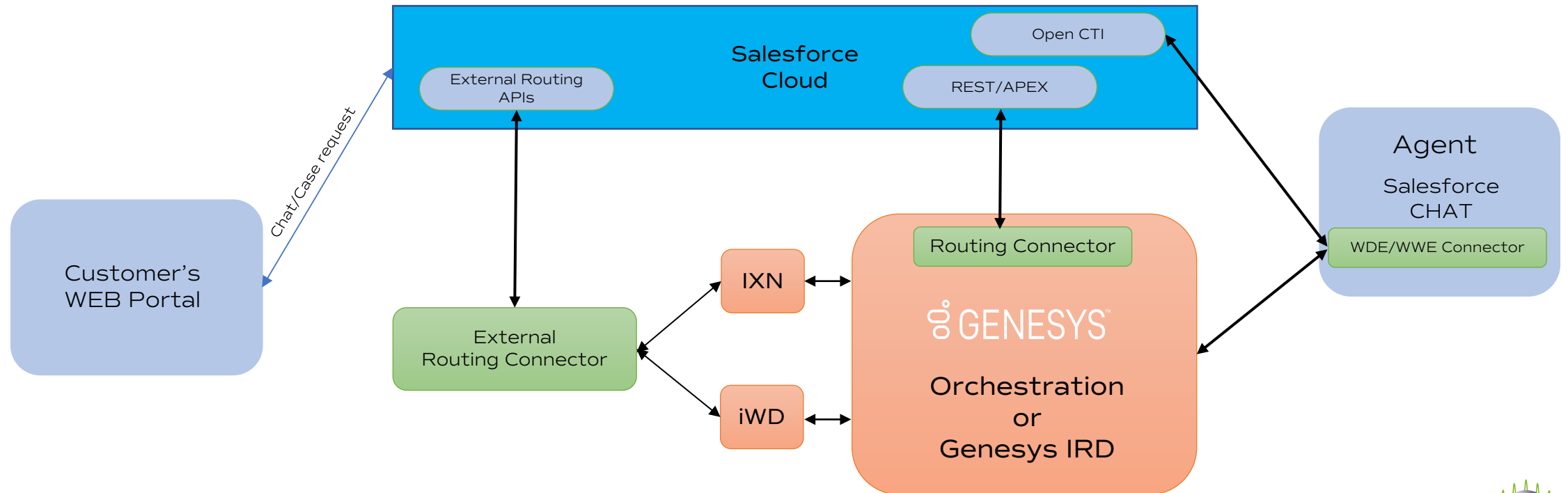
Routing Connector for Salesforce

Routing Connector high level architecture:



External Routing Connector for Salesforce

EXT Routing Connector high level architecture:



Features and Capabilities

- **WDE/WWE Connectors features:**
 - Salesforce presence synchronization
 - Handling of the Salesforce interactions
 - Fully customizable use cases in Salesforce
 - Bidirectional communication
- **Routing Connector's features:**
 - Ability to query Salesforce from the Genesys routing
 - Ability to attach Salesforce data to the Genesys interaction
- **External Routing features:**
 - Ability to submit and route Salesforce interactions with Genesys