



SALESFORCE CTI

MAKE & RECEIVE CALLS FROM SALESFORCE

The b-hive for Salesforce App enables b-hive customers to integrate their hosted phone service with their Salesforce CRM. The App allows customers to make and receive calls from within the Salesforce ecosystem and captures call information for unified reporting.



INBOUND RECORD MATCHING

Automatically matches incoming calls with customer records stored in Salesforce.



CLICK-TO-CALL

Call a customer directly on Salesforce by clicking on their phone number.



CREATE RECORDS

Create new records on demand, so employees can quickly open a new case or log a new lead.



NOTES AND DISPOSITIONS

Easily add color to any call activity with call dispositions and/or custom notes.



CALL LOGS

Use call logs to access information later through Salesforce reports and dashboards.



CALL RECORDINGS

Listen to recorded calls directly from Salesforce.

