



My customers

Managing the Customer Experience



**Flexible
Contact Center
Salesforce
version**

A Services Center and a CRM all-in-one, 100% Cloud-based

This guarantees you:

- Fully-secured **autonomous** administration
- Access to the **functions of the Contact Center** in Salesforce **with no development**
- A **unified view of your customers' interactions** thanks to the best of the Orange Flexible Contact Center solution and the power of the Salesforce CRM

Benefit from Orange Business Services' know-how

- Recognised expertise in Services Cloud Centers
- Worldwide and seamless Telecom carrier coverage



**Business
Services**

Unified workstation in the Sales Cloud and Services Cloud



Agent and supervisor
panels

Advanced functions



Inbound and outbound calls



Paperless faxes



Click to dial



Send faxes and
SMS messages



Record calls



IVR/CRM dialogue

Flexible Contact Center Salesforce version, the answer to your challenges



A fully-secured service for more autonomy

- Can be managed by your business teams: from qualification to dynamic routing of the call flow
- The power of Orange as a telecom operator to handle your call flows worldwide
- Telephony agnostic: natively IP and compatible with all IPBXes
- High commitment to delivering quality voice services (SLA in excess of 99.9%)

The features of the Contact Center with no development

- An ergonomic and easy-to-use Voice panel in Salesforce
- Incoming faxes automatically distributed to your agents
- Send SMS messages and faxes from the Contact screen using Salesforce templates
- Click-to-dial to handle calls from outbound call campaigns
- Configuration of the dialogue between the voice script and the CRM from Flexible Contact Center

A unified view of the interactions of your customers

- Possibility of using the Omni-Channel module to distribute incoming faxes
- Traceability of all interactions in the Salesforce Activity object, including unanswered calls
- Cross-referencing of data from the Contact Center with your customer data with in Salesforce



**Business
Services**

For more information, contact your sales representative
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