



**Managing
the Customer
Experience**

**Flexible
Contact
Center with
Salesforce**

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 with Salesforce, 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 data** from the Contact Center with your customer data within Salesforce



**Business
Services**

For more information, contact your sales representative
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