

Inspire Plug-in for Salesforce



The Inspire Plug-in for Salesforce seamlessly integrates Inspire Evolve and Inspire Flex with Salesforce environments, such as Sales Cloud and Service Cloud. Business users can leverage customer data to generate, personalize, deliver and store communications directly within their Salesforce instance.

KEY BENEFITS

Personalize experiences

Harness the power of Inspire to create impact, by personalising every communication to ensure that it is appropriate and meaningful to the customer, then deliver via the channel of your customers' choice.

Streamline your operation

Improve your operational efficiency by reducing the number of applications required for your business users to perform their tasks accurately.

Reduce dependence on IT

As a managed package available through the Salesforce AppExchange®, the Inspire Plug-in works without needing to be heavily configured by your IT colleagues.

Ensure compliant communications

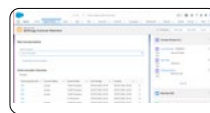
Allow customer-facing employees to generate and personalize communications within a role-based, controlled editing environment that enforces your branding, messaging, content, and legal guidelines.

HOW DOES IT WORK?

The Inspire Plug-in for Salesforce® extends Salesforce by allowing business users to choose from pre-defined Inspire communication templates from within their existing Salesforce pages. When selected, the personalized template is automatically displayed in Inspire Evolve's Front Office or the Interactive capability of Inspire Flex, and can be personalized further if required.

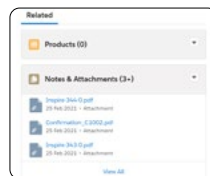
Once ready, the communication is automatically delivered to the customer and Inspire can upload that same communication back into Salesforce to be stored against the customers record.

WHY USE INSPIRE WITH SALESFORCE?



Create communications within Salesforce

- Choose communication templates without leaving Salesforce.
- List in-progress communications that have not been finalized for delivery to the customer.



Store copies of communications into Salesforce

- Every communication can be delivered back to Salesforce and attached to the customers record immediately.



Personalize communications

- Set predefined business rules that can reference data provided dynamically at run time.
- Allow role-based controlled editing to further personalize specific parts of your communications.



Streamline processes

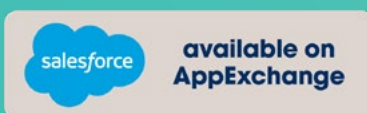
- Incorporate digital signatures into your communications to remove costly manual processes from your back office.

What do I need to use the Inspire Plug-in for Salesforce®?

- To use the Inspire Plug-in for Salesforce, you will need the plug-in, a current subscription to Salesforce Sales Cloud or Service Cloud running the Lightning Experience, and either an active subscription to Inspire Evolve or a licensed deployment of Inspire Flex that includes the Interactive and Scaler components.

How do I purchase the Inspire Plug-in for Salesforce®?

- The Plug-in is available on the Salesforce AppExchange®. Contact your Quadient client executive or via www.quadient.com for more information.



Multiple output channels

- Deliver on digital and physical channels based on your customers' preferences.
- Deliver your communications immediately or in high-volume batches, dependent on your customers' and business needs.

Control quality

- Remove your reliance on end user computing solutions, e.g. Microsoft Word.
- Eliminate errors created by copying and pasting from Salesforce into your communication templates.
- Ensure consistent branding, tone and quality across communications.
- Route communications for approval before delivering them to the customer.
- Customize each approval flow based on your business needs.

Integrate beyond Salesforce®

- Enhance your personalisation further by integrating non-Salesforce data sources rapidly.

FIND OUT MORE

Learn more about how Inspire and Salesforce can support your communication transformation journey.



About Quadient®

Quadient is the driving force behind the world's most meaningful customer experiences. By focusing on Intelligent Communication Automation, Parcel Locker Solutions and Mail-Related Solutions, Quadient helps hundreds of thousands of customers worldwide simplify the connection between people and what matters. For more information about Quadient, visit quadient.com.